

BUYER ADDED BID SPECIFIC TERMS AND CONDITIONS

Name of the work: "Engagement of an agency for providing Facility Management Services"

GeM bid no.: GEM/2025/B/6341074

The bid is governed by the terms and conditions in the following order of precedence (i.e in case of same clause, the clause mentioned in Corrigendum 1 will supersede the clause mentioned in RFP)

- Corrigendum 1
- Original RFP

Corrigendum - Request for Proposal for Engagement of an agency for providing Facility Management Services**Corrigendum-1**

This is with reference to the and GeM bid no. GEM/2025/B/6341074 “**Request for Proposal for Engagement of an agency for providing Facility Management Services**”

Below are the changes in mentioned clauses issued vide this corrigendum notification:

S. no.	Description	Revised Clause (Deletion are indicated with a strikethrough and addition are highlighted by an underline)
1.	Method of Selection (Clause VII, Page no. 12)	Subcontracting may be allowed only upon prior written intimation to QCI at the Bidding stage itself, the responsibility for management and liability shall rest with the selected service provider.
2.	Terms and Conditions (Clause VIII, sub-clause 34)	<u>Subcontracting shall be permitted, however, such subcontracting shall in no way absolve the Service Provider of any responsibility, liability, or obligation under the terms of the contract. The Service Provider shall remain fully accountable for the actions, omissions, defaults, or negligence of any subcontractor, including their agents, employees, or workmen, as if such actions or omissions were those of the Service Provider itself.</u> <u>The Service Provider shall maintain complete and updated records of all subcontractors engaged, including relevant documentation such as agreements, statutory compliance, and personnel records. These documents must be made available for inspection by the Client upon request.</u>
3.	Parking Management (Clause IV, sub-clause 3, Page no. 6)	<u>Three levels of parking for four-wheelers and two-wheelers.</u>
4.	Prequalification – Work Experience	<u>OR</u>
5.	Evaluation criteria – Company Profile (Clause VI sub-clause 1, Page no. 11)	Annual Turnover – <u>average over 3 years</u> $\geq 50 - 75$ Crores <u>average over 3 years</u> : 3 Marks
6.	Evaluation criteria – Quality Certifications (Clause VI sub-clause 5, Page no. 12)	Note: All the ISO certifications submitted should be from a Certification Body accredited by NABCB, (<u>wherever applicable through NABCB</u>). Bidders should submit valid ISO certificate.
7.	Evaluation criteria – Technology Usage (Clause VI sub-clause 5, Page no. 12)	– Use of technology in service delivery [e.g., Visitor Management System, <u>and</u> Inventory Management, <u>CAFM (Computer Aided Facility Management) /BMS (Building Management System) integration, QR-based attendance, etc.</u>]

Name of the work: "Engagement of an agency for providing Facility Management Services"

GeM bid. no.: GEM/2025/B/6341074

Date: 24.06.2025

Response to pre-bid queries

S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Response from QCI
1	General	General	Please share the operational hours for the facility and no. of employee per shifts in case it is applicable.	8 AM to 8 PM
2	General	General	As we understand, all changes in Minimum wages will be paid by QCI on actual. Please confirm.	Yes
3	General	General	Please confirm if we need to consider Central or State wages while quoting	Delhi Minimum Wages Rules, 1950, and the Minimum Wages Act, 1948
			Should we consider Minimum wages based on Central Act or Shops & Establishment Act?	
4	General	General	Please confirm if it is mandatory to submit EMD along with the bid, also confirm if ePBG is mandatory.	<ul style="list-style-type: none"> • EMD - Mandatory at the time of submission of bid. Exemption for MSEs and DPIIT recognised startups. • e-PBG - after award of work; by successful bidder
5	Clause 4, Pg.6	Housekeeping Services	Please provide clarity on the frequency of deep cleaning as in the financial break file, it states fortnightly however in RFP scope document it states monthly.	Frequency of deep cleaning and pest control shall be fortnightly that is twice a month (12*2=24)
6	Clause 4, Pg.6	Housekeeping Services	Please confirm the total facility wise carpet area along with the no. of chairs.	Details about facility already mentioned in Clause III of RFP at Page no. 5
7	Clause 4, Pg.6	Parking Management	Please confirm if the parking management is under builder's scope or the service provider's scope.	Under service provider's scope (Three levels of parking for four-wheelers and two-wheelers)
8	Clause 4, Pg.7	Horticulture Management	Please provide the number of potted plants, also we understand that only plant maintenance would be under the service provider's scope.	QCI currently has vendor for supply and maintenance of plants. However, in future, the required services may be put in scope of selected service provider, at mutually decided terms & conditions.

9	Clause 4, Pg.7	Transport and Cab Services	We understand that only coordination would be under service provider's scope and dedicated manpower is not required, please confirm.	A dedicated professional to be deployed by the Service Provider for coordination of cab services, may be under the head of Facility executive.
10	Clause 4, Pg.7	Transport and Cab Services	"Arrangement of cabs for official use as per organizational protocol shall be Facility Management Agency" We understand that this will be under QCI scope. Please confirm.	For coordination with taxi vendor the Service Provider to deploy a dedicated professional.
12	Clause 4, Pg.8	Periodic Audits	We understand that this will be conducted by the site-based team, please confirm.	To be conducted by successful bidder and reports to be shared with QCI periodically.
13	Clause 4, pg.8	General Terms	"Leave Rules: 2 days a month" we understand that this will be applicable only for the CBRE management team and task level will be as per statutory leave applicability for Delhi. Please confirm.	Yes. For task level, leaves to be as per Delhi Shops and Establishments Act, 1954.
15	Clause 4, pg.8	General Terms	"All staff must wear uniforms and valid ID cards issued by the service provider" We understand that this is applicable for task level staff, please clarify.	Facility Management team and Task level staff both to have ID cards and uniforms (white collar and blue collar) as per their roles, ensuring easy identification and upholding a professional appearance on site.
17	Clause 7, Pg. 12	Method of Selection	"Subcontracting may be allowed only upon prior written intimation to QCI at the Bidding stage itself" Please provide more clarity on this	Please refer to corrigendum-1

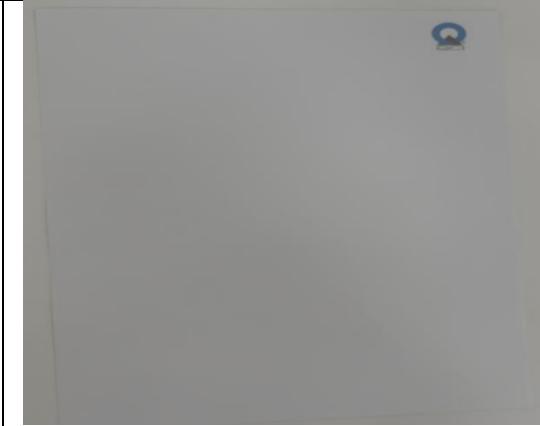
19	Clause 9, Pg. 19	SLA/KPI Matrix	This need to be mutually discussed and agreed at a contracting stage, please confirm if QCI is fine with it.	The SLA and KPI matrix to be as per the bid document. However, the specific SLA matrix for cab services to be discussed and decided mutually with selected service provider.
20	Commercial	Financial Break -up	While the designations have been provided, please confirm if we have to quote accordingly or can add designations based on the site visit and understanding.	The quotation has to be submitted as per the designations outlined in the bid document. The roles under these designations to be defined by the bidder.
21	Commercial	Financial Break -up	Do we need to include Gratuity for Subcontractor staff in the wage break up? Please clarify.	Yes, gratuity must be considered in accordance with applicable statutory provisions. In cases where existing staff are transitioned to the payroll of the Service Provider or a third-party agency, their gratuity liabilities shall be transferred accordingly, ensuring continuity and compliance with labour laws.
			Does Gratuity need to be included?	
22	Commercial	Financial Break -up	Do we need to price for National Festival Holidays for sub-contractor staff in wage break up, please confirm.	Yes
23	Commercial	Financial Break -up	Kindly confirm whether bin liners to be charged on actuals or has to be under consumables category.	At Page no. 21 of the RFP - Garbage Bags (Small), Garbage Bags (Medium), and Garbage Bags (Large) are mentioned
24	Commercial	Financial Break -up	Kindly confirm if the medical test is required for the pantry boys and if there are any specific medical tests that need to be conducted for them.	A medical fitness test shall be conducted for all pantry staff and the fitness certificates must be submitted to QCI officials prior to their deployment on site. Periodic health check-ups shall also be conducted at regular intervals, and updated fitness reports shall be provided to QCI as part of ongoing compliance.
25	Commercial	Financial Break -up	We understand that Repair & Maintenance consumables will be charged on actuals, please confirm.	Yes

