

REQUEST FOR PROPOSALS (RFP)
FOR PROVIDING FACILITY MANAGEMENT SERVICES
TO
TAMIL NADU INFRASTRUCTURE FUND MANAGEMENT CORPORATION LTD.



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REQUEST FOR PROPOSALS FOR FACILITY MANAGEMENT SERVICES

Project Brief:

Tamil Nadu Infrastructure Fund Management Corporation Ltd. (hereinafter called TNIFMC or Company or Client), an asset management Company having its office at 19, TP Scheme Road, RA Puram, Chennai-28 solicits proposals from Service Providers engaged in the Facility Management operations for the office building with approximately 7718 sq. feet of constructed space and vacant area consisting small parking space, covered walkway with lawn area.

The manpower strength of TNIFMC including employees, consultants, contract staff and security staff is about 40 persons.

Firms engaged in providing Facility Management –services (hereinafter called ‘Agency or Service Provider’) may offer their services along with the experienced manpower and resources. They should clearly mention their turnover for the last three years, the Companies or Clients served by them presently or in the recent past, bringing out clearly their experience in the field. They should also mention the number of persons engaged by them at present and their resources.

The services required involve Manpower for administration, Housekeeping, Maintenance of the office complex, and Pantry Services to ensure that they are clean and responsibly managed at all times including hygiene and safety aspect of the facility & equipment’s.

Manpower for services:

The Service Provider will ensure to provide the required staff to the Client. The Client reserves the right to seek replacement for any resource in case of non-performance or resource not performing satisfactorily.

Housekeeping Services include overall maintenance of the entire office premises on day-to-day basis with frequent cleaning and mopping of the floor and office area. The Service Provider should provide the labour. The toilets, pantry room and other areas should be cleaned at regular frequency to ensure clean and hygienic ambience. The cleaning materials will be provided by the client (TNIFMC) The labour including supervisor should be provided by the Service Provider who is responsible for the entire service. The number of persons to be deployed should be decided by the Service Provider and informed at the time of offer. Replacement should be made for any temporary absence of the personnel deputed by the Service Provider. Dedicated person from Service Provider’s team shall be responsible for the service and answerable to the company for maintenance. Any deficiency in service will attract penalty.

The Service Provider shall bring its own equipment for cleaning and shall be responsible for maintaining this equipment at all times. All costs for purchase/repair/spares/maintenance etc for this equipment will be borne by the Service Provider. The Service Provider shall be responsible for the safekeeping of these equipment at the Company site at their risk and shall not take out this equipment at any time during the term of contract other than for repairs. In case of such repairs, The Service Provider shall arrange to provide Standby equipment to the Client to avoid any impact on the quality of service. The client is not responsible for the safety of the equipment’s kept in the office premises.

This office is a modern Corporate Office of smaller size where a niche and high-quality service and attention to detail are required. The Service Provider is required to provide a high-quality service within the scope of the Specification defined as below:

SCOPE OF WORK FOR FACILITY MANAGEMENT –
MANPOWER AND OFFICE MAINTENANCE

The Scope of work include the following:

1. Providing of personnel as required by Client (TNIFMC) with requisite qualifications and experience -
 - a) The qualification, experience and verification of the personnel to be engaged for the services shall be done by the Agency.
 - b) that the personnel deputed are well mannered and disciplined with proven integrity and to provide all administrative assistance to the Client.
2. The contract personnel so deputed shall be able to take up work of day-to-day administration, Cleaning of entire office premises including cleaning and mopping of floors at frequent interval (at least 4 times a day) with quality cleaning materials supplied by the Client.
3. Dusting of all furniture and equipment
4. Cleaning of all toilets. Replenishing of soap, handwash, towels, tissue papers, toilet rolls, fresheners/ diffusers, scented naphthalene balls, urinal mesh etc.
5. General cleaning of kitchen, pantry equipment and washbasins & sinks
6. Polishing / vacuum cleaning.
7. Cleaning walls, staircase, ceilings, internal & external glass surfaces
8. Cleaning of internal and external windows and doors.
9. Clearing of gutters/roofs to remove debris (wherever applicable).
10. The Service Provider needs to conduct **housekeeping audit for every 3 months through internal Facility Management Company specialists and submit the report within one month of completion of audit.**

The Service Provider will undertake all tasks normally associated with routine office cleaning, to ensure that the offices, toilets, meeting areas, public areas and all other Company working areas, furniture and floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

