

NOTICE INVITING TENDER

Indian Institute of Corporate Affairs invites sealed quotations from bonafide, competent and experienced agencies of good repute, credentials, and sound financial standing for Maintenance and gardening services for IICA complex at IMT Manesar.

Essential Requirements .

The bidder should be reputed agency in, Maintenance and gardening services and should meet the following criteria: -

- (i) Should have minimum experience of atleast 3 years in this field.
- (ii) Should have minimum turnover of ` 25 lakhs p.a. for the last 3 years.
- (iii) Should have executed maintenance and gardening services at least 2 office buildings having an area of 30,000 sq.ft. or more in the last 2 years.
- (iv) Should have either valid ISO 9001:2008 certificate for at least 2 years, or be a class I/Class II contractor registered with PWD/CPWD/any other Government organization.

Tender form will be available for in the office of the undersigned (on all working days) from **25.04.2013 to 10.05.2013** (between 10.00 to 1700 hrs.)

- (i) Duly signed/ filled up tender form may be submitted till 1430 hrs on **15.05.2013**.
- (ii) The tender will be opened at 15:00 Hrs on **15.05.2013**

1. The tenderer will submit his offer in the proforma laid down in Section-3 of this tender document: -
2. The submission must be made in "sealed cover packet" marked "Tender for Maintenance and gardening services" at IICA complex Plot No. P 6,7,8, IMT Manesar.
3. The bid should be accompanied by an Earnest Money Deposit (EMD) by Demand Draft/Pay Order of Rs.50,000/- (Rupees fifty thousand only) in favour of Indian Institute of Corporate Affairs Payable at New Delhi, drawn on any scheduled Bank. Tenders without EMD shall be rejected.
4. The submissions received after the stipulated time and date shall not be entertained.
5. IICA takes no responsibility for delay, loss or non-receipt of the quotation document sent by post/courier.
6. IICA reserves the right to reject any or all quotations without assigning any reason whatsoever.
7. Telex/FAX/E-mail offers will not be accepted.

Mr. Bhuvan Kumar Malhotral – Administrative Officer
Indian Institute of Corporate Affairs.
Plot No. P-6,7,8, Sector 5 IMT Manesar
Distt Gurgaon 122050
Tele No 0124-2290400; Fax No 0124-2291036

1. INVITATION

Indian Institute of Corporate Affairs (IICA) invites the contractors/vendors to submit their proposals for selection as successful bidder for "Maintenance and Gardening Services for IICA Complex, Plot No. 6,7,8 sector 5 IMT Manesar Distt Gurgaon " (hereafter called the "**Work**" or "**Service**" or "**Works**" or "**Services**") IICA shall issue the Work Order (hereafter called the **Work Order**) to the selected bidder (hereafter called **Contractor**). This Request for Proposal (hereafter called the **RFP**) has been prepared for the purpose of providing certain information to bidders, who have been shortlisted by the Client. In no circumstances shall Client or its respective employees, officers, directors, advisers, consultants, contractors and/or agents incur any liability arising out of or in respect of the issue of this RFP, or the selection procedure set out herein. This RFP is being made available by the Client to the bidders on the terms set out in this RFP and is private and confidential. This RFP is not being distributed to the public nor has it been filed, registered or approved in any jurisdiction. Its possession or use in any manner contrary to any applicable law is expressly prohibited.

2. SCOPE OF WORK

2.1 The scope of work includes:

- a) Maintenance and Gardening services for IICA Complex, including the hostel complex , Retreat and the main building.

The detailed Bill of Quantities (BOQ) as **Annexure – 'A'** is enclosed herewith.

- 2.2 The contractor shall be responsible for the maintenance of the landscaping services which shall include, but not limited to the replacement of the dead or dying plants, trimming and pruning of plants, implementing and growth of the plants at its own cost, maintenance of turf area including irrigation, weeding, mowing, cleaning, manure / fertilizer application, plant protection, replacement of dead or dying grass/turf area & pesticide / fungicide during the maintenance period including required deployment of equipments & manpower to attend and maintain services including up keep of irrigation system.
- 2.3 The contractor undertakes to implement, carry out and perform the Services as per the Landscape and Gardening Plan and IICA's requirements with effect from the commencement date. The scope of above services is more particularly described in **Annexure – 'B'**. The contractor shall comply with the service performance standards at all times while performing the services.
- 2.5 The contractor shall take over all the planter and plants in the service area as per direction of IICA representative.
- 2.6 The contractor shall take over and maintain all existing plants in the service area irrespective of the quality and condition at the time of handover.
- 2.7 The contractor shall improve and make good the existing condition of the handed over landscape material and facilities to the satisfaction of IICA as per service standards stipulated herein below without claiming for additional cost.
- 2.8 The contractor shall carry out routine works on a daily or regular basis in accordance with the requirements of IICA.
- 2.9 The quoted price of above shall be inclusive of all running, operating, maintenance & replacement of plants & grass including supply of all materials, consumables, tools, tackles, safety appliances / equipments etc. All cost towards transportation / loading / unloading / storing / handling etc. shall deem to be included in the quoted price.

- 2.10 The successful contractor shall be required to arrange necessary entry/gate passes for equipments / manpower as per rules & regulations of IICA's security.
- 2.11 The tenderer is advised to visit the site prior to the submission of price to get familiarized with the site and ground situation of areas to be cleaned and maintained under this contract.
- 2.12 The contractor shall submit the proposed list of plant, machinery, manpower to be deployed for completion of above work along with list of similar projects completed/ in hand.

3. TIME PERIOD OF THE CONTRACT

The total Maintenance period allowed for defined subject work as described in bill of quantities (BOQ) & accordance with the terms hereof is 24 (twenty four) months from the date of commencement of work. However, IICA reserves the rights to reduce or extend the maintenance period based on the satisfactory performance of the contractor on its sole discretion.