26	General	General	We are reviewing the scope in detail and have planned a site visit on Monday, 23rd June to ensure a thorough understanding before finalizing our response. We'll also await your response to our submitted queries. In view of this, we kindly request an extension for proposal submission till 27th June 2025, this is for your kind consideration.	Please refer to corrigendum-1
27	General	General	Can you provide the number of annual reactive and planned work orders?	Data not available, however the same shall be discussed with the selected service provider.
28	Page 19 Clause VI, evaluation criteria 6	Technology Usage – Use of technology in service delivery [e.g., Visitor Management System, Inventory Management, CAFM (Computer-Aided Facility Management) /BMS (Building Management System) integration, QR-based attendance, etc.]	Do you have an existing CAFM system, or can supplier propose own solution?	No existing CAFM. Not required. Please refer to corrigendum-1.
29			Which BMS system is in place? And does it have an open API ready for integration?	No existing BMS. Not required. Please refer to corrigendum-1.
30			Does this clause imply that integration with CAFM and BMS is a must have?	Only Inventory management and Visitor management to be proposed by bidder
33	Page 6 Clause IV: Scope of work	Maintenance Services (Electrical, Plumbing, Carpentry, IT infrastructure, etc.)	Is FCM's role limited to coordination only with OEMs/vendors that QCI have already contracted under AMCs or is responsible for managing the entire AMC process?	Service provider to coordinate with OEMs/vendors already contracted by QCI as per their DLP/ AMC/ warranty terms. The details shall be shared with the successful service provider.
34	Page 7 Clause IV: Scope of work	Refreshment Services	It was mentioned that Tea/Coffee machines already exists and only pantry consumables need to supply. Can you please tell which brand machines are currently used	There is an existing rate contract in place with the current vendor, Lavazza (Fresh and Honest Café), for the provision of coffee machines and related supplies.
35	Page 21 Clause X: Part II	BoQ no. B (1)	Refreshments - Tea (Taj/ Red Label/ Equivalent) Is it Tea bag or tea powder?	Tea powder
36	Page 7 Clause IV: Scope of work	General terms	Could you please confirm whether we need to factor in the combined GPA and GMC amount, which would result in a total coverage of ₹10,00,000 per person? Additionally, we kindly request clarification on the dependents who be eligible for coverage under this insurance policy.	Yes. For GMC, dependents shall include the spouse and maximum of two children (below the 18 years of age).

37	Page 9 Clause IV: Scope of work	Personnel Qualifications	Please note that, Police Verification check acknowledgement will be done within 5 working Days. However, The Police Certificate will be provided as and when received from the department.	Yes, noted.
38	Page 9 Clause IV: Scope of work	Personnel Qualifications	Could you please confirm whether, in addition to the Police verification check, are we required to mandate educational checks and character certificates for sub-contracted staff?	Yes.
39	General	General	If there is any possibility for negotiating few of the legal terms and/or proposing additional terms and conditions? For example, the General Terms and Conditions do not cover provisions surrounding subcontractors and we would like to propose the same if subcontracting is permissible.	Please refer to corrigendum-1
40	General	General	Does FCM have the ability to appoint and perform services through subcontractors?	Please refer to corrigendum-1
41	General	General	Are the product/service specific terms and conditions the ones covered in the RFP document or are there any other terms and conditions governing the services? Request you to provide us with other terms and conditions, if any, that are applicable.	General terms & conditions mentioned in RFP along with applicable Terms and Conditions in GeM GTC
42	General	General	Please provide the count for small, medium and big plants	QCI currently has vendor for supply and maintenance of plants. However, in future, the required services may be put in scope of selected service provider, at mutually decided terms & conditions.
43	General	General	(Stationery) QCI logos needs to be printed on letterheads and envelope?	Yes. Please refer the sample image attached below.
44	General	General	How many licenses would be required for the visitor management system	The no. of access points for visitor management will be approximately 37. The bidder(s) to propose the solution accordingly.

Sample images –

S. No.	Description	Image
1	QCI Notepad (White): Size: 8.5x5.5 in Pages: 70 gsm Binding: Wiro No. of Pages: 60	
2	QCI Diaries (Brown): Size: A-5 (14.8x22.0) Pages: 80 gsm cover: 450 gsm – Craft Paper Binding: Wiro No. of Pages: 160	
3	QCI Folder (Brown): Size: 31 cm Paper: Hard Brown Paper	
4	QCI Letter Heads: Size: A-4 Paper: 100 gsm Printing: 4-color	

5	<p>Letter Head Continuation Sheet: Size: A-4 Paper: 100 gsm</p>		
6	<p>Visting Card Size: 8.7 cm x 5.4 cm Printing: 4-Color Paper: Standard Paper for visiting cards Language: Hindi & English</p>	 <p>सिमरन सिंह Simran Singh समन्वयक Coordinator</p> <p>भारतीय गुणवत्ता परिषद Quality Council of India भारतीय एवं उद्योग संशालन, भारत सरकार द्वारा स्थापित एक ज्ञानप्रसार संस्था An Autonomous Body setup by Ministry of Commerce & Industry, Government of India</p>	
7	<p>QCI Envelope (without window) Size: 10x14" Paper: 100 gsm</p>	 <p>If undelivered please return to: Quality Council of India 2nd Floor, Institution of Engineers Building Rahadur Shah Zafar Marg New Delhi - 110 002, India</p>	



भारतीय गुणवत्ता परिषद्
QUALITY COUNCIL[®]
OF INDIA
Creating an Ecosystem for Quality

Tender ref. no. QCI/FCM/0625/446

Dated: - 13.06.2025

**Request for Proposal
for
for engagement of an agency for providing
Facility Management Services**



QUALITY COUNCIL OF INDIA

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Tender Notice

1. Quality Council of India invites proposals for "**Engagement of an agency for providing Facility Management Services**"
2. The content of this Request for Proposal (RFP) enlists the requirements of the QCI. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the QCI wishes to specify at this stage.
3. After the submission of the Technical and Financial Proposals according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process.
4. The Documents to be submitted:
 - A. The "Technical Bid" shall contain the following:
 - i. Form 1, 2, 3, and 4 attached under Annexure-A
 - ii. All the documents required as per prequalification and technical evaluation criteria
 - iii. Any other details that the bidder may like to provide
 - B. The "Price Bid" shall contain the following:
 - i. The Vendors should submit the proposal as per the financial bid format through online mode only in relevant sections in GeM Portal (<https://gem.gov.in>)
 - ii. Taxes should be included in the above proposal.
5. The Technical Bids and Financial Bids may be submitted on GeM as per the guidelines.

Tender Summary

S. No.	Item	Details
1.	Project Scope	Engagement of an agency for providing Facility Management Services
2.	Contract Duration	One (01) Year
3.	Performance Bank Guarantee	5% of total contract value
4.	Proposal Selection	Quality-cum-Cost Based Selection (QCBS)
5.	Earnest Money Deposit (EMD)	₹ 9,00,000
6.	Bid Validity	120 days
7.	Pre-bid meeting	Pre-bid query to be submitted to procurement@qcin.org in the format given in Annexure-A within one (01) day of pre-bid meeting conducted (Details as per GeM portal)
8.	Presentation Round	To be notified via email to the shortlisted bidders

I. INTRODUCTION

Quality Council of India (QCI)

Quality Council of India (QCI) is a premier autonomous body set up by Government of India. QCI is responsible for creating a Quality Mindset and envisions to ensure quality across products and services that touch every citizen. As an independent and autonomous body, QCI creates a mechanism for independent third-party assessments of products, services, and processes, coordinating its activities through its constituent boards and divisions. The Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, serves as the nodal point for QCI. QCI plays a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programme and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

II. BACKGROUND

QCI is committed to maintaining a high standard of operational efficiency and workplace safety across its premises. To support this objective, the organization requires comprehensive Facility Management Services (FMS) that ensure the upkeep, cleanliness, security, and functionality of its infrastructure.

This tender seeks to engage a qualified and experienced Facility Management Agency (Service Provider) to manage day-to-day operations, provide skilled manpower, and implement industry best practices in maintenance, along with fulfilling associated consumable requirements.

III. ABOUT FACILITY

The facility is located at **Tower J (2nd and 3rd floors) and Tower K (1st and 2nd floors), World Trade Centre, Nauroji Nagar, New Delhi -110029**. The total area of the facility is 67,868 ft. approx.

Floor	Carpet Area (sq. ft.)	Cabins	Cubicles	Work stations	Headcount
QCI Office					
Tower K – 1st floor	Approx. 17,991	2	11	253	265
Tower K - 2nd floor	Approx. 17,991	2	10	477	488
Tower J - 2nd floor	Approx. 21,592	8	28	421	457
Tower J - 3rd floor	Approx. 10,294	5	0	168	173

Layouts are provided in the RFP for better understanding of the premises and the work.

IV. SCOPE OF WORK

The agency shall be responsible for providing integrated, end-to-end facility services for QCI. The scope includes manpower, tools, equipment, consumables, and supervision necessary to maintain a safe, clean, and efficient working environment across all office premises and designated facilities.