Details of work for facility management on office assistance and office maintenance given as below:

1. Supply of Personnel:

The contract personnel so deputed shall be able to take up work of day to day administration but not limited to viz inward, outward, invoice processing, communication, arrangement of meetings including audio and video, assistance in event management, supervision of housekeeping staff, maintenance of building, coordination with accounts, audit, vendors, officers, safe keeping and maintenance of records, retrieval. The personnel so deputed shall know basic first-aid methods and firefighting in case of emergencies/requirements. Attendants, were deputed on contract, shall know working of an office, assistance to

administration in day to day activities, delivery of documents, photocopying, sorting, filing, recording & maintenance of delivery registers, interacting and guiding visitors to office, who has his own 2 wheeler and who can make filings, arrange files in order, take photo copies and assist in meetings

2. 0. Cleaning of Office Premises:

2.1 Dusting of all furniture, sills.

All chairs and soft furnishings must be clean, dry and free from dust. All workstations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, white boards, pictures, window blinds and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In addition, they must be free from finger marks and smears. All telephones should be free from dust and smears. Light fittings must be free from dust. All blinds and curtains should be free of stains, marks and dust. Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and placed in their original locations. Liners should be used in all containers.

2.2 Vacuum cleaning / cleaning of floors

All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. The dressing must be complete and intact without evidence of powdering, discoloration or build up. Trailing cables and open sockets should be made safe. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.

2.3 Cleaning of all toilets

The required service standard is to be evident before the start of business activity of Client (TNIFMC) and, in addition, should be brought up to this standard during the operating hours. All sanitary ware, including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected. Floors should be cleaned to the same standard as other building floors. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears. Solid bars of soap must be clean and replaced as necessary. All toilets should be kept fully stocked with supplies and should be made available at all times. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times. The Company expects a holistic washroom supplies and service. The Vendor shall provide options on the consolidation of existing and proposed washroom products.

2.4 Walls, Ceilings, Doors, Window and Staircase

All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In

particular, they must be free from finger marks, Verdigris stains, runs, and cobwebs to full height. All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents. Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks. Treads and risers are to be treated same as floors. Walls and high level surfaces and fittings must be free from dust, cobwebs and marks to the full height.

2.4.1. Window cleaning

The Service Provider-

- shall clean all external glass surfaces and internal surface by using own equipment.
- Service Provider shall provide all cleaning material and ensure that meets the quality specifications required for the cleaning.

2.5 Telephone cleaning and sanitizing Service

The Service Provider shall sanitize telephone instruments using a suitable method to prevent cross-contamination.

2.6 Server Room, Communication Room and Hub Rooms.

Cleaning will be scheduled by arrangement with the person responsible for giving access to that particular area. Under no circumstances must any computer or computer related equipment be disturbed in any way other than the cleaning actions. The Service Provider must ensure that only the appropriate cleaner's power sockets are used for cleaning equipment, not those specifically dedicated for computer use. If in doubt the cleaners should consult the Company. Mats and carpets as available shall be maintained free from dust, debris and stains. Their attendant mat wells must be free from grit, dust and debris and must be left clean and dry. The use of water for cleaning in these areas is forbidden.

2.7. Cleaning of External areas

The required service standard is to be evident before the start of business activity at Client (TNIFMC) and, in addition, shall be brought up to this standard during the business day. Entrances, service areas, car parks, paving's, pathways, covered walkway, grounds and the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace in their original locations. All areas protected by security, screening, netting, protective cages etc shall have the protection removed temporarily to remove graffiti, debris, dirt dust, weeds and litter. The protection must be replaced to the original standard prior to cleaning. The Service Provider shall report any defects encountered during carrying out external area's maintenance tasks to the Company.

2.7.1. Sewer cleaning

The Service Provider-

- shall carry out the Tank Cleaning on regular intervals. Service Provider
- shall carry out these activities as per standard operating procedures; and
- Service Provider shall provide all equipment, supplies, and manpower for completing this activity.

2.8 Pantry Service

The Service Provider shall provide professional pantry service at the Company premises by deployment of requisite personnel. As per the Company's instructions, the deployment, timings of working and work schedules would be strictly under the Supervision and control of the Service Provider at the Company's site from time to time.

Pantry service is a service arrangement and does not include supply of any material or consumables by the Service Provider. The scope of the services shall include the entire pantry related activities.

