



Tender Document for

Integrated Services of Facilities Management for Terna Campuses in Navi Mumbai

- a) Housekeeping services
- b) Security Services
- c) Mess/ Canteen Services
- d) Gardening services (if applicable)

1. Advertisement

Terna

Public Charitable Trust

Sealed tenders are invited from reputed firms for following services for various units / institutions in Navi Mumbai under Terna Public Charitable Trust.

Integrated Services of Facilities Management for Terna Campuses in Navi Mumbai

- ▶ Housekeeping services
- ▶ Security Services
- ▶ Gardening services
- ▶ Mess / Canteen Services

Detail document is available on www.terna.org/tender.htm

Prospective bidders are informed to submit hard copy in sealed envelope as per instructions in tender documents within 7 days from publishing tender.

For any query, please contact **022-61115446** or mail to ceo@terna.org

CEO

Address -

Terna Public Charitable Trust
Terna Engineering College Campus,
Plot 12, Sector 22, Nerul,
Navi Mumbai 400706.

No - 022 61115449 /
61115446 / 61115444
(30 LINES)

3 X 15

2. About Terna Trust..

Terna Public Charitable Trust is Trust registered under Bombay Trust act 1950 and runs following institutions across Maharashtra

- Terna Engineering College, Navi Mumbai
- Terna Medical College, Navi Mumbai
- College of Engineering, Osmanabad
- Terna Dental College, Navi Mumbai
- Terna Polytechnic, Navi Mumbai
- Terna Nursing College, Nerul
- Terna Physiotherapy College, Navi Mumbai
- Terna Sahyadri Hospital & Research Centre, Navi Mumbai
- Terna Industrial Training Institute, Osmanabad
- Terna College of Arts & Science, Osmanabad
- Terna Primary Health Centre, Osmanabad
- Terna group of College & Schools in Navi Mumbai, Osmanabad, Aurangabad etc

3. Scope of Work

Terna expects bidder as Facility Management Company with capability of managing services together and / or individually. But while bidding, **it must submit for all FM activities together.**

Canteen services act as source of income to vendor. Students/ human resources in Campus shall pay for food services directly to Vendor. In turn; Vendor shall pay rent to Terna on quarterly basis.

And other services like House Keeping, Security etc shall be based on manpower basis or on Service Level Agreement (SLA) basis. Terna shall pay for this on monthly basis on submission of bills.

- **Integrated Services of Facilities Management for Terna Campuses in Navi Mumbai**

1. Housekeeping services – Cleaning, Maintenance in view of cleaning
2. Security Services- Guarding services for all campuses
3. Gardening services (if any) - Managing Gardening services
4. Mess/ Canteen Services – Managing Food services in Canteens /Mess

- *In case of Mess /canteen services, bidder has to bid the monthly rent to be paid on quarterly Basis*

- *In case of other services, bidder should quote, cost of manpower per month as per details.*

- *For following Navi Mumbai Campuses, scope is defined.*

- 1) Campus A , (Medical College and School Campus) , Sector 12 Nerul
- 2) Campus B , (Engineering College, Hostel and Dental College campus) , sector 22, Nerul
- 3) Campus C , (School and Polytechnic Campus) , sector 1, Koparkhairane

4. Eligibility of Bidders

- a) Registered firms with Governments as a company or any other firm under relevant act.
- b) Minimum of 1 cr turnover in one year of last two last Financial Years (Audited).
- c) Minimum experience of running 5 any type of FM/IFM projects or Manpower related projects
- d) Should be handling at least 200 manpower on roll for various contracts

5. Conditions to bid

- a. Bidder needs to submit proofs for all above conditions
- b. Bidder cannot bid only for one service, bid should be submitted in totality
- c. Bidder cannot form consortium. However, it may bid as FM Company and subcomponent can be outsourced, if required. All licensing will be on FM Company's name only. Bidder shall be one point of contact and no third party's name shall be allowed to use anywhere. Usage of single brand in entire campus for FM is needed.

6. Cost of Bid document

- a. Rs. 2000/- DD to be submitted along with this BID document as cost of BID, failing which bid will not be opened. (DD should be in favor of 'Terna Public Charitable Trust' payable at Navi Mumbai)

7. Estimated Value of tender /contract

- a. Approximately Rs. 2 cr per annum (@ 1.5 cr income from food business from students/staff /college directly and rest from FM services from Terna)
(This is estimate based on thumb rule...Bidder need to verify by doing survey..)

8. EMD

- a. Rs. 2, 00,000/- EMD in the form DD to be submitted along with Bid. EMD DDs for unsuccessful bidders shall be returned as it is, once finalization is done, but not more than 3 months from date of submission. For successful bidder, it shall act as deposit.
- b. DD should be in favor of 'Terna Public Charitable Trust' payable at Navi Mumbai

9. Contract Period – Three years, extendable one year each, two times on performance review.

10. Termination – Terna may terminate its contract after giving three notices, in case of failure on part of non compliance of conditions of contract and two months of final notice period. Vendors also may discontinue services by giving two month's notice.