The services include but are not limited to the following:

1. Housekeeping Services (Including Deep Cleaning)

- **Daily cleaning**, sweeping, mopping, dusting, and sanitization of all office areas, workstations, carpet, conference rooms, corridors, staircases, pantry, washrooms and other common areas.
- **Washroom cleaning**: One housekeeping staff member shall be permanently stationed at each washroom to ensure immediate cleaning after every use, maintaining hygiene and cleanliness at all times.
- **Deep cleaning** to be carried out monthly as per schedule using mechanized equipment of all office areas, workstations, carpet, conference rooms (including loose furniture), corridors, staircases, pantry, washrooms and other common areas.
- Waste collection, segregation, and disposal in accordance with local municipal/WTC premises norms.
- Maintenance of housekeeping records and deployment of trained and uniformed staff.
- Provision of cleaning consumables and materials.
- The agency must ensure the use of mechanised cleaning equipment for all designated areas. Additionally, proper protective care measures, including the use of appropriate cleaning agents and safety gear for staff, must be implemented to maintain hygiene, efficiency, and safety standards.

2. Security Services

- 24x7 deployment of trained security personnel for access control, gate management, surveillance monitoring, patrolling, and incident response.
- Ensuring only authorized personnel and visitors enter the premises.
- Maintenance of entry-exit registers and coordination with local authorities in case of emergencies.

3. Parking Management (approx. 150 – 200 cars)

- Supervision of visitor and staff vehicle movement to ensure disciplined and optimal use of available parking.
- Maintenance of parking logs and provision of assistance for vehicle movement during peak hours.

4. Reception and Front Office Management

- Deployment of courteous, competent and trained receptionists for handling guest check-in, call routing, courier management, and front-office coordination.
- Managing visitor passes and maintaining a daily visitor log.

5. Maintenance Services (Electrical, Plumbing, Carpentry, IT infrastructure, etc.)

- Routine and preventive maintenance of electrical systems (lighting, switches, sockets, distribution panels), plumbing fixtures, and carpentry works.
- Immediate response to breakdowns and minor civil repair works.
- Coordination with OEMs (Original Equipment Manufacturers) or approved vendors for major repairs when required.
- Water leakage prevention

- Maintenance of below solutions:
 - UPS solutions
 - Electrical/Electronic equipment
 - Surveillance
 - Access Controllers
 - Rat repellent system
 - Fire proofing system

6. Wear and Tear Management

- Periodic inspection of furniture, fixtures, flooring, and office interiors to assess wear and tear.
- Timely repair or replacement of damaged items to maintain visual and functional standards.

7. Refreshment Services:

- **Tea/Coffee Service:** Provision of freshly brewed tea and coffee (including options like green tea, lemon tea, and milk/black coffee) at designated times and on request. The machines and the tea and coffee consumables shall be provided by the QCI vendor, and the facility management agency shall manage the operations and requirements.
- **Pantry Management:** Regular upkeep and hygiene maintenance of pantry areas, inventory management of consumables (tea/coffee/sugar/milk/biscuits, etc.), coordination for replenishment, and ensuring all equipment is clean, functional, and regularly serviced.
- **Timely Delivery:** Efficient and punctual distribution of refreshments during meetings, events, or routine office hours, with attention to the schedule and preferences of different departments or personnel.

8. Horticulture Management:

- **Potted Plant Care:** Placement, periodic replacement, cleaning, fertilization, and health monitoring of indoor and outdoor potted plants.
- **Pruning and Trimming:** Routine pruning of trees, shrubs, and hedges to maintain shape, growth, and safety, especially in common pathways.
- **Watering Schedule:** Systematic and adequate watering of all plants and lawns using sustainable methods, ensuring no wastage of water.

9. Consumables Management

- **Housekeeping Consumables:** Supply of mops, brushes, detergents, disinfectants, etc.
- **Toilet Consumables:** Tissue paper, hand wash, sanitary bins, air fresheners, urinal cakes, etc.
- **Refreshment Consumables:** Stocking and replenishment of pantry supplies (tea/coffee/sugar/milk powder/biscuits).
- **Sanitary Napkins:** Provision in female restrooms with appropriate disposal mechanism.
- **Stationery Supplies:** Regular supply of notepads, pens, files, markers, etc.
- **Printing Consumables:** Management of printer ink/toner, A4/A3 papers, and related items.
- The list of consumables is subject to revision or extension based on operational requirements.

10. Transport and Cab Services

- Cabs shall be provided by the QCI vendor
- Arrangement of cabs for official use as per organizational protocol shall be Facility Management Agency

- Maintenance of driver roster, travel logs, verification of cab invoices, and periodic feedback mechanism shall be the responsibility of Facility Management Agency

11. Periodic Audits

- Monthly audits of hygiene, equipment performance, service delivery, and feedback collection.
- Submission of audit reports and corrective action taken reports (CATRs).

12. Fire Safety and Emergency Preparedness

- Periodic fire drills and evacuation exercises in line with safety regulations.
- Awareness programs for staff on emergency response, evacuation routes, and first-aid procedures.
- Maintenance of fire extinguishers, alarms, and emergency signage

13. Visitor Management System (VMS): The Facility Management Agency shall provide a comprehensive visitor management system that includes:

- OTP/SMS-based check-in
- Photo capture or camera-based verification
- Digital logbooks with real-time reporting
- Host notification via SMS or email
- Entry log maintenance, badge issuance, and proper escorting. No free flow of any visitor to be allowed on floors.

14. General Terms

- All staff must wear uniforms and valid ID cards issued by the service provider. The service provider shall provide the uniform and shoes to the deployed staff.
- Maintain a backup system for absenteeism or emergencies or in case, if there is any probability that the deployed staff leaving the job.
- Provision for laptops shall be made by the service provider for the staff wherever required as per the job profile.
- Ensure staff are well-groomed, courteous, and maintain a professional demeanour.
- Service Provider shall ensure statutory compliance with labour laws requirements. The insurance etc. cover to be as per follows:
 - Staff drawing gross salary up to ₹ 21,000: EPF, Bonus, ESIC and allowances, as applicable
 - Staff drawing gross salary more than ₹ 21,000: Group Personal Accident (GPA) insurance covering ₹ 5,00,000 each with Group MediClaim (GMC) insurance cover of ₹ 5,00,000 each.
- Leave Rules: 2 days a month.
- Holidays shall be as per QCI policy.
- Working days: The working days in a week to be six (06), considering availability of Security guards to be 24x7 (in shifts) and availability of Multi Skilled Technician (plumber, electrician etc.) to be 24x7 (in shifts).
- The service provider to conduct periodic training sessions to enhance staff performance.
- The service provider to resolve complaints related to staff conduct or performance swiftly.
- The service provider to replace underperforming staff when necessary.
- The service provider shall maintain proper logs, checklists, and reporting formats for each functional area.
- **Dashboard Maintenance:** A comprehensive dashboard must be maintained to track facility operations, resource utilization, manpower deployment, and service requests. The dashboard should be updated regularly to ensure transparency and real-time monitoring.

TENDER DOCUMENT FOR ENGAGEMENT OF AN AGENCY FOR PROVIDING FACILITY MANAGEMENT SERVICES

Tender ref. no. QCI/FCM/0625/446

- **Process Improvement:** The agency should proactively identify and implement process improvements to enhance efficiency, reduce turnaround time, and ensure consistent quality in facility services.
- **Cost Reduction:** The facility management team must adopt cost-effective measures without compromising service quality. This includes optimizing resource allocation, reducing wastage, improving energy efficiency, and leveraging automation and mechanisation wherever feasible.

15. Personnel Qualifications:

S. No.	Designation	Minimum Qualification (Desirable)	Selection Process
1	Facility Manager	<ul style="list-style-type: none"> • Graduate in Electrical/Mechanical/Civil Engineering/ Equivalent acceptable degree with a minimum of 7 years of relevant experience in facility management, OR Diploma in Electrical/Mechanical/Civil Engineering/ Equivalent acceptable degree with at least 10 years of relevant experience. • Should have strong technical know-how in building systems, maintenance operations, and compliance with safety standards. • Should be capable of supervising technical teams, handling emergency breakdowns, and ensuring seamless facility operations. 	To be interviewed by Authorised QCI officials. Background Verification required. Within 15 days of joining.
2	Facility Executive	<ul style="list-style-type: none"> • Graduate in Electrical/Mechanical/Civil Engineering with a minimum of 3 years of relevant experience, OR Diploma in Electrical/Mechanical/Civil Engineering with at least 5 years of relevant experience. • Must demonstrate strong soft skills including effective communication, team coordination, and customer service orientation. • Should be able to assist in day-to-day facility operations, liaise with stakeholders, and ensure timely issue resolution. 	To be interviewed by Authorised QCI officials. Background Verification required. Within 15 days of joining.
3	Receptionist	Any Graduate with 3-4 years of experience with tech knowledge. Should have working knowledge in MS Office with Good professional communication (English/Hindi).	To be interviewed by Authorised QCI officials. Background Verification required. Within 15 days of joining.
4	Multi Skilled Technician (Electrical / HVAC / Plumber)	ITI / Diploma in Electrical / Mechanical with more than 3 years of relevant experience.	To be interviewed by Facility Management agency in coordination with Site Lead. Background Verification, may include Police Verification, required within 7 days of joining.
5	House Boy / Lady	10 th pass with 2 years of relevant experience	
6	Pantry Boy / Lady	10 th pass with 2 years of relevant experience with high hygiene standard & presentable.	
7	Office boy	10 th pass with 2 years of relevant experience	

TENDER DOCUMENT FOR ENGAGEMENT OF AN AGENCY FOR PROVIDING FACILITY MANAGEMENT SERVICES

Tender ref. no. QCI/FCM/0625/446

8	Security Supervisor	Graduate or 12 th pass with a minimum of 5 years of experience in security services, preferably with supervisory or defence background. Must be physically fit and alert.	To be interviewed by Facility Management agency in coordination with Site Lead. Background Verification, may include Police Verification, required within 7 days of joining.
9	Security Guard	10 th pass with at least 2 years of experience in a similar role. Must be physically fit, alert, and preferably trained in basic firefighting and emergency handling.	