- Co-ordinate with maintenance of the vending machines and dispensers with the Original Equipment Manufacturer (OEM)/authorized service agent
- To maintain properly & carefully use, store and manage the crockery & cutlery provided by the management. The safekeeping, security shall also be the responsibility of the Service Provider
- Serving beverages and snacks to the staff and guests of the company in a presentable and hygienic manner.

2.9 Garden and landscaping maintenance

The Service Provider shall maintain the plants, trees and garden within the premises including indoor plants by deploying required personnel. This shall include regular watering, trimming, pruning, plucking, weed removal, manure, replacing the dead plants, showing sunlight to indoor plants etc.

3.0 Maintenance and operation of HVAC, Water Purifier, DG set, Lift, Light & Fans and any other electric or mechanical fixtures (excluding Xerox machines), Pest Control.

The Service Provider shall monitor the AMC of all the above equipment's, coordinate with the vendors for renewal of the same and as well as for rectifying any problem through them.

4.0. General Terms

- (i) The Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs, and any banned Narcotics spit in common and open areas on site. All workmen of the Service Provider must have valid identity cards verified by the Company Security Department & shall display at all times during duty hours
- (ii) The service provider shall provide covid protection mask, sanitizer, face shield etc. including training on covid-19 precaution on hygiene and social distancing etc.
- (iii) The service provider shall provide first aid box with basic medicines and items as may be required replenish them regularly and remove the expired Medicine.
- (iv) The Service Provider should not sub-contract the work to others.
- (v) No labour or any other government law/ regulation to be violated, e.g. Child labour etc...

- (vi) The Service Provider shall have a site supervisor who would be responsible for monitoring the services and shall inform TNIFMC's representative before starting and after completing the job on a daily basis during the cleaning cycle.
- (vii) The Service Provider shall ensure that the manpower used are trained and experienced and are adhering to safety standards and are in uniform and maintain good health and hygiene.
- (viii) Risk assessments must be carried out and a site-specific insurance policy must be submitted and agreed with the Company, prior to the commencement of work.
- (ix) The Service Provider shall be responsible for any loss or damage to Company property due to negligence of the Service Provider team & will have to pay the repair / replacement cost.
- (x) The Service Provider shall redo the cleaning of the glass/ area that is done unsatisfactorily at no additional cost.
- (xi) The contractor is required to deploy 5 guards for a day i.e. 3 guards for day shift and 2 guards for night shift at all times during the period of contract.
- (xii) The Service Provider shall ensure that the people deployed are in good health, punctual, disciplined and vigilant in performance of their duty. The Service Provider shall engage medically, and physically fit persons and they shall be duty bound to display the same at the time of providing the service. The Contractor should parade the full strength of guards and supervisors in uniform for inspection by TNIFMC Official before commencement of contract.
- (xiii) Any person authorized by TNIFMC shall be at liberty to carry out any surprise checks on the persons deployed by the Service Provider in order to ensure that required number of personnel are deployed and that they are providing the service properly.
- (xiv) The people deployed by the Service Provider shall be the employees of the Service Provider for all intent and purpose and in no case, shall a relationship of employer and employee between the said persons and the Client (TNIFMC) accrue implicitly or explicitly.
- (xv) The persons so deployed shall remain under the control and supervision of the Service Provider and he shall be liable for payment for their wages etc. and all other dues which the Service Provider is liable to pay under various labour regulations and other statutory provisions.
- (xvi) The Service provider shall ensure that personnel get minimum wages [Zone A] as per the Minimum Wages Act, 1948 read with Minimum Wages (Tamil Nadu) Rules, 1953 and such other benefits as are admissible under various labour laws and minimum bonus as per Bonus Act. He shall provide full information in respect of wages etc., paid to his employees so deployed in conformity with the provisions of Contract Labour (Regulation and Abolition) Act, 1970.
- (xvii) Any loss or damage to property or person due to security negligence or breach shall be recoverable from the Service Provider.