4. SUBMISSION OF TENDERS

The Tenderer shall submit the Tenderer's proposal in accordance with this (A) Price Schedule (Bill of Quantities) – 'A'

- 4.1 The sealed proposal envelopes shall be enclosed in a Single Sealed envelope. The same shall be addressed to the **Tender Officer** at the following address:

Mr. Bhuvan Kumar Malhotral – Administrative officer
Indian Institute of Corporate Affairs.
Plot No. P-6,7,8, Sector 5 IMT Manesar
Distt Gurgaon 122050
Tele No 0124-2290400; Fax No 0124-2291036

and

bear the following identification:

"Tender for Maintenance and Gardening Services for IICA complex , Manesar"

- 4.3 If the outer envelope is not sealed and marked as above, IICA accepts no responsibility for the misplacement or premature opening of the Tender and such Tender is liable to be rejected.
- 4.4 The Tender, all correspondence, supporting documents and literature related to the Tender, exchanged between the Tenderer and the Tender Officer shall be written in the English language.
- 4.5 The Tenderer shall submit the proposal, the following duly completed:

Attachment 1: Power of Attorney or a valid resolution of the Board of Directors of the Tenderer authorizing the signatory of the Tenderer to submit the Tender alongwith Articles of Associations and Memorandum of Association of the company.

Attachment 2: Certified copies of last three years turnover statement.

Attachment 3: Information of work in hand and future commitments and a list of major projects executed.

Attachment 4: Brief Outline of Method Statement for Maintenance Work.

Attachment 5: Details of Equipment, tools and manpower to be deployed for this

work.

Attachment 6: Copy of ISO 9001:2008 certificate of at least 2 years old or registration.

4.6 The Tender shall remain valid for an initial period of 90 (ninety) days after the date of Tender submission.

5. ADVANCE PAYMENT

No advance shall be payable for this work

6. MEASUREMENT AND PAYMENT

The payment shall be payable in the following manner.

6.1 The progressive payment shall be made on monthly basis against the tax invoice raised by contractor. The contractor is required to submit monthly bill by 5th of every month to IICA, Plot No. P 6, 7, 8 IMT Manesar Distt Gurgaon , which will be checked and verified by the Project Manager/IICA Representative. The contractor is required to accept the bill before it is forwarded for the processing for the payment after deductions/recoveries, if any. The bill shall be paid within next three weeks of receipt of same with all relevant documents and shall indicate the following in the invoice for payment :

a) Contractor's service tax no, PAN no, VAT (TIN) no, category of services rendered.

6.2 The contractor acknowledges that the failure to raise timely invoices and consequent late of work by IICA to the contractor shall not cast any liability on IICA, contractual or otherwise and IICA stands indemnified against any consequential losses of the contractor arising there from.

6.3 Payment shall be made only after certification by IICA's authorized representative and after submission of necessary certified required documents along with the invoices as required.

6.4 The contractor shall submit its invoices along with all necessary calculations and enclosures etc.

6.5 IICA shall be entitled to deduct applicable TDS and other recoverable amounts from the payments made to the contractor.

6.6 No payment by IICA shall indicate satisfactory performance of the works nor shall any expression or implication satisfaction or acceptance shall restrict, debar, exclude, or waive any claims or actions by IICA for any breach of any obligations by the contractor and relieve him from its responsibilities.

6.7 The contractor shall be deemed to have satisfied itself before entering into this work as to the correctness and sufficiency of the work which shall cover all its obligations under and in relation to this work and all matters and things necessary for the proper execution of the services, whether the same is expressly provided or is to be reasonably inferred there from or is necessarily incidental thereto. The total sum is fixed price and shall not be adjusted as expressly provided in this contract, and includes any and all direct, indirect and ancillary charges and costs of whatsoever nature, all profits, all license, royalty and other fees, the cost of all accessories, consumable materials and special tools to be provided hereunder and taxes, duties, tariffs, fees, penalties, levies, insurance premiums, including all contractor's equipment and other charges relating to or arising out of this work and in each case, all deductions and withholdings therefor.

7. TAXES & DUTIES:

The Contractor is liable for payment of all taxes, duties, excise; cesses, etc. as applicable and the quoted rate are deemed to be inclusive of the same. However, the price and rates are exclusive of service tax which shall be paid extra at actual, if applicable. Excise Duty is not applicable to this work.

8. RETENTION MONEY:

Retention money shall be deducted @ 10% (ten percent) from each Bill subject to a maximum of Rs. 2 lakhs, after adjustment of the Earnest Money Deposit, and shall be released three months after the contract period. The IICA shall be free to set off the retention money against expenditure incurred by him in rectification of defects if the contractor fails to attend to same to the satisfaction of the IICA.

9. LIQUIDATED DAMAGES :

Liquidated Damages is not applicable for this work as this is a duration based maintenance contract.

However, maintenance performance of the contractor shall be assessed as per the Performances Measure sheet (**Annexure – 'C'**). Any short fall in the performance shall be duly catered while making payment accordingly.

10. FIRM RATES/NO ESCALATION:

The contract rates as agreed and as mentioned in the offer /BOQ shall remain firm during the contract period (including extensions granted, if any) and no price escalation shall be made in respect of increase or decrease in cost of materials and services.

11. MINIMUM EQUIPMENT'S:

11.1 All the below mentioned equipment's, vehicle and tools are minimum requirement under this RFP however if any extra equipment is required to perform the satisfactory service than contractor has to depute the same without claiming any extra cost.

- i. Lawn mower – 03 Nos. (manual)
- ii. Lawn mower – 02 Nos. (motorized)
- iii. Knapsack sprayer – 02 Nos.
- iv. Hose pipe – as per requirement
- v. Pruning saw -02 No.
- vi. Brush cutter – 02 Nos.
- vii. Hedge trimmer – 02 Nos.
- viii. Spade, Khurpa – as per requirement
- ix. Pick axe – as per requirement
- x. Secateurs – as per requirement
- xi. Hedge cutting scissors – as per requirement
- xii. Edge cutting scissors – 05 Nos.
- xiii. Water Tanker – 1 Nos

11.2 The minimum manpower to be deployed for the execution of the work will be as follows:

1.Skilled Gardeners :	12
2.Supervisor:	1
3.Horticulturist :	1

- 11.3 The contractor shall strive to mechanize as many of his operations as possible to reduce dependency on labour.
- 11.4 The contractor shall submit his proposal on mechanization of horticultural operations to the IICA during the contract term.
- 11.5 IICA shall have the absolute discretion to determine the quantum of adequacy for materials and equipment requisites.