V. ELIGIBILITY CRITERIA

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Registration	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories:</p> <ul style="list-style-type: none"> • A Limited Liability Partnership ("LLP") registered under the LLP Act,2008. • an Indian Company ("Company") registered under the Companies Act, 1956/ 2013 or any previous Companies' Act. • a "Partnership Firm" registered under the Indian Partnership Act, 1932. <p>The bidder should have minimum 5 years of existence and should be proving facility management services.</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ul style="list-style-type: none"> • Incorporation Certificate of the company, or • Certified copy of registered Partnership Deed; • Copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm • MSME Certificate (if applicable). • Any other supporting document, as may be required. • GST and PAN
2	Annual Turnover	<p>Average turnover of at least ₹ 25 crores generated in the past three (3) financial years (2021-22, 2022- 23 and 2023-24) from facility management services.</p> <p><i>(The Turnover values displayed above shall prevail and supersede the turnover value displayed in the GeM Bid)</i></p>	<ul style="list-style-type: none"> • Turnover certificate by CA with UDIN number; or • Audited Profit and Loss or Income and Expenditure statement for the last three financial years (i.e., 2021-22, 2022- 23 and 2023-24) to support the claim.
3	Work experience	The Bidder(s) must have relevant experience with reference to similar activities, i.e. Facility Management services, for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, Autonomous Body	Contract/ Agreement/ Work Orders from client(s) providing the details of the project/contract to be mandatorily supported by Satisfactory certificates/e-mails

		<p>or Large Private Organization in the last 05 (Five) Financial Years as per following:</p> <ul style="list-style-type: none"> • One (01) work order/project of the value not less than ₹ 3.6 crores (annual) • Two (02) projects of value not less than ₹ 2.7 crores, (annual) or, • Three (03) projects of value not less than ₹ 2.25 crores (annual) <p>Note: The work orders must be for the Facility Management services with facility count of minimum 1000 employees.</p>	
4	Non- Blacklisting	<p>The bidding entity must not be blacklisted / terminated / debarred by any state or central government or their agencies and should not have been found guilty of any criminal offence by any court of law, in the last three (3) years.</p>	An undertaking to be submitted in the format of Annexure-A

Interested Bidders submitting their proposals are expected to meet the above eligibility criteria.

In case any Bidder fails to either meet all these criteria or does not furnish the requisite supporting documents/ documentary evidence in support thereof, the bid is liable to be summarily rejected.

VI. EVALUATION CRITERIA

Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre-qualification check and technical presentation) and financial evaluation. The technical evaluation shall be based on the following criteria:

S. no.	Criteria	Weightage
1	<p>Company Profile</p> <p>a) Domain Expertise: Relevant FMS experience (3 marks)</p> <ul style="list-style-type: none"> • >10 years: 3 marks • 5–10 years: 2 marks • <5 years: 1 mark <p>b) Annual turnover (5 marks)</p> <ul style="list-style-type: none"> • > 75 Crores: 5 Marks • ₹50–75 Crores average over 3 years: 3 Marks • ₹25–50 Cr: 1 Marks <p>c) Organization Strength PAN India (2 marks)</p> <ul style="list-style-type: none"> • >1000 staff: 2 marks • 500–1000: 1 mark • Below 500: 0 mark <p>HR undertaking to be submitted for full-time key professionals</p>	10
2	<p>Experience: At least four (04) work orders/contracts of assignments of similar scope of work and methodology, for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India,</p>	20

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	completed/ ongoing facility management services in the past 5 years (5 marks for each project; Maximum marks to be allocated for experience will be 20) – Work orders for respective experience showcased should be submitted in the technical bid. Note: The work orders must be for the Facility Management services with facility count of minimum 1000 employees.	
3	Understanding of Scope of Work for this assignment	10
4	Approach and Methodology for this assignment <ul style="list-style-type: none"> Deployment Plan & Staffing Matrix – 10 marks Training Plan & Capacity Building – 7 marks Consumables sourcing strategy- 5 marks Health & Safety & EHS Compliance Plan – 5 marks Grievance Redressal & Client Communication Plan – 5 marks 	32
5	Quality Certifications (2 marks for each certification) <ul style="list-style-type: none"> ISO 9001 (Quality Management) ISO 14001 (Environmental Management) or higher equivalent ISO 45001 / OHSAS 18001 (Occupational Health & Safety) or higher equivalent ISO 41001 (Facility Management) or higher equivalent <p>Note: All the ISO certifications submitted should be from a Certification Body accredited by NABC. Bidders should submit valid ISO certificate.</p>	8
6	Technology Usage – Use of technology in service delivery [e.g., Visitor Management System, Inventory Management, CAFM (Computer-Aided Facility Management) /BMS (Building Management System) integration, QR-based attendance, etc.]	10
7	Client References: The bidder to submit details for two clients (i.e. Name of the client agency, Name of the SPOC at the agency, E-mail ID and Contact no. of the SPOC) - 5 marks for each positive feedback received	10
Technical Score		100

Note:

- Minimum marks for technical qualification are 70 out 100.
- The bidder that abstains from attending the technical presentation round will be disqualified.

VII. METHOD OF SELECTION

1. The bids shall be evaluated on Quality and Cost Based Selection (QCBS).
2. In deciding the final selection of the service provider, the technical bid of the proposal will be given a weightage of 30% and the financial bid will be given a weightage of 70%. (in case of QCBS)
3. The financial bids of only those bidders who qualify for the technical evaluation will be invited. (in case of QCBS)
4. The proposal with the lowest cost will be given a score of 100 and the other proposals will be scored on a pro-rata basis, inversely proportional to the offered cost i.e., lower marks for higher priced offers. (in case of QCBS)
5. Subcontracting may be allowed only upon prior written intimation to QCI at the Bidding stage itself, the responsibility for management and liability shall rest with the selected service provider.

TOTAL SCORE: (in case of QCBS)

- The total score shall be obtained by weighing the quality and cost scores and adding them.
- Total Score = [Technical Score* 30 (Weightage given to technical criteria)] + [Financial Score* 70 (Weightage given to financial criteria)].

VIII. TERMS & CONDITIONS

1. **Contract Duration:** The contract will be assigned for a period of one (01) year from the date of issuance of the work order, which may be extended further for another 2 years, subject to satisfactory performance of the service provider on the same terms & conditions and the requirements of QCI.
2. **Site Visit:** The bidder may visit the site with prior approval of QCI and the request is to be submitted at procurement@qcin.org at least one day before the proposed site visit date along with the Authorization letter of the person visiting the site.
The bidders will be allowed to visit the site from date of issue of this tender until day before the last date of submission.
3. **Earnest Money Deposit (EMD)/ Bid Security:** Bidders must submit the Bid Security (EMD) of **₹ 9,00,000** with their bids, as detailed below:
 - i. By demand draft in favor of Quality Council of India, payable at New Delhi, or
 - ii. Deposit through RTGS/ NEFT as detail under: -

For payment of EMD through Bank transfer:

Name of the Bank	Axis Bank LTD, 6/83, Padam Singh Road, Karol Bagh, New Delhi
Name of the account	Quality Council of India
Saving Bank Account	223010100053020
IFSC Code	UTIB0000223

- i. NO CHEQUES WILL BE ACCEPTED. The applicant whose EMD has been deposited by NEFT/RTGS, must enclose the transaction details/ evidence along with their technical bid, otherwise the bid will be rejected.
- ii. Bid security in any other form will not be entertained.
- iii. No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days of completion of the process.
- iv. In case bid is submitted without the bid security then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned. The EMD may be Forfeited:
 - v. If a bidder withdraws its bid during the period of bid validity.
 - vi. Bidder does not respond to requests for clarification of its Proposal.
 - vii. Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
 - viii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

4. **Exemption of EMD for MSEs/ Startups applicant:** "Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) and Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT)" are exempted from submission of EMD (Bid security) in this tender. Bidders claiming exemption of EMD under this rule (170 of GFR) are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 24 months from being eligible to submit Bids for tenders with QCI. Scan copy of the signed documents related to exemption of EMD along with Bid Security Declaration shall be submitted at the time of submission of bid. Note: MSEs with trading as major activity will not be allowed exemption for payment of EMD.