11. Selection of Bidder – 1) All documents and bids shall be opened and after verification of documents and eligibility, best three bidders shall be called for discussion and their presentation of integrated proposal. 2) Decision shall be taken based on price offer /SLA offer, rise proposed in subsequent years, expertise with FM Company and proposal presentation of integration all FM services. 3) Decision of Terna Trust will be final.

12. Details of Work

- **Canteen /Food Services** (Following is just information..not commitment)

Sr.No	Campus	Available Units	Available Students /Staff	What is expected
01	A (Sector 12 Nerul)	Terna Medical college (TMC) Terna Nursing college (TNC) Terna Physiotherapy College (TPC) Terna School (TS-N)	@ 450 students + @ 200 staff (but some students/staff work in Hospital too, hence actual student in campus at a time may be less) @ 100 students+ @ 25 staff @ 120 students + @ 20 staff @ 2200 students + @ 75 staff All above students-staff will be available during college/school timings	Central Kitchen at TMC. TMC canteen serves as canteen for TMC,TPC,TNC. Another small outlet to be set up in Terna School which is adjacent to TMC building for services to school. No kitchen required. It can be counter type outlet.
02	B (Sector 22, Nerul)	Terna Hostel (TH) Terna Engineering College (TEC) Terna Dental college (TDC)	Approximately 800 students Residential. Dinner, breakfast and lunch (may or may not) will be required to all students Apprx 1500 students and @ 220 staff(including TPCT staff) @ 450 students, @ 100 staff All above students-staff will be available during college/school timings except hostel students. Hostel students may not be in campus in day timings as they will be in their college	Central Kitchen can be at Hostel and Hostel will have full fledged mess/cafeteria/canteen. TEC can also have full fledged canteen/cafeteria .In case; vendor prefers to have central kitchen at Hostel for entire campus That is also acceptable. TDC can have extension counter. Kitchen can be from Hostel.
03	C (sector 1, Kopar khirane)	Terna School, KK (TS-KK) Terna Polytechnic	Approximately 900 students @ 60 staff @ 600 students, @ 50 staff	A small kitchen is expected. However vendor may use their other two kitchens from A/B campus too. Small canteen /outlet for serving

B. It is expected that Canteen provider shall invest in all Kitchen equipments, groceries and accessories. Also, vendor shall create facility by providing GOOD furniture for sitting/ serving as per following CAPACITY.

Campus	Unit	Seating capacity	Standing capacity	Remarks
A	TMC	60	Nil	
A	TS	Nil	30	For students, counter expected in breaks. And for other times, service is expected.
B	TEC	125	25	
B	TH	100 + 100 (two places)	0	Two places are there. Both can be used. TV should be provided in both rooms.
B	TDC	30	10	
C	TS KK	20	15	

C. It is expected that bidder should do survey for total available students across a years.

For ex.-

1. Students normally get 60 days of vacation in a year. Not all students go at a time. But this is to be considered for bidders own business projections
2. Also working time, days should be counted. Normally during examination time, college canteen does not get much response, while during festival time it is on peak.
3. Each college also has various orders for food services during festivals, examination and other times. Those also to be counted for bidders own projections.

D. Each unit shall have its own canteen committee for monitoring quality of food services. Principal shall appoint it with due representation from students

E. Although, ordinarily Terna shall not interfere in pricing of food items kept in college canteen, in extra ordinary case Trust authorities shall have right to interfere, and their decision shall be final.

F. In case of Hostel, Initial rates can be proposed by vendor. For further revisions, vendor shall submit revision in writing to CEO and rector/administrator in TH. He, in turn, shall call meeting of canteen committee and revision of rates shall be decided in committee. Vendor shall be part of committee. In case of differences, Trustee will take final decision.

G. For electricity, sub meter shall be installed and bills at actual to be paid by vendor

H. Terna shall provide space (rooms) , water , fans, permanent counters ,Kitchen Kattas etc.

I. Terna shall install one water cooler near to canteen for students/canteen facility

J. No restriction on Veg/Non veg

All statutory payments /licenses/provisions need to be done as per government act /norms.

• **Housekeeping services**

1. Manpower required (Male/ female both together) based on our judgment.

Sr.No	Unit	Built up Area (approx)	HK staff	Supervisor
01	Hostel	10670 sqm	8	2
02	TEC	14500 sqm	8	
03	TDC	12000 sqm	5	
04	TMC	9526 sqm	7	1
05	TPC	1022 sqm	1	
06	TNC	1498 sqm	1	
07	TS-N	7000 sqm	5	1
08	TP	2500 sqm	3	1
09	TS-KK	2000 sqm	2	
			40	5

2. Cleaning Material /Consumables to be provided by vendor only. It is expected that all washing consumables /chemicals/ powder has to be branded, to be shown to store officer before using it. Vendor needs to decide quantity of cleaning/washing material while bidding itself on monthly basis.

3. Tools required for washing, cleaning to be brought by vendor. It is desired to use machines for grass cutting, washing, dust collecting on ground etc.