- (xviii) Discipline, dress and decorum of the guards will be the responsibility of the Service Provider. He will also ensure that the manpower engaged is as per the requirements of Client (TNIFMC).
- (xix) The prescribed qualification both education and technical will be intimated to the manpower agency as and when a position is to be filled which is not described in this tender for suitable quote by the manpower agency.
- (xx) The company at present has 2 cars and requires 2 drivers who are at least 10th pass and have good driving skills including long distance and mountain driving skills and have basic knowledge on the working mechanism of the car and should be able to do minor repair viz. starting trouble, replacement of spare tyre, checking on motor, radiator on his own.
- (xxi) Guards deployed by the Firm should have minimum qualification of 8th Pass and preferably in the age group of 35-55 years. Supervisors preferably be Ex Service men and who should be agile, swift to respond and healthy.
- (xxii) The Electrical supervisor should be a certified Diploma Holder in Electrical with an experience of at least 5 years.
- (xxiii) The service provider shall provide safety and first aid kit to the Electrical Supervisor as would be required for an Electrician's job.
- (xxiv) The Service Provider shall ensure rotation of guards and supervisors at the particular post at least once in a month with prior permission and intimation. Further, guards should not be deployed on double duty consecutively except under emergent situation. However, in case of such emergent situation, the Service Provider should take prior approval of TNIFMC.
- (xxv) The Agency shall be responsible for the safety of all the equipment, fixtures and any other property at TNIFMC. The agency will also have to inform the authorities about any pilferages noticed on the campus. The agency will be responsible for any theft and will be liable to make good the loss incurred.
- (xxvi) The agency shall maintain a Daily Attendance Register which will be verified by the authorized person of Client (TNIFMC).
- (xxvii) The agency must ensure that its supervisor reports to Administration Head/ officer of the company on regular basis and immediately in case of any security related issue e.g. Theft, Breach, Threat, Damage, fight etc.
- (xxviii) The agency shall ensure that all its personnel are aware of protocols relating to COVID 19 Pandemic and shall have to follow the procedures and personal hygiene in this regard.
- (xxix) The Service Provider shall comply with the Workmen Compensation Act, 1923.

Operating Schedule of Administration Staff (Assistant/Attendant)

Description	Parameters	Task	Frequency	Remarks
	Inward, outward, Invoice Processing,	Administrative	Daily	

Administration Work of Assistant/Attendant	Communication, arranging meetings both audio & video. Coordination with all stakeholders' employees, accounts, auditors, vendors and other office jobs provided by Manager in charge.			
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Operating Schedule / Periodicity of House Keeping Services

Description	Parameters	Task	Frequency	Remarks
General cleaning	Toilets	Serv/CLN	Daily	Hourly
	Cleaning pantry area	Serv/CLN	Daily	Twice a day
	Floor	Serv/CLN	Daily	Frequently
	Service Area	Serv/CLN	Daily	Frequently
	Stairs	Serv/CLN	Daily	Frequently
	Lift	Serv/CLN	Daily	Twice a day
	Cleaning of workstations, cabins and other rooms i/c fitness room	Serv/CLN	Daily	
	Clearing of dustbins from workstations	Serv/CLN	Daily	Twice a day
	Garbage Disposal	Serv/CLN	Daily	Once a day
	Cleaning of security cabins	Serv/CLN	Daily	
	Brooming and cleaning of outside parking /building surrounding area	Serv/CLN	Daily	Twice a day
Refilling	Housekeeping supplies like toilet rolls, soap	Ref	Daily(hourly)Need Basis	Refilling will be done as per need basis also
Micro Cleaning	Deep cleaning of toilets, pantry, floor and carpet, service area, building surrounding area, workstations, office equipment, glass surfaces etc.	Serv/CLN	Weekly	
	Light fixtures and AC grills	Serv/CLN	Weekly	
	AHU, DG rooms (except Equipment)	Serv/CLN	Weekly	
	Roof drains	Serv/CLN	Weekly	

Lighting fixtures	Serv/CLN	Weekly	
Peripheral walls and grills	Serv/CLN	Weekly	
Electrical and plumbing fittings	Serv/CLN	Weekly	
Secured areas like Hub room, server room, transport room, mail room, stores etc	Serv/CLN	Weekly	
Brass fittings	Serv/CLN	Weekly	
Wall panelling, woodwork and metal area	Serv/CLN	Weekly	
Cleaning of office equipment's such as PC's, printers, fax machines, Photocopiers, TV, etc	Serv/CLN	Weekly	
Building structures like columns, beams etc	Serv/CLN	Weekly	
Workstations, cabinets, other furniture such as tables and chairs	Serv/CLN	Weekly	
Cleaning of notice boards,	Serv/CLN	Weekly	

Operating Schedule for Sewer, water storage tank, drains Cleaning and gardening.