5. **EMD Refund:**

- a) **For Unsuccessful Bidders:** The EMD of all unsuccessful bidders would be refunded without interest by QCI on finalization of the bid in all respects by the successful bidders within 45 days after finalization of tender.
- b) **For Successful Bidders:** The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The abovementioned refund would be completed within 30 days of the issue of work order to the successful bidder.
- c) In case bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

6. **Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 15 days from the notification of award, for a value equivalent to 5% of the contract value. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the submission of deliverables.

The selected vendor can submit e-PBG OR physical copy of Performance Guarantee should be submitted at QCI-HO within 15 days from the notification of award. The selected bidder would be required to send SFMS code while creation of PBG to the IFSC code provided by QCI. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, QCI at its discretion may cancel the order placed on the selected bidder without giving any notice. QCI shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or QCI incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

7. **Payment Terms:**

- i. **Manpower:** The selected bidder will be required to pay salaries/wages of contracted staff deployed at client location first i.e. on their own and then claim payment from the client along with all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.
- ii. **Visitor Management/Deep cleaning/Pest Control/Pantry and Stationery Consumables:** Payment will be based on actual usage on monthly basis.
- iii. The payments will be made within thirty (30) days of submission of tax invoice complete in all respect.

iv. **Incorrect Invoices, Under/Over Payment:** In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.

8. **Blacklisting/debarring:** QCI reserves the right to cancel the work order issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days' prior written notice.

9. **Amendment to RFP:** At any time prior to the last date for receipt of proposal, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment. In order to provide bidder(s) a reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP. The same shall be informed to the bidders through the issue of a corrigendum.

10. The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. QCI reserves the right to conduct an audit / on-going audit of the services provided by the bidder. QCI reserves the right to ascertain information from organizations to which the bidders have rendered their services for execution of similar projects.

11. **Authorization of Signatory:** The Bid may be signed either by the Principal Officer of the service providing firm or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the firm shall sign the proposal and also initial all pages of the original Technical Proposal. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.

12. **Maintenance of Confidentiality:** The agency must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The agency must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the agency must comply with these conditions. Confidentiality clause shall survive the termination of contract or contract expiry period.

13. **Standard of Performance:** The agency agrees to perform services diligently, efficiently, and economically, adhering to professional standards and practices.

14. **Language:** The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern. All correspondence and documents relating to the Proposal exchanged by the bidder and QCI shall also be written in the English language.
15. **Intellectual Property Rights:** All documents, report, information, data, concept etc. collected and prepared by the service provider in connection with the scope of work submitted to QCI will be property of QCI. The service provider shall not be entitled, either directly or indirectly, to make use of the documents, reports, concept etc. given by QCI for carrying out of any services with any third parties. The service provider shall not, without the prior written consent of QCI be entitled to publish concept, studies or descriptive articles, with or without illustrations or data, in respect of or in connection with the performance of services. The pre-existing intellectual property of the service provider used in deliverables shall remain vested with the service provider.
QCI reserves the right to take stringent action including blacklisting legal action in case of breach of this clause.
16. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of QCI, except to the extent required for submitting the bid. The information contained in this document is only disclosed for the purposes of enabling potential service providers to submit a proposal to QCI. This document should not therefore be used for any other purpose. These documents contain proprietary information furnished for evaluation purposes only; except with the written permission of the QCI, such information may not be published, disclosed, or used for any other purpose. The bidding firms acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of QCI. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with QCI. service providers must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
17. **Force Majeure:** Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

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 any event which a diligent Party could reasonably have been expected both to consider at the time of the signing of the contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
- ii Insufficiency of funds or human resources or inability to make any payment required for the execution of services under this contract.

18. **Ethics:** QCI expects the selected service provider to show highest ethical standards during the course of the assignment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the service provider shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and laws applicable at that time; QCI is absolved of any liability/claim arising out of any such above situations; all personnel should have signed the code of conduct with the Service Provider and any conflict of interest shall be declared to QCI.
19. **Written Undertakings:** QCI may at any time require the Service Provider and its employees/advisors/professionals/ contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to QCI and relating to the use and non-disclosure of the confidential information relating to QCI or any Government Department or relating to any Ministry and or such other information that QCI suggests to be confidential. Upon receiving a request aforesaid the Service Provider must promptly arrange for all such undertakings to be given to QCI.
20. **Taxes & Duties:** The service provider shall be liable to pay all direct and indirect taxes, duties, fees, and other impositions levied under the laws of India.
21. **Validity of Proposals:** The proposals shall remain valid for a period of 180 days from the last date of submission. In exceptional circumstances, QCI may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder consenting to such request shall not be required nor permitted to modify its Proposal.
22. QCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The service provider will absolve QCI of all responsibilities if the project does not start within a stipulated time frame. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the service provider.
23. The service provider shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the service provider will not be considered.
24. The service provider shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid and QCI is not liable to seek clarifications on the documents not submitted as part of the bid.
25. **Termination of Contract**
 - i. **Termination for Default**

QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving one month notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure his failure within a period of 30 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.
 - ii. **Termination for Insolvency:**

QCI may at any time terminate the contract by giving written notice without compensation to the agency if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.

iii. Termination for Convenience

QCI may, by written notice sent to the agency, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. However, the payment shall be released to the extent to which the performance of work executed as determined by the agency till the date upon which such termination becomes effective.

iv. The agency may terminate this contract, or any particular services, by giving 15 days' written notice to QCI if the agency reasonably determines that the agency can no longer provide the Services under applicable law or professional obligations.

26. The bidders submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. QCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

27. It is the duty of the shortlisted service provider to regularly pay (before 7th of every month) the deployed manpower their entitlements like monthly salaries/wages. A penalty as per SLA defined in **Clause IX** will be levied for the month in which any non-compliance to the scope of work is brought to the notice of QCI.

28. The selected Agency will be responsible for any damage to equipment, property and third-party liabilities caused by acts on the part of its deployed manpower. All equipment will be used only for the purpose of carrying out legitimate business and will not be put into any other use.

29. For the resource deployed, the Agency will keep with them, their Aadhaar Number, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details, character verification certificates, specimen signature and two passport size photographs and furnish this details/information to QCI at the time of deployment or soon thereafter as the case may be.

30. The Agency shall be solely responsible for discharge of all the legal obligations/statutory requirements under various labour legislations as may be in force from time to time in so far as the workmen engaged by him for this work are concerned. Such deployed manpower or the Agency will have no right or claim of any kind from QCI.

31. The resource deployed by the agency must carry Identity card issued by the agency while on duty at QCI. The selected service provider will not be allowed to use the name of QCI, its logo, service marks or any document on ID card of manpower or for any purpose without the prior written approval of QCI.

32. The responsibility of fulfilling the requirements, of EPF, ESIC and other allowances of the deployed resource shall be of the agency.

33. **Disclaimer:** QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:

- Submitted the proposal after the response deadline
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years

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- d) Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought
- e) Submitted more than one proposal
- f) Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

IX. SLA/KPI Matrix

Service Area	Key Performance Indicator (KPI)	Target Level	Penalty for Non-Compliance for each incident
Housekeeping	Daily and deep cleaning completion rate	100% areas as per schedule	0.5% of management fee billed for the month
Security	Security staff deployment & incident response time	100% attendance, <10 min response	1 % of management fee billed for the month
Parking Management	Smooth traffic flow and space optimization	No complaints, zero incidents	1 % of management fee billed for the month
Reception	Visitor handling time and courtesy	Under 2 minutes, 100% courteous	0.5% of management fee billed for the month
Maintenance (Elec./Plumb.)	Complaint resolution time	Within 2 hours (minor), 24 hrs (major)	0.5% of management fee billed for the month
Consumables Supply	Timely availability	100% availability on checklist	0.5% of management fee billed for the month
Cab Services	Timely cab arrival and driver behaviour	95% on-time, 100% courteous	0.5% of management fee billed for the month
Fire & Safety Drills	Drill and session completion	Quarterly, documented with photos	1 % of management fee billed for the month
Audit Reports	Timely submission and implementation of CAPA	Monthly, actionable	0.5% of management fee billed for the month
Visitor Management System	Functionality and uptime	98% uptime, data logging accuracy	1 % of management fee billed for the month
Any major issue occurs due to negligence on part of the service provider	-	-	Same shall be decided by a committee of QCI officials

X. SUBMISSION OF PROPOSALS

The intending Service Provider is expected to prepare proposals covering the following aspects:

A. Technical Bid

The “Technical Bid” shall contain the following:

- i. Supporting documents required as per the pre-qualification criteria
- ii. Supporting documents required as per technical evaluation criteria
- iii. Form 1, 2, 3, and 4 as attached in Annexure-A
- iv. Any other details that the bidder may like to provide.