12. CONTRACTOR'S OBLIGATIONS:

- 12.1 The successful bidder/vendor shall follow the directions & rules of IICA.
- 12.2 The Contractor shall be responsible at its own cost for obtaining any applicable permissions and clearances for performance of the work. The contractor shall abide by the prevailing rules/ regulations and meet with all the required compliances necessary for the disposal of the excavated materials & dismantled materials to off- site, outside the IICA complex area.
- 12.3 The Contractor shall, at all times, comply with all applicable labour and other related laws on its own. The Contractor shall keep IICA indemnified against any claim, action or proceedings raised due to non- compliance of labour and other related laws.
- 12.4 The Contractor indemnifies IICA against any loss or damage suffered by IICA due to any fault, omission or breach of any duty by the Contractor or its representatives.
- 12.5 The Contractor shall indemnify and keep indemnified and compensate IICA, if IICA becomes liable to assume any liability towards the workforce engaged by the Contractor for the purposes of this Work.
- 12.6 Water and electricity for the execution of works shall be provided by IICA free of cost.
- 12.7 The contractor shall be required to carry out all ancillaries and associated works related to its package, and shall provide all labour, materials, machinery, tools and /or equipment necessary for the provision of services and shall not avail him of any manifesting unintentional error, omission or inconsistency in the information provided by IICA that may exist.
- 14.8 The Contractor shall engage competent and qualified persons for performing the Work.
- 14.9 The Contractor shall ensure that workmanship and quality of the Work shall conform to the International Standards and shall ensure that Works conform to the good industry practice.
- 12.10 The Contractor shall be responsible for providing all tool and tackles, equipments, machines, all consumables etc. for the execution of works at its own costs & expenses. If in the opinion of IICA's representative, the mobilized resources are insufficient to ensure timely completion of the Work, than Contractor shall mobilize additional resources as instructed by IICA at no extra cost to IICA.
- 12.11 The Contractor shall not demobilize any equipment or machinery from the site prior to the Completion of the Work without the written consent from IICA.
- 12.12 The Contractor shall carry out -maintenance works in such a manner and as directed by IICA/Project Manager from time to time so as not to obstruct or retard the Works being carried out simultaneously by other agencies. He shall fully cooperate with other agencies in execution of the jobs entrusted to them by the IICA.

13. INSPECTION AND COMPLETION OF WORKS

- 14.1 IICA may nominate any person or employee as an authorized officer who shall represent IICA for the purposes specified under the provisions of this work (referred to as the “Engineer”). The Engineer shall have full power to inspect up-keeping the site or any portion of the specified area, examine the materials and/or the workmanship of the works at any point during the maintenance period.
- 14.2 Final inspection and acceptance of the works shall be carried out by the Engineer after the same are intimated to have been completed by the Contractor, and shall be conclusive except as regards latent defects, poor workmanship or gross mistakes, and warranty obligations. Pursuant to the final inspection, IICA or its Engineer in its sole discretion would decide the completion of works and issue the completion certificate.

14. LABOUR LAW COMPLIANCE

The Contractor shall comply with all requirements of any applicable law relating to the employment of labour/ personnel under this Work including but not limited to matters relating registrations under the applicable statutes, timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen’s compensation, working hours, safety, maternity benefits, holidays, farming of standing orders, disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonuses.

The contractor must provide a copy of the following for labour law compliances.

- a) Attendance Register (Muster Roll)- Form XVI
- b) Attendance (Wage) Register – Form XVII
- c) ESI & PF Challan
- d) Details of ESI & PF Contribution in Wages Register
- e) Form 7 (Regulation 32) under ESIC
- f) Details of PF Contribution
- g) Minimum Wages
- h) If a Contractor deploys 20 or more Contract Labour at Site, the Contractor must obtain labour license under the Contractor Labour (R&A) Act.

15. LIABILITY AND INDEMNITY

- 18.1 In case the Contractor is in breach of any of its obligations, whether due to willful default or gross negligence or otherwise in the performance of any work then the Contractor, at its own expense, will complete or rectify the relevant works.
- 18.2 Each party shall indemnify and save harmless the other party against all third party actions, suits, proceedings, claims, demands, loss and expenses whatsoever, suffered and/or incurred as a result of the performance of their respective obligations under this Work, except to the extent any such action has arisen due to breach by the other party of any its obligation

16. CONFIDENTIALITY

- 19.1 The contractor and its employees shall not use or disclose the terms of the contract and any confidential information, obtained directly or indirectly from IICA or its employees or representatives, otherwise than for the performance of its obligations under this contract.

17. RIGHT TO SUSPEND OR TERMINATE WORKS

- 18.1 IICA shall have the right to terminate the contract by giving a seven (7) calendar days notice in case
- a) IICA reserves the right to immediately suspend the works or to terminate the contract if in the opinion of IICA, serious harm would otherwise be caused to any person, any property or to IICA's operations due to the acts or omissions committed by the contractor or by their agents, sub-contractors or persons employed by the contractor. In such event IICA shall be entitled, at its sole option to engage the services of another contractor for completion of the works.
 - b) In the event the contractor fail to perform any of its obligations or commit breach of any terms and conditions under this contract, IICA may terminate the work and all the rights of contractor hereunder shall be ended. Termination shall be effective on the date that IICA specifies in its written notice. No further works shall be undertaken by contractor after specified date of termination.
 - c)The Contractor assigns or transfers any right or interest in breach of this contract.
- 18.2 In the event of termination by IICA, the contractor shall be paid such amount as is appropriate and payable for the part of the works under this contract, up to the date of termination, that have been performed to the satisfaction of IICA.
- 18.3 The Contractor shall have the right to terminate this contract in case a petition or applicable for winding up of IICA has been admitted and a liquidator has been appointed.

18. SAFETY

- 19.1 The contractor shall obtain work permit before commencing the works at site. In case the works are executed in the operational area, a separate additional work permit is required to be obtained from the user department prior to start the works in operational area as per the format issued by IICA.
- 19.2 The contractor is required to provide the high visibility jackets, helmets, safety shoes & gloves etc. to its workers without which they will not be allowed to enter the operational/working area to execute the works.
- 19.3 The contractor shall ensure that all safety precautions are taken during execution of works and safety rules/laws/instructions issued by the appropriate authority and/or IICA shall be strictly complied with. The contractor shall indemnify and keep on indemnifying IICA for any loss, damage or cost that may arise / be imposed on IICA on this account.
- 19.4 The equipments and machineries etc; are to be in safe and sound working condition.