Description	Parameters	Task	Freq	Remarks
Sewer and tank cleaning	Cleaning of all rainwater drain line system.	Serv/CLN	Weekly	
	Cleaning of all rainwater manholes.	Serv/CLN	Weekly	
	Cleaning of all sewer water drain line system	Serv/CLN	Weekly	
	Cleaning of all sewer water manholes.	Serv/CLN	Weekly	
	Cleaning of all sumps	Serv/CLN	monthly	
	Cleaning of all drain lines	Serv/CLN	monthly	

	Cleaning of all overhead water tanks.	Serv/CLN	quarterly	
	Cleaning of all underground water tanks.	Serv/CLN	quarterly	
Garden, Plants & Trees i/c Green Wall	Watering,	Service	Daily	
	Weed removal, trimming, cutting, manuring, showing sunlight to indoor plants, replacement of dead plants	service	regularly	

Operating Schedule for Maintenance and operation of HVAC, Water Purifier, DG set, Lift, Light & Fans and any other electric or mechanical fixtures (excluding Xerox machines), Pest Control

Description	Parameters	Task	Freq	Remarks
HVAC	11 ton – 2 Nos. Split AC – 11 Nos. Cassette AC – 8	Clean & maintain	Monthly Once	
DG Set	125 KvA	Maintenance & Services	Regularly	
Lift	4 Nos. Passenger Lift	Maintenance & Services	Regularly	Full check-up once a month
Water Purifier	As available	Maintenance		
Lights & Fans	As available	Maintenance & Service	Regularly	
Pest Control	-	-	Once in 2 months	

5.0. Safety and Security regulations

The Service Provider shall follow the security regulations of Company like usage of access cards, wearing and displaying ID cards etc.

The Personnel of the Service Provider shall wear, and use required safety gear while doing a particular task like gloves, shoes, mask etc. The staff shall be well groomed and wear neat and appropriate dress, well-mannered etc.

The Personnel shall be in good health, well trained and capable of discharging their responsibilities.

The Service Provider shall ensure that all trash is properly disposed outside the Company site to a safe and approved disposal location and the affected area cleared and cleaned at the end of the day's job.

6.0. Contract Period:

The contract is for a period of ONE YEAR, commencing from 1st April, 2025 to 31st March, 2026 which may be extended on yearly basis for a further period of TWO YEARS subject to satisfactory performance of the work and at the discretion of the client (TNIFMC) at the terms would be as set by the Client (TNIFMC).

In case if the performance is not up to the satisfaction of the Client(TNIFMC), one month notice may be issued to the contractor for termination of the contract.

7.0. Payment Terms:

- (a) Client (TNIFMC) shall pay the agreed amount on production of monthly bill (in duplicate) for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents towards receipt of payment by the persons employed. The Service Provider must make payment to its staff through bank. No other charges of any kind shall be payable. No advance payment shall be made to the agency. There would be no increase in rates payable to the agency during the contract period. All Statutory deduction as applicable shall be deducted by the Client (TNIFMC) from the bill unless exempted by the Competent authority concerned.
- (b) The Service Provider shall also submit the proof of having deposited the amount of contribution on account of ESI and EPF towards the persons deployed in their respective names before submitting the bill for the subsequent month. In case, the Service Provider fails to do so, TNIFMC shall recover the same from the dues of the Service Provider and remit the contribution directly to the concerned authorities in the codes of the Service Provider. Further necessary action as deemed fit will be taken against the contractor.
- (c) The Service Provider shall also submit the proof of having deposited the amount of GST charged by him every month to the GST Authorities along with appropriate returns.
- (d) Terms of payment
 - (i) The Service Provider shall raise monthly invoice including GST as per the contract price.
 - (ii) The payment shall be made based on the number of personal deployed at Client office (TNIFMC). In case, the Service Provider does not provide the

required manpower then the payment for that particular resource shall be deducted for the total non-deployed time period.

- (iii) The Client shall process the invoice within 15 days of receipt of bills.
- (iv) The Client or any other agency, as per existing rules of the Government, will have the right to examine the invoices as required under relevant rules. If such examination reveals any extra payment already provisionally made, the extra amount will be adjusted from the payment due to the Service Provider after due intimation.

(e) The Service Provider, hereby, agrees to maintain all required books of accounts and to provide them to such audit as may be required to be carried out. The Service Provider shall ensure best quality of services and protocols and shall submit a half yearly report in this regard. The contract expiry date is ONE (1) year from the date of signing the contract OR 31-03-26 whichever is earlier. A comprehensive performance review of Service Provider would be conducted at the end of one year and subsequently the client (TNIFMC) would have the right to extend the services for full term or terminate the contract or make necessary changes in scope of work and staffing as required.