B. Financial Bid (PART I & II) (Financial Breakup Document):

- i. The bidder should submit the proposal as per the format through online mode only in relevant sections in GeM Portal (<https://gem.gov.in>).

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ii. The Proposal should be stamped and signed by the authorized signatory on the company letterhead in the format

Part I

S. No.	Description	Unit/Numbers/Quantity (To be proposed by the bidder after analysing the requirement) (A)	Per Month Rate/ Per Unit Rate (exclusive of taxes) (B)	Total Cost (exclusive of taxes) (A*B)
A	MANPOWER			
1	Facility Manager			
2	Facility Executive			
3	Receptionist			
4	MST (Plumbing + Electrical) (24x7)			
5	Houseboy/lady			
6	Office boys			
7	Pantry Boy/lady			
8	Security Supervisor			
9	Security Guard: Ground Floor Reception (Tower-J) (24x7)			
10	Security Guard: Tower J Floor-2 (24x7)			
11	Security Guard: Tower J Floor -3 (24x7)			
12	Security Guard: Ground Floor Reception (Tower-K) (24x7)			
13	Security Guard: Tower K Floor-1 (24x7)			
B	VISITOR MANAGEMENT SYSTEM (license based)			
C	DEEP CLEANING	24		
D	GENERAL PEST CONTROL	24		
		Total (exclusive of taxes) [A+B+C+D]		
E	MANAGEMENT FEES (if any)			
		Grand Total (exclusive of taxes) [A+B+C+D+E]		
			GST (as applicable)	
			Grand Total (To be put in the offer price on the GeM portal) (inclusive of taxes)	

Part II - (Consumables Rate Card)

S. No.	Description	Per unit Rate (exclusive of taxes)	Tax (%)
A	Housekeeping supplies (Expected monthly expense: ₹ 2 to 3 lakhs)		
1	Tissue paper boxes (Coze / Equivalent) – 1 box Fine facial tissues 2 Ply, 100 Pulls		
2	M-Fold Tissue Paper for Washroom – 1set (Kimberley Clark/Equivalent) 250 Pcs set		
3	Sanitary Pads (Stayfree/ Sofy/ Equivalent) – 1 Pack		
4	Handwash (Dettol/ Savlon/ Equivalent) – 5 litres		
5	Toilet rolls (Mondo/ Equivalent) - 2 Ply – 1 Pack		
6	Toilet cleaner (Harpic/ Equivalent)		
7	Floor cleaner (Harpic/ Equivalent)		
8	Glass cleaner (Colin/ Equivalent)		
9	Room freshener (Good home/ Equivalent)		
10	Garbage Bags (Small) - Ezee/Presto/Equivalent		
11	Garbage Bags (Medium) - Ezee/Presto/Equivalent		
12	Garbage Bags (Large) - Ezee/Presto/Equivalent		
B	Refreshments (Expected monthly expense: ₹ 1.8 to 2 lakhs)		
1	Tea (Taj/ Red Label/ Equivalent) - 1KG		
2	Coffee (Nescafe/ Brew/ Equivalent) - 1KG		
3	Bakery Biscuits (Kaju, Ajwain, Jeera, Dry/Mix fruit, Chocolate etc.) - 1 KG		
4	Namkeen (Haldirams/ Bikano/ Equivalent) - 1KG		
5	Lassi/ Chaas/ Soft drinks - Per Carton		
6	Fruits (Seasonal) - Per KG		
7	Coconut water (Packed)		
8	Mineral Water (Bisleri/Aquafina/Equivalent) – 250 ml – 1 carton		
9	Dry Fruits (Almonds, Cashews, etc.)		
10	Paper Cups - 150 ml – 1 Pack		
C	Stationary (Expected monthly expense: ₹ 2.5 to 3 lakhs)		
1	QCI Notepad (White): Size: 8.5x5.5 in Pages: 70 gsm Binding: Wiro No. of Pages: 60		

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2	QCI Diaries (Brown): Size: A-5 (14.8x22.0) Pages: 80 gsm cover: 450 gsm – Craft Paper Binding: Wiro No. of Pages: 160		
3	QCI Folder (Brown): Size: 31 cm Paper: Hard Brown Paper		
4	QCI Letter Heads: Size: A-4 Paper: 100 gsm Printing: 4-color		
5	Letter Head Continuation Sheet: Size: A-4 Paper: 100 gsm		
6	Visiting Card Size: 8.7 cm x 5.4 cm Printing: 4-Color Paper: Standard Paper for visiting cards Language: Hindi & English		
7	QCI Envelopes (with window) Size: 10x14" Paper: 120 gsm laminated		
8	QCI Envelope (without window) Size: 10x14" Paper: 100 gsm		
9	Pack of A4 sheets JK Copier / Equivalent Plain Copier Paper 75 GSM		
10	Pen - Ball Pen with UV Printing		
11	Flags - Oddy/ Equivalent Re-stick notes Coloured		
12	Sticky notes - Oddy/ Equivalent		
13	Pencil - Natraj/Apsara/Equivalent		
14	Sharpener - Natraj/Apsara/Equivalent		
15	Eraser - Natraj/Apsara/Equivalent		
16	Paper cutter - Kayo		
17	Steel Scale - Natraj/Doms (30 cm)		
18	Plastic Scale - Natraj/Apsara/Equivalent (30 cm)		
19	Binder clips (19mm) - Bee Fly/ JB9/ Equivalent		
20	Binder clips (25mm) - Bee Fly/ JB9/ Equivalent		
21	Binder clips (32mm) - Bee Fly/ JB9/ Equivalent		
22	Binder clips (41mm) - Bee Fly/ JB9/ Equivalent		
23	Binder clips (51mm) - Bee Fly/ JB9/ Equivalent		

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24	Scissor (Small) - Aerotix/ Equivalent		
25	Scissor (Medium) - Aerotix/ Equivalent		
26	Stapler - Kangro No. 10		
27	Stapler - Kangro 24/6		
28	Stapler Pins (Small) - Kangro No. 10-1M		
29	Stapler Pins (Big) - Kangro 24/6 - 1M		
30	Punching machine (Big) - Kangaro DP600/ Equivalent		
31	Punching machine (Small) - Kangaro 800/ Equivalent		
32	Whitner - Fable castle / Equivalent		
33	Fluorescent Highlighter - Luxor / Equivalent		
34	Fevi-stick		
35	White board markers - Luxor/ Equivalent		
36	OHP Marker – Luxor/ Equivalent		
37	U Clips - Bee Fly/ Equivalent		
38	Push pins - Nice India/ Equivalent		
39	White board duster with built in Dual Marker holder - Polo/ Crown/ Equivalent		
40	Spring Action file - Solo/ Equivalent		
41	Index file (24-T) - Sona / Equivalent		
42	Ring board file - Sona / Equivalent		
43	White tape (1")		
44	White tape (2")		
45	Tape dispenser		
46	Brown Tape		
47	Glossy Paper Size: A4 Paper: 180 GSM Brand: Oddy/ Equivalent		
48	Calculator (Casio-MJ-12 D)		
49	Jute Bag (30*40 cm) Material: Front & back white jute side natural jute with thick handle. Jute quality 14-15 printing DTF(5.5x2")		
50	Lanyards: Material - Satin Printing - 4 colour, Bilingual		
51	I-Card Holder Holder Type: Slide-in, Layout Type: Vertical, Color: Transparent		

Note: QCI reserves the right to add or remove items from the above based on the actual requirement.

Please mention the following in preparing your bid:

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- Dated this [date / month / year]
- Authorized Signatory (in full and initials)
- Name and title of signatory.
- Duly authorized to sign this proposal for and on behalf of [Name of service provider]
- Name of the Firm
- Address of the Firm

C. Submission Details

1. The Applicants shall submit the proposals online through GeM Portal (<https://gem.gov.in>) as per the date and time mentioned on the GeM portal. It is the responsibility of the Applicant to submit the bid before the last date and time on the online portal, and QCI shall not be responsible for any delay due to any of the technical/server issues.
2. The Applicant shall submit the Proposal in the form and manner specified in this RFP. Bid proposals received in the physical form at the client's address will not be accepted.