19. DISPUTE RESOLUTION

- 20.1 Any dispute, controversy or claim ("Dispute") arising out of, relating to, or in connection with this work, termination or validity here of shall initially be resolved by amicable negotiations between the parties; and if not resolved through such negotiations the same shall be referred for resolution by the Director General of IICA or his nominee. The award passed by the DG, IICA shall be final and binding on the parties.

20.4 This work shall be governed by the laws of India. In all respect of all matters arising out or relating to this purchase order, the courts at Delhi shall have exclusive jurisdiction to the exclusion of all other courts.

20. GENERAL REQUIREMENTS

21.1 Prior approval from the Authorized Officer of IICA shall be obtained before mobilizing the material to the site. IICA shall endeavour to provide you shall comply with all applicable rules, regulation, laws and instructions of appropriate authorities including IICA.

21.2 Contractor shall adhere to all rules and regulations of the IICA during the works.

21.3 You shall not sublet or assign the work to anybody without written permission from IICA.

21. ENFORCEABILITY AND BINDING

The un-enforceability, invalidity or illegality of a provision hereof does not affect or impair anyother provision or render it unenforceable, invalid or illegal.

22. FINAL SAY

Notwithstanding anything contained herein, it should be clearly understood that IICA shall have the FINAL SAY in all matters relating to this RFP and its decision is FINAL and BINDING and will prevail in all cases of dispute.

23. The offer in sealed envelope shall be reached to this office to below mentioned address on or before 15th May at 1430 hrs.

Tender Officer:

Mr. Bhuvan Kumar Malhotral – Admisntrative officer
Indian Institute of Corporate Affairs.
Plot No. P-6,7,8, Sector 5 IMT Manesar
Distt Gurgaon 122050
Tele No 0124-2290400; Fax No 0124-2291036

Enclosures: 1) Annexure – ‘A’ : Bill of Quantities
2) Annexure – ‘B’: Detailed Scope of Work
3) Annexure – ‘C’: Performances Measure Sheet.

ANNEXURE - 'A'

INDIAN INSTITUTE OF CORPORATE AFFAIRS , MANESAR, DISTT GURGAON , HARYANA

**Bill of Quantities for Maintenance and Gardening services for IICA Complex ,
Manesar**

S.NO	DESCRIPTION	QTY	UNIT	Rate	Amount (In Rs)
1	Management, Maintenance and Gardening works on a daily or regular basis for Turf area, Semi mature & mature ornamental trees, ground cover climbers and creepers & all variety of plants including irrigation, weeding, mowing, cleaning, providing & applying manure / fertilizer, pesticide & fungicide (to be done every three months), good/sweet earth, sand, plant protection, cleaning & removal of wild growth in, around and adjacent area as specified including all manpower, machinery, tools-tackles, consumables & mortality replacement (dried, dead & damaged ground covers, plants & grass etc.) including upkeeping of irrigation system complete in all respect. (Note : The specified area is without automated irrigation system)	7500 X 24 Months	Sqm\ Month		
2	Same as above but for the area having automated sprinkler system and its maintenance included.	4000 X 24	Sqm\ Month		
	The following items shall be executed with the written permission of IICA				

<p>Planting of Grass - Supply and plantation of grass of Cynodon dactylon var. "Selection 1" with dibling method at the distance of 15 cm. This is including watering and maintenance as specified or more till the grass formed a thick carpet free from weeds and fit for mowing. This also includes supply & mixing of manure and fertilizer Sludge Manure (1 cft/sq. mt.), Organic Manure (Bajaj/ Somkhad/cft/sq. mt.), Organic Manure (Bajaj/ Somkhad/ DCM/ Bhumitra/ Pusa Compost) (2 kg/sq. mt),Neem Oil Cake (1 Kg/sq. mt), Gypsum (1Kg/sq.mt), DAP (50 gm/sq. mt), Phorate/Themate(10 gm./sq. mt) & top dressing with sand (1cum/100sqm) complete in all respect.</p>	R.O	Sqm		
<p>Replenishment of plant mortality by planting best quality pot-grown healthy ground cover plants inclusive of preparation and cultivation of shrub beds supply, mixing of manure and fertilizer sludge Manure (1 cft/sq. mt.), Organic Manure (Bajaj/ Somkhad/ DCM/ Bhumitra/ Pusa Manure (Bajaj/ Somkhad/ DCM/ Bhumitra/ Pusa Compost) (2 kg/sq. mt), Neem Oil Cake (1 Kg/sq. mt), Gypsum (1 Kg/sq.mt), DAP (50 gm/sq. mt), Phorate/Themate (10 gm./sq. mt). All plants to be approved before planting complete in all respect.</p>				
<p>BOTANICAL NAME/ COMMON NAME</p>				
<p>Iresine herbstii (0.15 mtr height)</p>	5000	Nos		
<p>Golden duranta (0.30 mtr height)</p>	5000	Nos		
<p>Clerodendron Emerme (0.30 mtr height)</p>	5000	Nos		
<p>Zjuniperous chinensis (1.5-1.8mtr height)</p>	100	Nos		
<p>Plumbago Capensis (0 .3-0.6 mtr height)</p>	200	Nos		
<p>Ficus Resnold (2mtr- and above)</p>	50	Nos		
<p>Ficus Black Cylindrical Shape (1.8 mtr)</p>	25	Nos		
<p>Cycus revolute (30 leaves)</p>	30	Nos		
<p>Bismarkia Palm (1.8 mtr)</p>	15	Nos		
<p>Cassia Fistuala (1.2 mtr)</p>	50	Nos		
<p>Lagerstroemea spesiosa (1.2 mtr)</p>	50	Nos		
<p>Washingtonia Palm (1.8 mtr)</p>	15	Nos		
<p>Rental for potted plants with plants of evergreen variety ranging from 2ft to 5ft height placed on different floors and maintained and rotated from time to time.</p>	500	Nos		