8.0. Compliance:

- (a) The Service Provider shall provide the services continuously as per the award and for the contract period. In case of discontinuation of services by the Service Provider in the middle of the period or non-satisfactory services, breach of any terms and conditions of the contract, non-compliance of the orders of competent authority. The Service Provider shall be liable for necessary legal action and the Service Provider may forfeit their performance security deposit apart from terminating the contract and payment of damages to the client (TNIFMC).
- (b) The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without prior written consent of Client (TNIFMC).
- (c) In case of any damages (excluding normal wear and tear due to usage) to the infrastructure facilities or the property of the TNIFMC by the personnel of the Service Provider, the Service Provider shall bear the responsibility of losses and shall replace the same on its own expenses / reimburse the full cost of the same.
- (d) In case, the persons employed by the Service Provider commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence, the Service Provider shall be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by Client (TNIFMC).
- (e) The Service Provider shall replace immediately any of its personnel whose act is found unacceptable to TNIFMC because of security risks, incompetence, conflict of interest, improper conduct etc, upon receiving necessary orders from the competent officer of Client (TNIFMC).

- (f) The successful Service Provider shall be solely responsible for the redressal of grievances /resolution of disputes relating to personnel engaged by them. Client (TNIFMC) shall, in no way, be responsible for settlement of such issues whatsoever.
- (g) For all intent and purpose, the successful Service Provider shall be the “Employer” within the meaning of different Labour Legislations in respect of personnel so employed and engaged at Client (TNIFMC,) 19, TP Scheme Road, RA Puram, Chennai 600 028 under this contract. At present the Client is proposed to move the office to new location at present not yet finalised, once finalised the service provider has to provide the service in the New location (within Chennai)without INTERRUPTION The personnel deployed by the agency at TNIFMC shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against TNIFMC.
- (h) Client (TNIFMC) shall not be responsible for any damages, losses, theft, claims, financial or other injury to any persons deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
- (i) The personnel deployed by the Service Provider shall not claim nor shall be entitled for pay, perks and other facilities from Client (TNIFMC) admissible to casual, adhoc, regular/ confirmed employees during or after expiry of the contract period.
- (j) The Service Provider shall take care of insurance for his employees and personnel at his cost. The Service Provider shall also indemnify the client against any third-party damage or loss due to his actions.
- (k) In case of termination of this contract on its expiry or otherwise, the personnel engaged by the Service Provider shall not be entitled to and shall have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in TNIFMC.

9.0. Compliance of Statutory Provisions

- (a) The Service Provider shall maintain all statutory registers under the applicable Law. They shall also produce the same, on demand, to the concerned authority of Client (TNIFMC) or any other authority under Law.
- (b) In case, the Service Provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof CLIENT (TNIFMC) is put to any loss / obligation, monetary or otherwise, Client (TNIFMC) shall 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.

10.0. Right of TNIFMC Ltd.

- (a) Client (TNIFMC) reserves right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

- (b) CLIENT reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever and I decision shall be final and binding on the Tenderer.
- (c) CLIENT reserves the right to terminate the contract at any time without assigning any reasons by giving a one month notice to the contracting agency/firm/company.
- (d) CLIENT reserves the right to suitably increase / reduce the scope of work put to this tender. In case of any ambiguity in the interpretation of any of the clauses in Tender document or the contract document, interpretation of the clauses by the TNIFMC shall be final and bindings on all parties.
- (e) CLIENT reserves the right to award the contract for the facility management services either to one or more than one contractor / agency.

11.0. Breach of Terms and Conditions:

- (a) Upkeep of TNIFMC's facilities in spic and span condition at all times is the essence of contract. If the quality of service rendered is found poor / unsatisfactory despite communication from TNIFMC, the contract may be terminated at the discretion of Competent Authority.
- (b) In case of breach of any terms and conditions as mentioned above, the Competent Authority shall have the right to terminate the contract without assigning any reason thereof and nothing will be payable by TNIFMC in that event the security deposit shall also stands forfeited.

12.0. Dispute Settlement:

- (a) It is mutually agreed that all differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations and if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Chief Executive Officer, Chief Project Officer, Chief Finance Officer of TNIFMC whose decision shall be final and binding on both the parties.
- (b) It is also agreed that in case of any disagreements / disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at **Chennai**. The resultant contract will be interpreted under Indian Laws.
- (c) In case of any noncompliance of the provision of the Contract the Client (TNIFMC) will impose the penalty of Rs. 250 per day per person subject the maximum of Rs. 1500 per month and overall ceiling of Rs.10,000 per annum.