For any queries, you may please contact the below

Procurement Team, QCI

Email id: procurement@qcin.org

Annexure-A

Form 1: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

To,
Deputy Director (Finance & Accounts),
Quality Council of India,
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002

Subject: Submission of proposal in response to the RFP for “Engagement of an agency for providing facility management services”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated 13.06.2025 for **“Engagement of an agency for providing facility management services”**, in full conformity with the said RFP document.
2. We attach our technical response and our financial quotation in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
4. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of 120 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bids response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
7. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
8. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2025 (Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of Bidder

{Place}

{Date}

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Form 2: Relevant Project Experience for completed projects

S. No.	Area/ Location	Client name	Name and Size of the project	Executed Contract Value	Completion date	Nature of works

Form 3: Details of the responding firm

Section No.	S. No.	Particular	Detail
I	COMPANY PROFILE:		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	SPOC for the bid submitted:	
		Name:	
		Mobile no.:	
		Email Address:	
	4.	Address for Billing Office*	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	5.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II	STATUTORY DETAILS:		
	1.	GST Details: -	
		Whether Registered Assessee (Yes or No)	

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		If Yes: -	
		GSTIN Number # *	
		Type of Assessee	
2.		MSME	
		Whether Registered under MSME (Yes or No) *	
		If Yes: -	
		MSME Registration No. and validity date # *	
3.		Permanent Income Tax No. (PAN) #	
4.		NATURE OF ENTITY: * PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT	
5.		WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (YES/ NO) *	

III	BANK DETAILS: -		
		Name of Bank	
		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

IV	Details of responding Company		
1.	Current Year Turnover (Rs Crores)		
2.	Company Profile (Operations in India)		
2.1	Average turnover from Indian Operations	(Turnover in Rs Crores)	
2.2	Full-time professional staff engaged in related services	(Number of Staff)	

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2.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	(Number of Offices in different cities/towns and their address)	
3.	Company Experience		
3.1	Experience of providing similar services		(Number of clients and their brief description)

Declaration by Director/ Proprietor/ Partner:

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief.

I/We undertake to inform you of any change in above particulars at the earliest.

Form 4: Format for Non-Blacklisting Undertaking

(To be submitted on the Letterhead of the responding firm)

To,
Deputy Director (Finance & Accounts),
Quality Council of India,
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Subject: Non-Blacklisting declaration in connection with RFP Ref. No. _____ dated _____ for "Engagement of an agency for providing facility management services"

Dear Sir,

This is to notify you that our Firm/Company/Organisation _____ intends to submit proposal in response to invitation for Tender Ref. No. _____ for "Engagement of an agency for providing facility management services". In accordance with the above, we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Bidder

Format for Pre-bid query form

- Name of the agency:
- Name of the SPOC:
- Contact no. of SPOC:
- E-mail ID of SPOC:

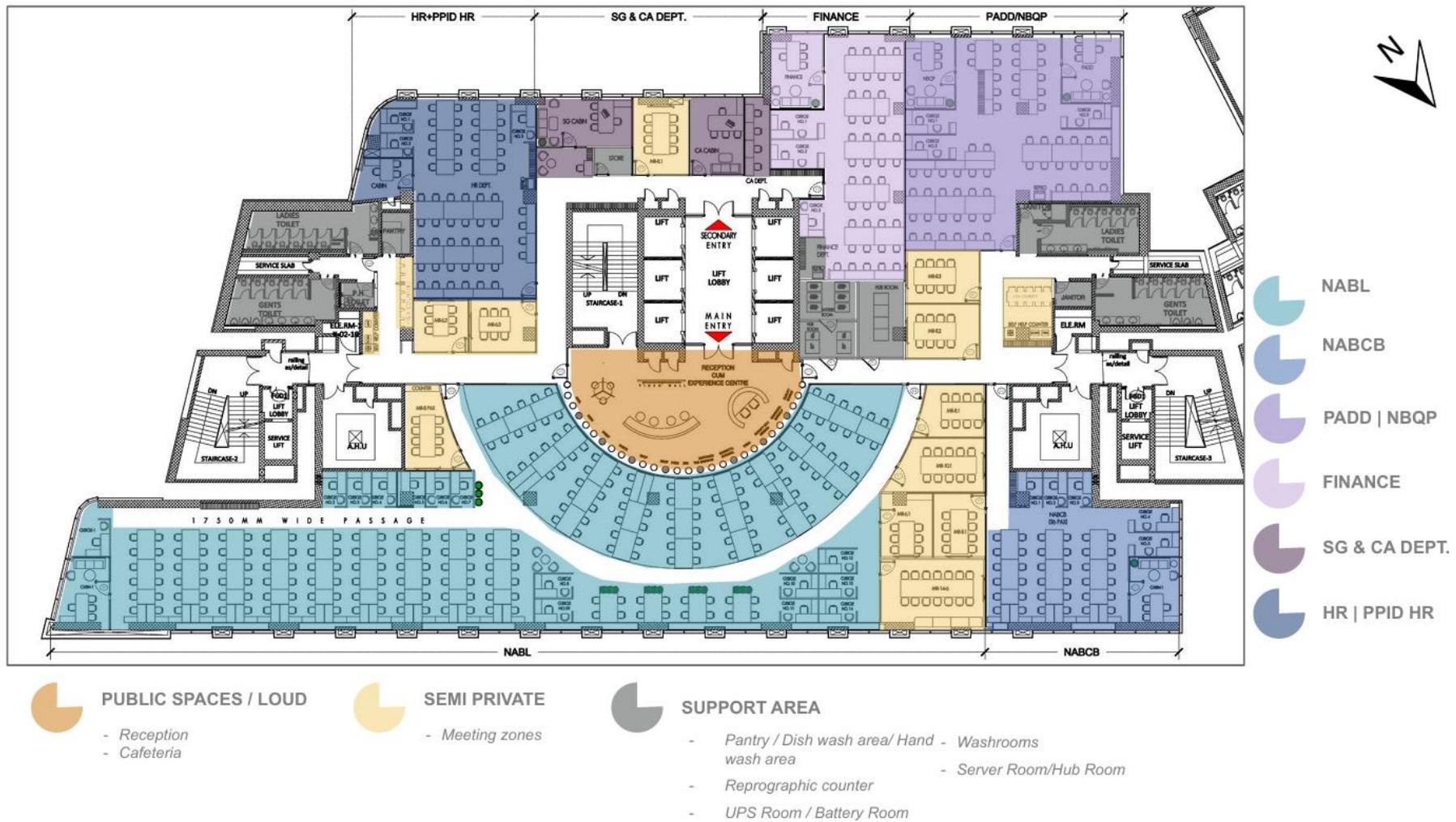
S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Reason for amendment (if any)

Bidders are required to submit their queries as per the above format above on their letter head duly signed and also share the word file of the same to procurement@qcin.org within one (01) day of pre-bid meeting conducted.

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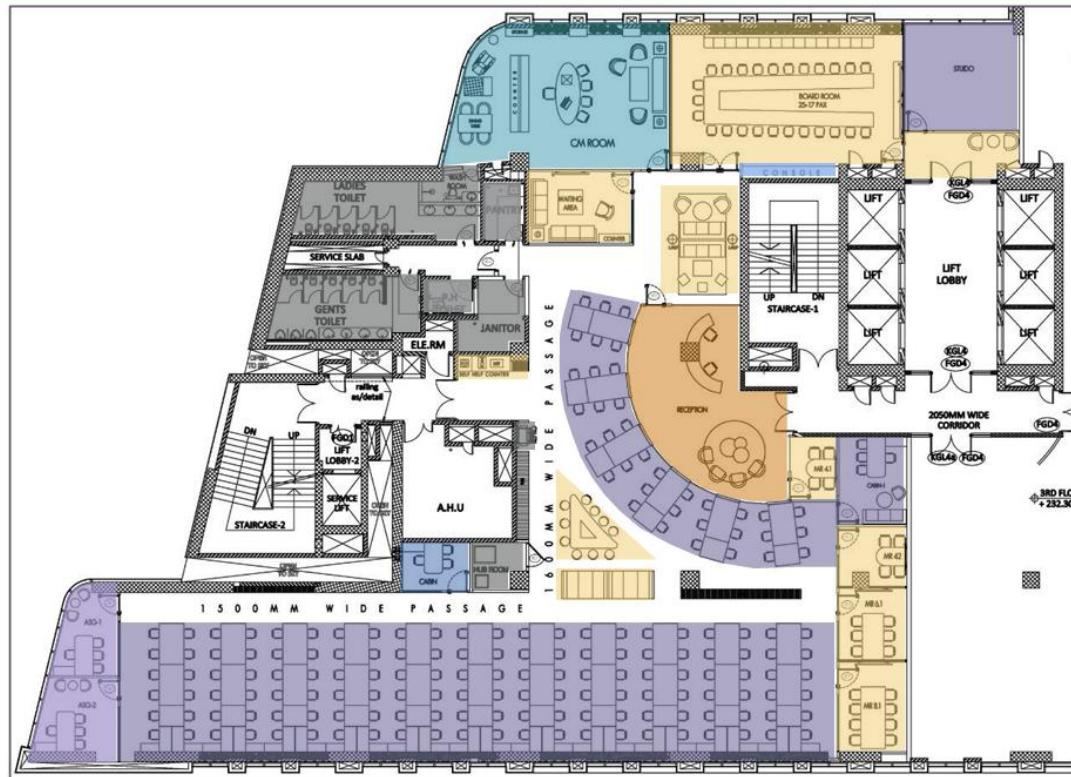
Layouts