	Supplying & spreading of good/sweet earth including watering, ramming, consolidating and dressing complete in specific area as directed by IICA	100	Cum		
	Clearing / cleaning and removal of unwanted vegetation, all weeds and other growth with roots by forking repeatedly, breaking clods, rough & fine dressing including disposal of all rubbish with all leads and lifts outside the premises	4000	Sqm		
	Supplying & planting best quality seedling (hybrid) for seasonal flowers inclusive of preparation and cultivation of bed and supply & application of manure and fertilizer, such as sludge Manure, Organic Manure (Bajaj/ Somkhad/ DCM/ Bhumitra/ Pusa Compost), Neem Oil Cake, Gypsum, DAP, Phorate/Themate. All plants to be approved before planting complete in all respect.	35000	Nos		
Total					

SCOPE OF SERVICES**PART A - The Services**

1. Responsibilities of the contractor will include –

1.1 Take over and Maintenance of Facilities –

1.1.1 The contractor shall take over all the planter and plants in the Service Area as per directions of IICA representative.

1.1.2 The contractor shall take over and maintain all existing plants in the Service Area irrespective of the quality and condition at the time of handover.

1.1.3 The contractor shall improve and make good the existing condition of the handed over landscape material and facilities to the satisfaction of IICA as per Service Standards stipulated herein below without claiming for additional cost.

1.2 Routine Works - The contractor shall carry out routine works on a daily or regular basis in accordance with the requirements of IICA, The list of works shall include but is not limited to the following.

S.No	AREA	WORK	FREQUENCY	REMARKS
1	Ornamental trees, shrubs, foliage, hedges, turfs, ground covers climbers and creepers	Weeding	Regular Basis	Frequency may vary as per the climate condition
2	Landscaped site.	Cleaning	Regularly/as when required	All rubbish e.g. waste paper; plastic etc shall be removed off.
3	Ornamental trees, shrubs, foliage, hedges, climbers and creepers.	Soil loosening	Weekly basis	Frequency may vary as per the climatic requirement for proper leaching of the necessary inputs.
4	Turfs	Dethatching / scraping	Annually	As per requirement with the consent of IICA
5	Ornamental tree, shrubs, foliage, landscaped sites, hedges, climbers, creepers.	Chemical Fertilization	Minimum 2 times / year or accordingly	3.0 kg NPK (12:32:16)/ 100 sqm. in two split.
6	Semi-mature and mature ornamental trees	Chemical Fertilization	Half yearly	3.0 kg NPK (12:32:16) / 100 sqm. in two split.
7	Turfs Chemical	Fertilization	8-10 weeks interval	3.0 kg NPK (12:32:16) / 100 sqm. in two split.
8	Ornamental tree, shrubs, foliage, landscaped sites, hedges, climbers, creepers.	FYM	Minimum 2 times/ year or accordingly	Application rate and time will be as per schedule by IICA
9	Semi-mature and mature ornamental trees	FYM	Half yearly	Application rate and time will be as per schedule by IICA

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ANNEXURE – ‘B’

S.No	AREA	WORK	FREQUENCY	REMARKS
10	Turfs	FYM	Minimum 2 times / year or accordingly	Application rate and time will be as per schedule by IICA
11	Landscaped sites	Irrigation / Watering	Regular & requirement basis	Watering of all plants has to be done through irrigation system, installed at site.
12	Ornamental tree, shrubs, foliage, landscaped sites, hedges, climbers, creepers	Irrigation	Regular & requirement basis	Watering of all plants has to be done through irrigation system, installed at site.
13	Ornamental trees.	Pest control	As and when required.	Preventive measure will be taken to avoid even minimal damages to the trees with the consent of IICA.
14	Shrubs, foliage, hedges, turfs, climbers and creepers.	Pest control	Fortnightly / as per requirement	Preventive measure will be taken to avoid even minimal damages to the trees with the consent of IICA.
15	Ornamental tree, shrubs, foliage, landscaped sites, hedges, climbers, creepers.	Anti-termite treatment by Imidacloprid 17% SL	As per requirement	Entire site is termite prone area hence frequency may vary to prevent from termite.
16	Shrubs, foliage, hedges, turfs, climbers and creepers.	Trimming /pruning / training	Fortnightly / monthly	Frequency may vary as per the climatic condition.
17	Big trees / palms / foliage plant Medium trees, Small trees	Trimming / Pruning, training and Staking	Regularly.	Should be done by mechanized tools and Tackles.
18	Big trees/ palms	Basin maintenance	Regularly basis	Should be weed free, clean, well edged all times.
19	Turf	Mowing	On need basis to maintain the lawn height at 15-40 mm. followed by cleaning of lawn by removing grass	Frequency may vary as per the climatic condition. Mowing has to be done by branded

			clippings. Ensure that no more than 1/3 of the leaf blades are removed per mowing.	mechanized lawn mower. Specialized lawn mower. Specialized lawn mower is to be used for angular mound surfaces. Mower blades will be sharp at all times to provide a quality cut.
20	Landscaped sites	Washing	Regular basis	Frequency may vary as per the climatic condition
21	Overgrown vegetation / grass (Jungle cleaning – anywhere in the premises)	Trimming	As and when required	All should be finished by mechanized tools with the written consent of IICA

1.3 The points listed herein below shall apply to all the Garden maintenance works:

- (i) Work done checklist must get Signed 15th and 30th of every month from Site Horticulturist.
- (ii) One Horticulturist of contractor shall be permanently stationed at site. All staff must be properly trained to perform in the routine horticultural operation.
- (iii) Contractor shall submit report on labour and machinery engaged at site on commencement of contract and further on daily basis.
- (iv) Monthly Maintenance Schedule shall be prepared forecasting maintenance operations for the coming month. This shall be submitted for approval to IICA before 25th of the preceding month.
- (v) Contractor is responsible for mortality replacement if any during maintenance Contract Term.
- (vi) Contractor shall do mortality replacement immediately by procuring plant of the same specifications with the consent of Site-Horticulturist.
- (vii) Contractor shall arrange for movement of labors from labor camp to jobsite and back and within area by arranging his own transport.
- (viii) Contractor has to raise bill on monthly basis. Contractor will submit the bill in the first week of every month.
- (ix) The Contractor shall be responsible for protecting all landscaped areas at his own cost. Contractor has to deploy its own security personal as per requirement.
- (x) IICA shall have the absolute discretion to inspect equipment and materials used by the contractor at all times. The contractor shall allow easy access by IICA to his offices and stores for inspection.
- (xi) Anti-termite treatment (by Imidacloprid 17% SL only) is the part of contract; no additional cost will be paid against it.