4. Uniform is essential

5. Timings shall be decided by FM Manager and concerned college administration.

6. Normal working hours shall be 8 hrs and 6 days per week. Sundays, one/ two person may come by compensating on college non working Saturdays. 6 days in total including holidays and /or leaves shall be admissible as per mutual consent of college administration and FM Manager

7. All statutory payments /licenses/provisions need to be done as per government act /norms.

8. Licensing is essential

9. Gardening – Watering, nurturing plants, grass cutting etc. shall be part of scope of HK, WHEREVER garden EXIST.

10. Normal Work scope

a. Cleaning of Veranda /Lobby/corridor (3 times)

b. Washing /cleaning of Toilets (4 times)

- c. Cleaning of surroundings (1 time)
- d. Cleaning of common areas
- e. Cleaning of class rooms (daily once, washing , once in week)
- f. Washing of Labs/ Library (once in fortnight on rotation)
- g. Administration cleaning (Daily)

(Frequency and detail minute level scope shall be decided by College administration)

- **Security Services**

- Manpower required (Men /Women together) for 24 hrs of duty on all three campuses.

Sr.No	Unit	Campus	Security Guards	Supervisor
01	Hostel	B	19	2
02	TEC	B		
03	TDC	B		
04	TMC	A	9	1
05	TPC	A		
06	TNC	A		
07	TS-N	A		
08	TP	C	5	1
09	TS-KK	C		
			33	4

Manpower strength is as per our judgment..

1. Security Guard must be trained and should be aged in the range of 30 -60 Years
2. He should understand Hindi /Marathi and should be able to read English along with other two.
3. Uniform is must
4. Registration/licensing with government is must
5. Duty hours are assumed to be 12 hrs. No repeat duty is allowed
6. 6 days a week will be duty load per week
7. Normal Work scope
 - a. Checking student ID cards for entry - exit
 - b. Maintaining record of visitors and access has to be controlled
 - c. Security to campus
 - d. Water Monitoring
 - e. Discipline of college has to be maintained
 - f. Material Gate pass etc
 - g. Instruction by authorities

- **Facility Manager –**

There shall be one Facility Manger who shall be first point of contact for all services. He shall control, monitor and supervise the work for all services.

13. A) Details of Bidder (Attach details with documents)

- Name of firm -
- Name of Director /CEO /MD -
- Address -
- Email -
- Website -
- Phone Nos -
- Company registration details -
- Last two year's turnover -
- Number of employees on roll -
On various projects
(Attach proof)
- Details of Minimum current Five projects to be attached
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.

Documents to be attached

- ✓ Organization registration documents
- ✓ Last Two Financial Year's audited report
- ✓ Employee details (supporting documents for Minimum 200 employees)
- ✓ Proofs of Execution of Five projects
- ✓ Demand draft for EMD & Fees
- ✓ Company profile / Brochure /Testimonials / Leaflets. For Canteen activity – details of set up and services
- ✓ Rate / Prices for food items

- B) Details of DD**
- | | | |
|---------------|--|--------|
| 1. EMD | | |
| DD No | | Amount |
| 2. Tender fee | | |
| DD No | | Amount |

14. Format for Bidding (Two types)

a) Manpower based

Sr. No.	Particular	Rate in Rs.	Numbers	Total (in Rs.)
01	Rent per annum for all Food services		Nil	
	Annual proposed rise for rent in % for Second and Third Year		-	-
02	Charges per month for Facility Manager		1	
03	Charges per month for Housekeeping Supervisor		5	
04	Charges per month for Housekeeping staff		40	
05	Charges per month for Security Supervisor		4	
06	Charges per month for Security Staff		33	
07	Operational Cost on consumable per month (including depreciation of capitals , other charges if any)		Detail of Qty, Brand and break up of other cost should be on separate paper.	
08	Rise expected per annum in rates in % , (if any)		-	-

Service tax shall be extra, if any.

No other taxes/levies/duties. All to be considered in the cost.

b) Inflow/outflow from Terna (in Rs.)

Total charges per annum including taxes, as outflow from Terna (X)	Rent per annum as inflow to Terna (Y) including service tax.	Net Outflow /Inflow wrt Terna (X-Y)

(Only for first Year)

Authorized Sign of representative (with Name and post) & Seal of Company /organization

(Points 13 & 14 page to be printed on letter head, all documents to be attached, with self attested complete tender document on each page. Sealed and to be given to Mr Subhash Vishwkarma, FO ,TPCT)

b) SLA (Service Level Agreement) based

Sr. No.	Particular	Rate in Rs.	Annual Rise proposed (in %)
01	Rent per annum for all Food services		
02	Cost of Services for Housekeeping and Security (For all)		

Pl provide separate sheet for details of services and management proposed under SLA.

Service tax shall be extra, if any.

No other taxes/levies/duties. All to be considered in the cost.

b) Inflow/outflow wrt Terna (in Rs.)

Total charges per annum including taxes, as outflow from Terna (X)	Rent per annum as inflow to Terna (Y) including service tax.	Net Outflow /Inflow wrt Terna (X-Y)

(Only for First Year)

Authorized Sign of representative (with Name and post) & Seal of Company /organization

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