Tower J – 2nd floor



TENDER DOCUMENT FOR ENGAGEMENT OF AN AGENCY FOR PROVIDING FACILITY MANAGEMENT SERVICES
Tender ref. no. QCI/FCM/0625/446

Tower J – 3rd floor



PUBLIC SPACES / LOUD

- Reception
- Cafeteria

SEMI PRIVATE

- *Meeting zones*



SUPPORT AREA

- Pantry / Dish wash area/ Hand wash area - Washrooms
- Reprographic counter - Server Room/Hub Room
- UPS Room / Battery Room



CHAIRPERSON



HINDI CELL



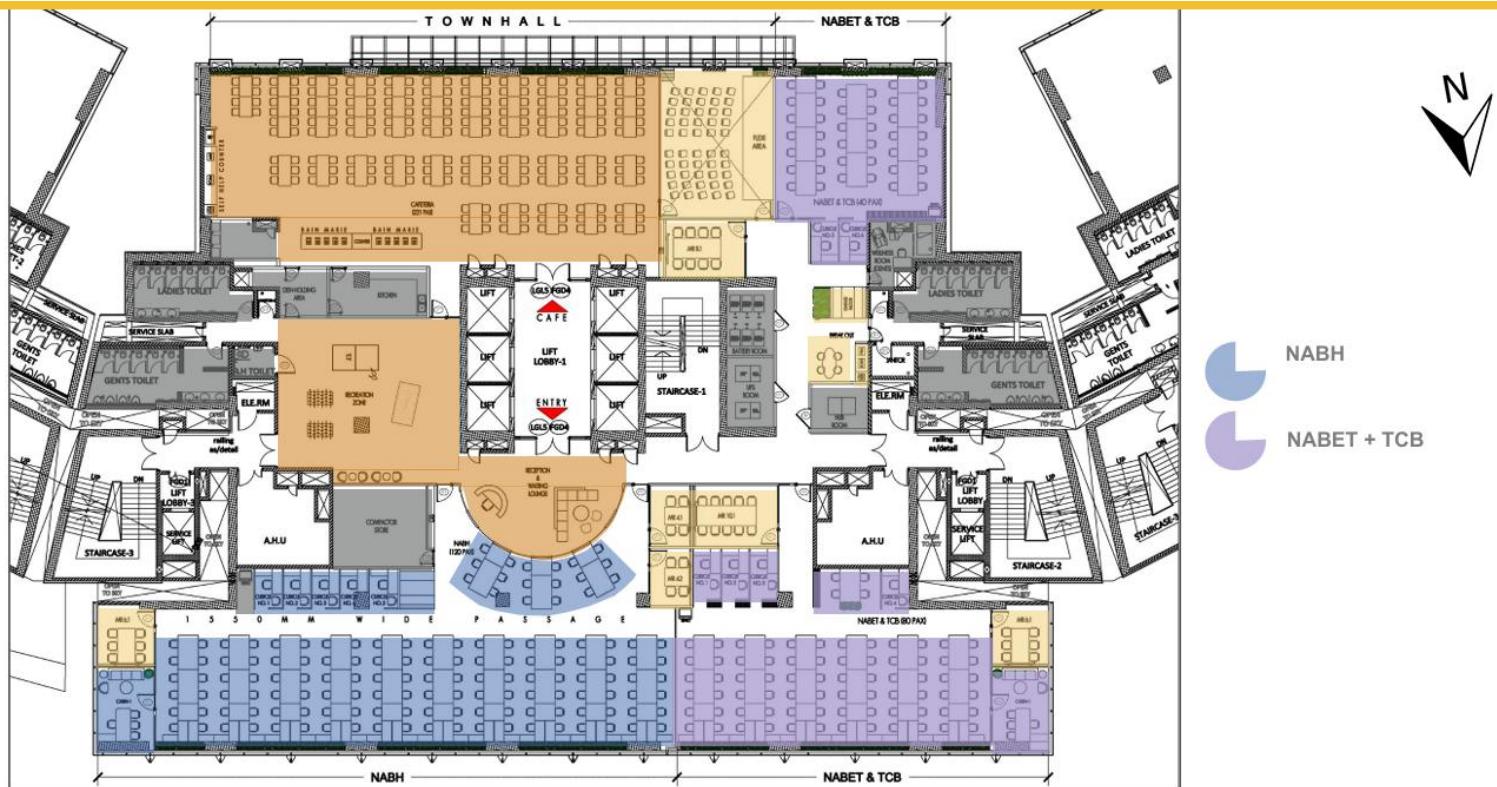
ASG



POLICY UNIT | IT CELL,
STRATEGIC COMMS. | CORE
TEAM | CBOD | MEDIA |
SARPNANCH SAMWAAD

TENDER DOCUMENT FOR ENGAGEMENT OF AN AGENCY FOR PROVIDING FACILITY MANAGEMENT SERVICES
Tender ref. no. QCI/FCM/0625/446

Tower K – 1st floor



PUBLIC SPACES / LOUD

- Reception
- Cafeteria

SEMI PRIVATE

- *Meeting zones*

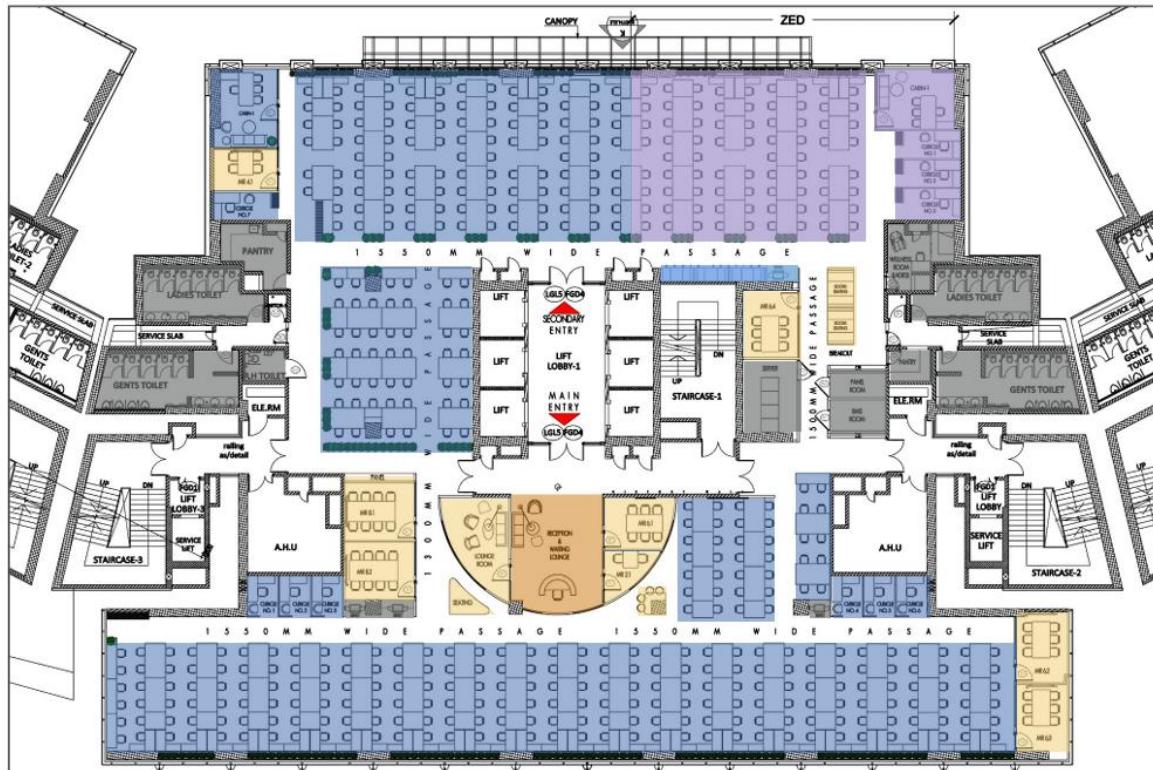


SUPPORT AREA

- Pantry / Dish wash area/ Hand wash area - Washrooms
- Reprographic counter - Server Room/Hub Room
- UPS Room / Battery Room

TENDER DOCUMENT FOR ENGAGEMENT OF AN AGENCY FOR PROVIDING FACILITY MANAGEMENT SERVICES
Tender ref. no. QCI/FCM/0625/446

Tower K – 2nd floor



PPID

ZED



PUBLIC SPACES / LOUD

- Reception
- Cafeteria



SEMI PRIVATE

- Meeting zones



SUPPORT AREA

- Pantry / Dish wash area/ Hand wash area
- Washrooms
- Reprographic counter
- Server Room/Hub Room
- UPS Room / Battery Room