INSTRUCTION TO BIDDERS
REQUEST FOR PROPOSAL FOR “FACILITY MANAGEMENT SERVICES”

1	Work	:	Facility Management for Maintenance at TNIFMC LTD., 19 TP SCHEME ROAD, RA PURAM, CHENNAI 600 028 - As per the Scope of work provided by TNIFMC
2	Tender Enquiry No	:	TNIFMC/2025-26/Admin/ Facility Management Services (Manpower & Maintenance)
3	Details of work area	:	Office building: 7718 sq. ft. (approx.) at First Floor and Space at Ground Level including parking, covered walkway, and landscape. No. of Toilets to be maintained: 7 Nos. Other key information: The site has Gardening needs to be maintained properly by applying manure and water to ensure the survival of plants. In addition, there would be few indoor plants. The company has about 40 persons who are employees, consultants, contract staff and 2 cars of Toyota Corolla.
3	Eligibility Criteria	:	<p>The interested Bidders shall have to comply with the following criteria to participate in the RFP process –</p> <p>(i) Must have either its registered office or operating office in Chennai or in Tamil Nadu. (Self-attested copy of documentary evidence like Certificate of Incorporation, GST Registration Certificate, etc. to be furnished along with the technical proposal).</p> <p>(ii) Must have minimum three years of experience (as on 31st December 2024) in providing Facility Management Services on outsourcing basis either to a single organization or multiple organizations, out of which, at least one year must be in Chennai or any place in Tamil Nadu. In each of these three years, the Agency/service provider/consortium should have provided the following services i.e. (1) Housekeeping Service, (2) Electrical Maintenance Service, (3) PH Maintenance Service, (4) Providing Office Attendants/Office Assistants/Accounts Assistants and (6) Gardening Service. (Self-attested copies of the Service Contracts/Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal).</p> <p>(iii) Must have executed similar Facility Management Work for at least Rs.20 Lakh during each of the last 3 financial years i.e. 2021-22, 2022-23 & 2023-24. (Self-attested copies of the Service Contracts/Agreements/Workorders/Completion Certificates/Performance Certificates from the Employers to be furnished along with the technical proposal).</p> <p>(iv) Must have valid registration under Shops & Establishment Act or other relevant Act/ Rules, Labour Law, Income Tax, ESI, EPF,</p>

		<p>GST, etc. (Self-attested copies of such Registration Certificates to be furnished along with the technical proposal)</p> <p>(v) Must have handled contracts of floor area of at least 4000 Sq. ft. (four thousand square feet) under Facility Management Services in India in any one of the last 3 financial years i.e. 2021-22, 2022-23 & 2023-24. (Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal)</p>
4	EMD	<p>All the Bidders shall submit the Proposals along with an Earnest Money Deposit of Rs.50,000/- by way of Demand Draft the DD / pay order may be drawn in favour of "TNIFMC – OPERATING INCOME ACCOUNT" (on any Nationalised Banks payable at Chennai). The EMD may also be paid by means of RTGS/NEFT in the following Bank Account in favour of "TNIFMC-OPERATING INCOME ACCOUNT", The EMD will be refunded in respect of unsuccessful bidders. <i>All bidders are requested to provide the bank account with name of beneficiary, account no. bank name, branch name with IFSC code for refund of EMD, if necessary.</i> THE DEMAND DRAFT FOR EMD AMOUNT SHOULD BE PLACED IN THE TECHNICAL BID COVER ONLY. The EMD amount will not carry any interest.</p>
5	Submission of Offer	<p>Two Bid System: Two bid system will be followed in this tender. Under this system, the bidder must submit technical bid and commercial bid in two separate sealed envelopes. Copies of format for technical bid and Commercial bid are provided at Annexure I and II respectively. Envelopes containing Technical Bid and Commercial bid should be securely sealed and stamped separately and clearly marked as "Envelope No: 1 – Technical Bid" and "Envelope No: 2 – Commercial Bid" respectively. EMD should be placed in the Technical Bid. These two separate sealed envelopes be placed in single envelope superscribing the tender Number and description of the item. The bidders are required to provide bank account details to refund the EMD, if required. The cover shall be addressed to 'The Senior Manager (Administration), TNIFMC Ltd., 19, TP Scheme Road, RA Puram, Chennai 600 028.</p>
6	Dates of Site visit	<p>Date: 12th March 2025 Time: 11 30 Hrs 13th March 2025 Time: 11 30 Hrs</p>
7	Last Date for submission of bids	<p>Date: 17th March 2025 Time: 1500 Hrs</p>
8	Opening of Technical bid	<p>Date: 17th March 2025 Time: 1600 Hrs</p>