- (xii) All spraying of pesticides and fertilizer applications will be performed at optimum temperatures and wind drift negligible. No pesticide/ fertilizer/manure will be applied to landscape areas without the express approval of IICA.
- (xiii) The contractor is required to state the brand of products which he intends to use and obtain the approval of IICA prior to using.
- (xiv) IICA may amend the areas to be maintained either by reducing or adding to existing areas upon the same terms and conditions specified in this RFP. The contractor shall not make any monetary claims for any loss caused by this adjustment.
- (xv) Contractor shall submit plan (in soft & hard copy) to IICA at the time of his completion of Contract Term by incorporating changes that have occurred during its Contract Term.
- (xvi) All personnel/ gardener of contractor shall wear uniform throughout the working hours.
- (xvii) Contractor shall remove wild growth in road shoulder area regularly and keep it suppressed with use of weedicide / regular cutting etc.
- (xviii) In case contractor is unable to perform any maintenance activity, IICA may award the same work to other agency and deduct the amount with 25% extra administrative & supervision charges from the contractor's bill.
- (xix) Maintenance & cleaning of material like pebbles, rocks, sculptures, khanger, drift wood, fence etc.

1.4 IRRIGATION:

- (i) The contractor shall take note of the availability of the Irrigation System in landscape areas.
- (ii) The contractor shall immediately conduct a survey under the supervision of IICA to record all relevant data relating to Irrigation systems.
- (iii) The condition of operation and maintenance of Quick Coupling valves, hose pipe connector and hose pipe are to reviewed by the contractor.
- (iv) The repair of damages occurring (if any) to Irrigation system during horticultural operation is responsibility of contractor.
- (v) The contractor shall manage the use of irrigation water in an optimum manner to ensure the healthy growth and maintenance level of the plants, providing a high level of appearance.
- (vi) The contractor shall be responsible for protection of sprinklers, placement of drip lines in their original position after each horticulture operation.
- (vii) In case of, any failure of irrigation systems or low level of water supply or in case irrigation water is for any other reason unavailable, the contractor shall immediately make arrangements for manual watering by water tanker, or by other approved arrangement. All plants shall be maintained in a well-watered and healthy state at all times.
- (viii) The water tankers to be used shall be in good condition and fixed with necessary safety features such as safety blinking lights. Water from water tanker shall be dispensed to the landscapes using an appropriate pump fitted properly with hose and sprinkler shower head approved by IICA. The movement of water tankers on road shall not obstruct the passenger movement.

1.5 Additional Supply/Work:

All necessary additional supply/works shall be applicable only if prior written approval of IICA is taken by the contractor before providing the additional supply/works.

PART B : Performance Management Scheme

1. Performance Assessment

- 1.1 IICA and the contractor shall conduct joint inspections of the Service Areas, and, where appropriate such other locations at the premises, to assess the performance by the contractor in the provision of the Service in accordance with the Service Performance Standards mentioned herein below.
- 1.2 Unless otherwise specified by IICA, joint inspections will initially be carried out once a week. The joint inspection frequency will be reviewed and adjusted from time to time by IICA.
- 1.3 IICA will, during each joint inspection; record any of the sub-standard performance as per the assessment items of Service Performance Standards mentioned herein below. IICA shall advise the contractor of instances where sub-standard performance is observed and the associated Default Scores deducted as per below.
- 1.4 The performance of the work shall be reviewed by IICA according to quality benchmarks stated herein below:

TYPES	WORK	QUALITY BENCHMARKS
TURF	Turfing	<ul style="list-style-type: none"> • Approved quality, healthy and pure turf. • Free of rubbish, roots, stumps, loose stones, gravels, undergrowth & weeds. • Free of soggy ground. • Free of pothole or depressions.
	Cutting	<ul style="list-style-type: none"> • Not exceeding 15-40 mm above ground level. • All grasses are evenly cut. • All cut grasses are removed. • All edges are neat and tidy.
	Maintenance	<ul style="list-style-type: none"> • Free of weeds. • Free of undesirable grasses. • Free of unhealthy grasses. • Free of bare patches. • Free of dried and dead turfs. • Free of wild plants / vegetation
Turfing over Angular berms	Mowing on the flat, slope and sharp edge.	<ul style="list-style-type: none"> • Mounds edges should be mowed nicely & seen Prominently. • Angular edges should be done well to give the Feel of straight line. • Free of pothole or depressions. • Grass should be maintained at 15-30 mm height.

		<ul style="list-style-type: none"> • Grass should be free from brown patches. • Only branded lawn mower is allowed for grass cutting which should exclusively designed for steep slope or mounds. • Free of weeds. • Free of undesirable grasses. • Free of unhealthy grasses. • Free of bare patches. • Free of dried and dead clippings. • Free of wild plants/vegetation
SHRUBS/FOLIAGE, LANDSCAPED SITES, HEDGES, GROUND COVERS CLIMBERS AND CREEPERS.	Trim / Prune	<ul style="list-style-type: none"> • Free of dried leaves and branches. • Free of splintered branches. • Free of unwanted shoots. • Within acceptable shape, size and height. • Free of cut branches and leaves.
	Maintenance	<ul style="list-style-type: none"> • Free of undesirable plants/vegetation/undergrowth and weeds. • No harden surface around the base. • Free of unhealthy leaves. • Free of unhealthy flowers. • Free of dried leaves. • Free of dried branches. • Free of diseased root, branches and leaves. • Free of termites and parasites. • Free of rotten stem or branches. • Free of dead plants. • Free of cut branches and leaves. • All fences, chain links, and other barricades to be clear of wild climbers/growth.
ORNAMENTAL TREES	Trim / Prune	<ul style="list-style-type: none"> • Free of dried leaves / branches. • Free of splintered branches. • Free of stubs. • Free of unwanted shoots. • Free of overlapping tree branches. • Free of branches touching building. • Free of branches blocking lamp post's lamps and signage. • Free of branches protruding into roads and car parks. • Within acceptable shape, size and height.
	Maintenance	<ul style="list-style-type: none"> • Free of weeds. • Free of undesirable plants /undergrowth/vegetation. • No harden surface around base (saplings). • Free of unhealthy leaves. • Free of unhealthy flowers. • Free of dried leaves.

		<ul style="list-style-type: none"> • Free of diseased root, trunk, branches and leaves. • Free of termite and parasites. • Free of rotten trunk or branches. • Free of dead trees/saplings. • Free of cut branches and leaves.
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Part C : Service Performance Standards

1.General

- 1.1 The contractor shall fully cooperate with, and take instructions from IICA's Principal Representative, or his/her delegates, as necessary.
- 1.2 The Services shall be provided in a safe and efficient manner at all times and shall not cause any Interruption to passenger movement.
- 1.3 The contractor shall provide Services to keep the Service Areas in a clean, safe, hygienic and operationally acceptable condition. Furthermore, all work areas shall be kept clear of objects and waste.
- 1.4 Due to other real time operational considerations, there may be instances when performance of the Services is not permitted or is required to be temporarily suspended. IICA's principal representative will advise the contractor in advance of any restrictions that will be applied and the contractor shall comply strictly with such instructions given by IICA.
- 1.5 All vehicles and mobile equipment used by the contractor shall comply with access, safety and security requirements at the Campus.
- 1.6 The contractor shall not leave any equipment ort materials or any other items in areas that are not specifically designated by IICA for such purpose, if any.
- 1.7 The contractor shall report defects and damage of underground cables, external utilities (like pipelines, sewerage pipelines, irrigation pipelines etc), to IICA's principal representative forthwith upon discovery of the same or upon occurrence of the incident causing the damage, especially if the damage was caused by the provision of the Services and/or by the contractor's operation of any equipment. Contractor shall get the damage rectified immediately at its own cost (if the damage is caused directly or indirectly by the contractor / its workers).Contractor shall indemnify IICA for any such damage caused by it / its workers, directly or indirectly.

2. SPECIFIC STANDARDS:

2.1 Hazardous / poisonous plants

- a) Unless otherwise instructed, the contractor shall not display / plant hazardous or poisonous plants within the reach of public. Necessary barricades inclusive of warning signs are to be installed when such plants are displayed within reach of the public.

2.2 Prickly plants

- a) The contractor shall take precautionary measures to prevent the public from being injured by the plantation of plants with sharp thorns or any harmful parts. Approval shall be sought from IICA for the use of prickly plants.

3. General Hygiene

- a) The contractor is responsible for the cleanliness of all landscape display areas.
- b) Regular trimming or removal of browned / damaged portion of leaves. Replacements shall be made for badly damaged plants.

4. Integrated pest & disease management

- a) No pest infested or diseased plants shall be used, be at Service Area.
- b) When necessary, all plants must be properly quarantined.
- c) The contractor shall do regular checks to ensure that the displayed plants and plant materials are insect and pest free. There shall be no spraying of pesticides in the terminal buildings unless approved by IICA. Any plants attacked by pest or diseases shall be removed and taken off site for treatment or destruction if the infestation is severe. Use of pesticides or any other chemicals shall be as per Applicable Laws, rules and regulations.
- d) In the event of any suspected pest attack on any plants, the contractor may treat the affected plants in Service Area with a suitable pesticide after prior approval from IICA. No additional cost will be reimbursed to the contractor.
- e) The contractor shall treat the affected area with an approved pesticide as often as is required to eradicate the disease or insect attack. The use of all chemicals shall be in accordance with the manufacturer's instructions.

5. Replacement of plants

- a) The contractor, at its own cost, shall provide changes for plants that die or exhibit poor and degenerative growth.
- b) Replacements shall be of similar size and species of plants.
- c) All plants taken out during routine changes or for whatever reasons shall be replaced immediately.

6. Installation & maintenance of general landscape areas

The contractor shall ensure that planter troughs and floor areas around landscape areas are clean and dry at all times.

7. Cleaning Aids

- a) The contractor shall be required to provide broom, dust pans, mops, polythene bags, vacuum machine and all other necessary equipment for the proper cleaning of landscape areas.
- b) The contractor shall be required to dispose off litter and other waste materials after carrying out the display and maintenance works.

8. Security

- a) Contractor shall be responsible for security of plants, planters and accessories etc.

9. Completion of works

- a) Upon receipt of instructions, the contractor shall ensure that all works shall commence immediately and expeditiously. The Contractor shall report to IICA upon completion of works.

10. Mechanization of Horticulture Operations

- 10.1 The contractor shall use mechanized operations unless otherwise stated by IICA. The contractor shall mechanize any other work operations that IICA may identify and so instruct to be mechanized from time to time.

- 10.2 All machines and mechanical equipment used for the operations must be approved by IICA and non-motorized equipment or tools may not be used unless with the prior approval of IICA.

11. Operation and Management Interface

- 11.1 The contractor shall provide a telephone response Services twenty-four (24) hours a day, seven (7) days per week. The contractor shall promptly report to IICA as a result of a hot line call to address an immediate maintenance situation.
- 11.2 For the purpose of monitoring the Services performance standard of the contractor, the contractor shall before the Commencement Date submit a Self-Monitoring Scheme to IICA for approval. The Self-Monitoring Scheme shall include but not limited to the provision by the contractor of the plans and records to IICA as instructed by IICA.

12. Staff

12.1 Training

All of the contractor's operatives assigned to perform the contractor's obligations under this RFP shall be properly trained, including but not limited to landscape services training and trained to safely manoeuvre all equipment required to be used in the Service Areas. During the Services Period, these operatives will be required to receive recurrent training on a regular basis. Details on all training programmes including contents and attendance shall be submitted to IICA for record.

12.2 Appearance and Attitude - Contractor is required to monitor the appearance and attitude of its staff by ensuring :

- a) All staff should be dressed in contractor's uniform and Personal Protective Equipment preapproved by IICA, which should be clean and pressed with relevant identity badges and/or permits clearly visible. Staff appearance, work ethics, capability and supervision also play an important role in IICA's evaluation of the contractor's performance under this RFP.

12.3 Staffing Requirement

- a) All the staff will be interviewed by IICA representative and will be engaged after approval.
- b) The contractor hereby represents that it shall at its own cost maintain the below mentioned level of staff for the provision of the Services to the standards required by IICA. The contractor shall discuss with and seek approval from IICA on the deployment of the staff, including but not limited to, the location and duty of works. Contractor hereby agrees that incase IICA feels that the work is getting affected due to shortage of labour or for any other reason than contractor shall change such deployment to meet safety, security, operational, contingency or emergency needs, with prior approval of IICA.
- c) Contractor has to depute well experienced staff for plants maintenance & arrangement, material management, administrative work etc.

Part D: Records and Reports

1. Records

- 1.1 The contractor shall maintain full records of the operations and management of the Services.
- 1.2 The records shall include, but not limited to:

- Incident and accident reports.
- Safety records.
- Reliability and operating data for the Equipment.
- Daily equipment utilization record.

- All repair and maintenance records for the Equipment.
- Records evidencing compliance with Applicable Laws.
- Reports and records for joint inspections with IICA.
- Material movement details.
- Stock Register.
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1.3 The records shall be opened for inspection by IICA at all reasonable times and shall not be conveyed to any third party without the prior written consent of IICA.

2. Reports

2.1 Upon the occurrence of any accident or incident or the receipt of any comment or complaint in respect of the provision of the Services by the contractor, the Contractor shall:

- 2.1.1 Provide a preliminary report to IICA within 24 hours after the date of occurrence of the accident or incident, or the date of receipt of the comment or complaint; and
- 2.1.2 Provide a detailed report containing such information as IICA may reasonably require in respect of the accident or incident or the comment or complaint; and
- 2.1.3 Provide a response which shall specify and remedial measures which shall have been or will be undertaken by the contractor to IICA within 3 days after the date of occurrence of the accident or incident, or the date of receipt of the comment or complaint. IICA shall be entitled to disclose the report and/or the response to any third party.

2.2 The contractor shall, throughout the Contract Term, submit the following reports to IICA within the prescribed time limit.

- 2.2.1 A monthly report for the performance of the Services (in such format and content as specified by IICA's Representative from time to time, but in any case should contain at least the information listed in Paragraph 1.2 above) to IICA's Representative, or his/her delegates, within 7 days of the succeeding calendar month;

Part E: Machinery, Equipment and Vehicles

1. Contractor's Equipment

- 1.1 The contractor shall at its own cost and expense provide and maintain all such equipments, machinery/ tools-tackles which are required for the smooth and efficient performance of the Services, including such Contractor's Equipment which meets the requirement of IICA. The Equipment shall be kept available for use at all times throughout the Term.
- 1.2 The contractor shall ensure that the Equipment is not used by any unauthorized person.
- 1.3 Operational cost of all Machinery and vehicles including fuel shall be borne by contractor.
- 1.4 Contractor has to provide vehicle to concerned IICA staff for visiting Service Area as per requirement.
- 1.5 All the machinery and tools tackles should be well maintained and usable al/ the times. Any out of order machinery or tools-tackles should be repaired/ replaced immediately.

Part F: Safety, Health and Environmental Requirements

1. General Obligations

The contractor shall, and to the best of its endeavours ensure that each of its employees, agents, representatives, sub-contractors and directors shall:

- 1.1 Comply with all applicable safety, health and environmental laws, legislation and regulations, as amended, passed by any competent authority, relating to the Campus and the conduct of the contractor's business at the IICA premises at Manesar. The contractor shall ensure that the plantation of trees is in accordance with the guidelines provided by the Department of Forest and Environment, Government of Haryana,
- 1.2 Abide by all safety, health and environmental policies, procedures and requirements as stipulated by IICA and as may be distributed to the contractor from time to time,
- 1.3 Not breach or permit to breach any safety, health and environmental laws or regulations,
- 1.4 Not tamper or interfere with, damage or remove any safety signage, fixtures, fittings or equipment,
- 1.5 Not compromise the safety and health of people and/or property,
- 1.6 Not direct, order or require a person to plan, commit or carry out an unsafe act either by act or omission,
- 1.7 Provide access for all of its employees to participate in the safety, health and environmental training as specified and required by IICA from time to time,
- 1.8 Participate and abide by the recommendations of the safety, health and environmental committees as established by IICA.
- 1.9 Provide such information and data as is necessary for IICA to develop safety performance measurement statistics and metrics,
- 1.10 Not transport, handle or store any dangerous or hazardous goods, articles, substances or materials in or on the Campus unless it is an approved and authorized activity within the contractor's business,
- 1.11 Accept that waste generation is to be minimized by the limitation of packaging and wrapping of the goods that the contractor receives, handles or processes as part of their business activity,

MAINTENCE AND GARDENING SERVICES FOR HOSPITALITY DISTRICT**PERFORMANCE MEASURES SHEET**

S.NO	Activity	Weghtage allotted	Actual Weightage(%)		Average weightage(%)
			1st Fortnight	2st Fortnight	
1	Irrigation, washing of plants	15%			
a)	Irrigatin	70%			
b)	Washing of plant	30%			
2	Weeding & interculture operation	20%			
a)	Weeding	50%			
b)	Soil loosening	40%			
c)	Basin maintence	10%			
3	Lawn Mowing and rolling	20%			
a)	Lawn Mowing	90%			
b)	Rolling	10%			
4	Trimming, Training and pruning of ground cover, trees etc.	25%			
a)	Trimming	70%			
b)	Training	10%			
c)	Pruning	20%			
5	Fertilizers, peticides, application	10%			
a)	Chemical Fertilizers	30%			
b)	FYM	40%			

c)	Pesticides	30%			
6	Side curtting and garden cleaning	10%			
a)	Garden clenaing & house keeping	70%			
b)	Shoulder area cleaning	30%			
	Signature of contractor/ Authorised representative				
	Signature of Employer/ Authorised representative				