9	Selection Process	: All the technical bids will be scrutinized by the evaluation committee constituted by TNIFMC and firms/agencies submitted all relevant documents and meeting the eligibility criteria will be shortlisted for consideration of commercial bid.
10	Opening of Commercial Bid	: After scrutiny of technical bid by the committee of TNIFMC, Shortlisted firms / agencies will be invited to attend the opening of commercial bid.
11	Performance Security Guarantee	<p>Performance Guarantee of 3% of the contract value shall have to be deposited by the Service Provider as performance security throughout the contract period. The successful bidder shall deposit the Performance Security in the form of Demand Draft (DD)/ Pay Order (PO) in favour of TNIFMC Ltd, OPERATING INCOME ACCCOUNT Chennai within 15days of notification of award.</p> <p>All bidders are requested to provide the bank account with name of beneficiary, account no. bank name, branch name with IFSC code for refund of performance guarantee, where required.</p>
12	Commencement of Operation	: The selected agency should commence the house-keeping services from 1 ST APRIL, 2025

CHIEF EXECUTIVE OFFICER, TNIFMC LTD.

DATE: 06.03.2025
PLACE: CHENNAI

Annexure – I

TAMIL NADU INFRASTRUCTURE FUND MANAGEMENT CORPORATION LIMITED 1ST FLOOR, 19 TP SCHEME ROAD, RA PURAM, CHENNAI 600 028

TECHNICAL BID

(To be sealed and placed in separate envelope super scribed Technical Bid)

Having read and accepted all terms and conditions in the tender document and scope of work, we submit the details for Facility Management Services as follows:

1	Name of the firm	:	
2	Address & Telephone No and Email if any	:	
3	Status of firm and details of owner / partner (Attach copy of Partnership deed / Articles and Memorandum of Association / Certificate of incorporation as applicable)	:	
4	Year of Commencement of business	:	
5	Organizational setup clearly indicating details of Managerial/ Supervising and other staff	:	
6	Licenses	:	
7	Registration / Details Attach copy of certificate (s) I. Registration Number (Shops & Establishment Certificate) II. ESI / PF Number III. GST Registration No IV. PAN Number	:	
8	List of institutions /offices where the firm is providing/provided house-keeping services	:	Please attach
9	Status of Income Tax return (pls attach copy of income tax return for last 3 years)	:	
10	Details of training to personnel	:	Yes / No, if Yes details
11	Have you ever been debarred by Court of Law or penalized by any Organisation (Govt, semi govt or private)	:	

Certified that the above furnished information is true and correct.

Place & Date:

Signature of the
Facility Management Service Provider with seal

DETAILS OF EXPERIENCE (Copies of work orders along with customer satisfaction certificate may be enclosed)

Sl. No	Name of the Organization	Total Personnel Deployed	Period of Work	Consolidated Billing per Annum excluding capital cost	Name and contact details of the Officer in- Charge at the Client Organization with telephone number

Certified that the above furnished information is true and correct. TNIFMC Ltd. is permitted to verify the above details from any of the clients listed above.

Place

Signature of the
Facility Management Service Provider with seal

Date:

TAMIL NADU INFRASTRUCTURE FUND MANAGEMENT CORPORATION LIMITED

1ST FLOOR, 19 TP SCHEME ROAD, RA PURAM, CHENNAI 600 028

COMMERCIAL BID (In a separate envelope)

(To be sealed and placed in separate envelope super scribed commercial bid)

Name of work: Facility Management Services at TNIFMC Ltd. 19 TP Scheme Road,
RA Puram, Chennai 28

Sl. No.	Description of Work	Service Charge of Contractor to be quoted in %
1	Facility Management Services – Manpower & Maintenance at TNIFMC Ltd., Chennai 600 028 as per RFP	

GST if any will be paid as per norms.

Note:

The TNIFMC will make payment as per Minimum Wages (Zone A) notified by the Central Govt. from time to time along with other statutory benefits plus minimum bonus on submission proof of remittance.

Place

Signature of the
Facility Management Service Provider with seal

Date: