



Directorate of Aviation

Commerce & Transport (Transport) Department,

Govt. of Odisha

Request for Proposal (RFP)

For

**“Providing Facility Management Services at Jeypore and Utkela
Airports for a period of Three years.”**

Reference No.- 1923/AV,

Date: 07.07.2026

DIRECTORATE OF AVIATION,

BPI AIRPORT, BHUBANESWAR

Commerce and Transport (Transport) Department, Government of Odisha

Request For Proposal (RFP)

(Ref No: 1923 /AV Date 07.07.2026)

“Providing Facility Management Services at Jeypore and Utkela Airports for a period of Three years”

The Director of Aviation, Directorate of Aviation, Government of Odisha invites proposals from eligible service providers for performing the Facility Management Services at Jeypore and Utkela Airports in the State, for three years extendable by another one year based on satisfactory performance.

Eligible and interested agencies may download the Request for Proposal (RFP) document which contains the details of the requirement from the following website of Government of Odisha and submit their offer,

<https://tendersodisha.gov.in>

<https://ct.odisha.gov.in/tenders>

The responses are to be submitted online and Queries if any may be referred in writing to the Director of Aviation, Directorate of Aviation, Government of Odisha, BPI Airport, Bhubaneswar at the E-mail: orissa_aviation@yahoo.co.in, transcivilaviation@gmail.com

Proposals complete in all respect should reach the undersigned latest by **03:00 PM** on **31.07.2026** (“**Bid Due Date**” or “**BDD**”). Bids received after the BDD shall be summarily rejected. The authority reserves the right to reject any or all the proposals without assigning any reason thereof.

Sd /-

**Director of Aviation,
Commerce & Transport (Transport) Department,
Government of Odisha**

Invitation for Proposal
Directorate of Aviation,
Commerce & Transport (Transport) Department
Government of Odisha

Ref. No. 1923/AV

Dated: 07.07.2026

Dear Sir/Madam,

The Directorate of Aviation desires to engage eligible Service Providers for providing Facility Management Services at Jeypore and Utkela Airports in the State for a period of three years, as per tender document available on the website of Government of Odisha <https://tendersodisha.gov.in> and <https://ct.odisha.gov.in/tenders>.

The responses are to be submitted online and Queries if any may be referred in writing to the Director of Aviation, Directorate of Aviation, Government of Odisha, BPI Airport, Bhubaneswar at the E-mail: orissa_aviation@yahoo.co.in, transcivilaviation@gmail.com

Sr. No	Description	Date/ Detail
1.	RFP Publish Date	08.07.2026
2.	Last date for receipt of queries	15.07.2026, 5.00 PM
3.	Response to queries/clarifications	18.07.2026, 5.00PM
4.	Due Date for submission of Bid	31.07.2026, 3.00 PM
5.	Online Opening of Technical Bid	31.07.2026, 3.30 PM
6.	Online Opening of Financial Bid	To be decided

Any Addendum/ Corrigendum in future will be uploaded on the above websites only. If holiday is declared by the Govt. of Odisha on any date mentioned in the schedule fixed for any activity concerning this tender that date will automatically be shifted to subsequent working day.

The Directorate of Aviation, Commerce & Transport (Transport) Department, Government of Odisha reserves the right to accept/reject any/all tenders without assigning any reason thereof. The Director of Aviation, Directorate of Aviation, reserves the right to cancel this RFP and/or invite afresh with or without amendments, without liability or any obligation for such RFP and without assigning any reason. Information provided at this stage is indicative, and the Director of Aviation, Directorate of Aviation, reserves the right to amend/add further details in the RFP.

Director of Aviation,

Commerce & Transport (Transport) Department

Encl.: RFP Document.

Government of Odisha

DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their offers (Bids) pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments, and statements do not purport to contain all the information that each Bidder may require.

This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees, or advisors to consider the investment objectives, financial situation, and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in the Bidding Documents, may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability, and completeness of the assumptions, assessments, statements, and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon the interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Authority, its employees, and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost, or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness, or reliability of the RFP and any assessment, assumption, statement, or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bidding Process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment, or assumptions contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

e-Procurement Guidelines

1. Bid documents consisting of qualification information and eligibility criteria of applicants, plans, drawings and the schedule of quantities is available in “<https://tendersodisha.gov.in>”.
2. **PARTICIPATION IN THE BID IN THE E-PORTAL:** The Applicant intending to participate in the bid is required to register in the e-Portal with required information about the Company. This is a onetime activity for registering in Portal. During registration, the Applicant has to attach a Digital Signature Certificate (DSC) to his / her unique user ID. The DSC used must be of appropriate class (Class II or Class III) issued from a registered Certifying Authority such as n-Code, Sify, TCS, MTNL, eMudhra etc.
3. Applicant has to submit the relevant information as asked for about the Company. The portal registration of the applicant is to be authenticated by the State Procurement Cell after verification of online documents like valid certificates/documents such as (i) PAN and (ii) Registration Certificate (RC)/ GST Clearance Certificate (for procurement of goods) of the concerned applicant. The time period of validity in the portal is at par with validity of RC/ GST Clearance.
4. To log on to the portal the Applicant is required to type his/her username and password. The system will again ask to select the DSC and confirm it with the password of DSC. For each login, a user’s DSC will be validated against its date of validity and also against the Certificate Revocation List (CRL) of respective CAs stored in system database. The system checks the unique ID, password and DSC combination and authenticates the login process for use of portal.
5. The tender documents uploaded by the Tender Inviting Officer in the website www.tendersorissa.gov.in will appear in the “Latest Active Tender” Section of the homepage. Only a small notification will be published in the newspaper along with mention of the specific website for details. The publication of the tender will be for specific period of time till the last date of submission of bids as mentioned in the “Request for Proposal (RFP)” after which the same will be removed from the list of Active tenders. Any applicant can view or download the bid documents from the web site.
6. Standard procedure to uploading tender.
 - First download the Tender form & Financial Bid. Read all Terms & conditions carefully.
 - Fill up Tender form & collect all required documents. Scan all marked pages of the Tender form & documents as per annexure for Technical tender form separately.
 - Uploading documents should be in PDF format only.
 - The Scan copy of all marked pages required to be scanned and upload in PDF format.
7. For Financial (Price) Bid: Please upload Financial bid
8. Bids cannot be submitted after due date and time. The Applicant should ensure correctness of the bid prior to uploading and take print out of the system generated summary of submission to confirm successful uploading of bid. The bids cannot be opened even by the Officer Inviting the Tender or the Procurement Officer Publisher/ opener before the due date and time of opening.
9. Each process in the e-portal is time stamped and the system can detect the time of log in of each user including the Applicant.
10. The Applicant should ensure clarity/legibility of the document uploaded by him to the portal.
11. The Applicant should check the system generated confirmation statement on the status of the submission.
12. The Applicant should upload sufficiently ahead of the bid closure time to avoid traffic rush and failure in the network.

13. For all purpose, the server time displayed in the e-portal shall be the time to be followed by all the users.
14. The Tender Inviting Officer is not responsible for any failure, malfunction or breakdown of the electronic system used during the e-portal process.
15. **SIGNING OF BID:** The 'online applicant' shall digitally sign on all statements, documents, certificates uploaded by him, owning responsibility for their correctness/ authenticity as per IT ACT 2000. If any of the information furnished by the applicant is found to be false/fabricated /bogus, his performance guarantee shall stand forfeited & his registration in the portal shall be blocked and the applicant is liable to be blacklisted.
16. SECURITY OF BID SUBMISSION: All bid uploaded by the Applicant to the portal will be encrypted.
17. RESUBMISSION AND WITHDRAWAL OF BIDS: Resubmission of bid by the applicants for any number of times before the final date and time of submission is allowed. Resubmission of bid shall require uploading of all documents including price bid afresh. If the applicant fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.

Contact no. for confirmation of bid validation: 91-7328080733

Payment related Query: +91-7205000695

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1. INSTRUCTIONS TO BIDDERS

1.

1. Background

Proposals are invited through the web portal (<https://tendersodisha.gov.in>) by the Director of Aviation, Directorate of Aviation, Commerce & Transport (Transport) Department, Government of Odisha, (hereinafter referred to as “**The Authority**”), from eligible service providers for “**Providing Facility Management Services at Jeypore and Utkela Airports for a period of three years**” (the “**Project**”). The Bidder / Agencies are advised to study this document carefully before submitting their proposals in response to the Tender Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.

The duration of the contract shall be for a period of 3 (three) years and can be extended further for a period up to 12 (Twelve) Months at the discretion of the Authority and satisfactory performance of work by the service provider on same terms and conditions of this RFP.

The bids are to be submitted online only, on the website <https://tendersodisha.gov.in>, as per details mentioned in the e-Procurement Guidelines. **The Tender Documents cost is INR 10,000 (Rs Ten thousand only) excluding GST** which is to be paid online. The authority shall not accept bids in any other form.

1.

2. Critical Date Sheet

Sr. No	Description	Date/ Detail
1.	RFP Publish Date	08.07.2026
2.	Last date for receipt of queries	15.07.2026, 5.00 PM
3.	Response to queries/clarifications	18.07.2026, 5.00PM
4.	Due Date for submission of Bid	31.07.2026, 3.00 PM
5.	Online Opening of Technical Bid	31.07.2026, 3.30 PM
6	Online Opening of Financial Bid	To be decided

1.

3. Pre-Bid Clarification

Bidders requiring any clarification on the Tender may send in their queries in writing as per format below to the Director of Aviation, Directorate of Aviation, Government of Odisha, BPI Airport, Bhubaneswar at the E-mail: orissa_aviation@yahoo.co.in, transcivilaviation@gmail.com.

Bidder's Request for Clarification
<<Name of Organization submitting query/ request for clarification>>
<<Full address of the Organization including e-mail, phone and fax for all points of contact>>

Sl. No.	Tender Reference (Section No., Clause, Page No.)	Content of Tender	Clarification Sought	The Directorate of Aviation's Response (space to be left blank by the Bidder)
1				
2				
3				

The Authority shall endeavour to respond to the queries raised or clarifications sought by the Bidder within the period specified therein. All clarifications shall be published online on the web portal. However, The Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing shall be taken or read as compelling or requiring The Authority to respond to any question or to provide any clarification.

The Authority may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by Authority shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by The Authority, or its employees or representatives shall not in any way or manner be binding on The Directorate of Aviation, Government of Odisha.

Also, the bidders who wish to make site visits, must provide 48 hours prior written intimation to the Authority over email to transcivilaviation@gmail.com with a copy to orissa_aviation@yahoo.co. in with details of date, time, members visiting along with their Aadhar cards (maximum of 2 members permitted)

4. Bid Security/Earnest Money Deposit (EMD)

The Bidders shall deposit a Bid Security of Rs. 5,00,000 /- (Rupees Five lakh) in accordance with the provisions of this RFP. The Bidders have to submit the Bid Security in online mode through the web portal (<https://tendersodisha.gov.in>) only. A scanned copy of the Bid Security document shall be uploaded along with the technical bid as proof of payment.

The Bids shall be summarily rejected if it is not accompanied by the Bid Security. The Bid Security shall be refundable no later than 60 (sixty) days from the Bid Due Date except in the case of the Selected Bidder whose Bid Security shall be returned/refunded after receipt of Performance Security Bank Guarantee against Security Deposit for fulfilment of the contract.

If the Authority cancels this Bid, then the Authority will return the EMD of all Bidders from whom the EMD was not already forfeited and encashed. The Authority shall refund same amount as received from bidders towards EMD and in the same currency with no interest or any other expenses, whatsoever, in any manner to the bidder or its authorized representative.

The EMD amount of a bidder shall be forfeited in the following events:

- If the bidder withdraws or amends its bid or breach of the conditions of the bid document or impairs or derogates from the tender in any respect within the period of validity of the bid.
- If the successful bidder fails to enter into a contract with the Authority within 30 days (or an extended period as approved by the Authority) from the issue of the work order.

- If the bidder knowingly and wilfully supplied incorrect information in the bid.
- In the event of not accepting the conditions of the contract even after agreeing to do so and submitting the letter of Un-conditional acceptance of terms and conditions of the bid document as per {Annexure-I}.

5. Performance Security

The bidder, whose tender is accepted, will also be required to furnish by way of Security Deposit for the fulfilment of his contract, an amount equal to 5% of the contract amount of the work.

Security deposit will be accepted in form of BG (Bank Guarantee form as per Annexure-VII) of Nationalised Bank or any Scheduled Bank but not co- operative or Gramin Bank in accordance with the prescribed form, provided confirmatory advice is enclosed.

6. Eligibility of Bidder

The bidder shall fulfil all the following Pre-Qualification criteria independently, as on date of submission of bid. Bidders failing to meet these criteria or not submitting requisite proof for supporting qualification criteria are liable to be rejected and their financial bids shall not be considered.

SI No.	Type	Pre-Qualification Criteria	Documents to be submitted
1	Tender processing fees	To be paid Online on the web portal.	Online payment acknowledgement receipt.
2	Legal Entity	The Bidder should be Registered under the Companies Act, 2013 or the Companies Act, 1956 to registered under GST Act.	Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder. Copy of PAN/ TAN Copy of GST Registration
3	Valid Registration Certificate and License	The Bidder ought to have been covered by the Labor legislations, such as EPF, ESI and Contract Labor (R&A) Act	Copy of valid EPF & ESI registration certificate and valid Labor License
4	Bank Solvency Certificate	The bidder should submit a bank solvency certificate for the last 3 (three) financial years (FY- 24-25, FY- 25-26, FY- 26-26)	Certificate from the Statutory Auditor clearly stating the solvency status.
5	Net worth	The Bidder should have positive net worth for the last three (3) financial years (FY). (FY- 24-25, FY- 25-26, FY- 26-26)	Certificate from the Statutory Auditor clearly stating Positive Net worth.

Sl No.	Type	Pre-Qualification Criteria	Documents to be submitted
6	Financial Criteria	The average financial turnover of the Bidder during the last 3 (three) financial years (FY- 24-25, FY- 25-26, FY- 26-26) should be at least ₹ 5 crore	Copies of audited financial statements (In case the audited financial statement of the last financial year is not yet ready, the Bidder shall submit unaudited financial statements, certified by its statutory auditor.)
7	Minimum Staff Strength under its payroll.	The Bidder should have a minimum strength of 25 workers under its payroll.	Copy of latest Challan and payment confirmation slip
8	Relevant Airport Facility Management Services experience shall mean & sweeping/ garbage collection/ pest control, Electrical/ Mechanical / Civil maintenance / Wildlife hazard control	The Bidder should have experience of providing at least 25 skilled, semi-skilled manpower for facility management services in at least 1 (one) airport in India owned by AAI/State Govt/PSU/Private Entity in last 3 Years from the date of submission of proposal.	Work Order/ Contract Documents/Client Certificate
9	Non-Performance Declaration	A Bidder should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder nor has been expelled from any project or contract by any public entity nor have had any contract terminated any public entity for breach by such Bidder.	A self-certified letter signed by the Authorized Signatory of the Bidder in the Company Letterhead.
10	Blacklisting	The Bidder should not be debarred/blacklisted by any State Government/ Central Government/ PSU Organization in India for unsatisfactory performance, corrupt or fraudulent practices or any other unethical conduct either indefinitely or for a period as on date of submission of proposal.	A self-certified letter signed by the Authorized Signatory of the Bidder in the Company Letterhead.

Sl No.	Type	Pre-Qualification Criteria	Documents to be submitted
11	Valid Security Clearance from BCAS	The bidder should be a company having valid security clearance and security program from BCAS, as on date of submission of proposal.	Copy of BCAS security clearance and security program approval document signed by Authorized Signatory of the Bidder

The Bidder should have a valid:

- Permanent Account Number (PAN)
- Goods & Service Tax (GST) Registration
- EPF Registration
- ESIC Registration

Note: Bids of such bidders will be summarily rejected without assigning any reason, if they fail to pay EMD and/or Submit Work experience and Turnover Certificates on the web portal.

7. Mode of Bid Submission

Documents in following 2 Envelopes/Packs shall be submitted online at web portal by the bidder as per details given below.

8. Envelope -I (Technical Bid):

Following documents should be uploaded in the Technical Bid section of the web portal

- Scan copy of Signed Unconditional Acceptance of RFP Conditions on organization letter head (Note: Performa given in (Annexure-I) of Tender Document)
- Work Experience Certificate from Client (Note: The certificate should show the nature of work done, the value of work done, date of start, date of completion as per agreement, actual date of completion and remarks on satisfactory completion of work. Tax deduction at sources (TDS) certificate (form 16A), in case the work experience certificate is from non-government/ non-PSU)
- Scan copy of Online Tender Fee payment acknowledgement receipt.
- Scan copy of Pan Card and GST Registration Certificate
- Scan copy of CA Certificate for Average Annual Turnover for last three financial years, Abridged Balance Sheet showing Profit and Loss account statement. (Note: All submitted CA Certified documents such as Turnover Certificate, Account Statements etc. must contain UDIN clearly mentioned over it)
- Scan copy of EPF & ESIC Registration Certificate.
- Declaration as per Annexure-II.
- Scan copy of duly notarized affidavit executed on Rs.100/- on Non-Judicial Stamp Paper in the format as per Annexure -III for Minimum wages.
- Undertaking for "Registered under GST and compliant of GST provision" as per the pro-forma at Annexure-IV.

- Scan copy of undertaking regarding “Debarment/Blacklist” on company/organization letter head as per the pro-forma at Annexure-V
- Scan copy of payment of Bid Security/EMD.
- Scan copy of bidder details along with enclosures as per the format at Annexure-VIII
- Scan copy of technical and financial capacity details along with enclosures as per the format at Annexure-IX A & B
- Scan copy of documents approved by Govt of India/State which shall/must clearly show particulars of all Directors/Partners/Proprietors of Concerned Company/Firm/Organisation such as Memorandum & Article of Association/Partnership Deed/Firm Registration by Registrar of Companies etc.
- Valid License for procurement of crackers or an undertaking on Rs.100/- stamp paper that “I/We shall acquire this license in its own name within 15 days of issue of work order or submit an undertaking to use this license in other's name" with explicit authorization in writing.
- RFP documents initialled on all pages by the authorized signatory of the bidder

9. Envelope -II (Financial Bid):

All rates shall be quoted in the format provided, in the web portal only. No other format is acceptable. (As per Annexure-X)

A.

10. Bid Opening Process:

- B. Envelope I (Technical bid): Shall be opened first as per date mentioned in critical date sheet. The bids of those bidders will be accepted who have uploaded required documents as per technical list given as per Clause 1.8. The Technical documents of bidders who have uploaded documents as per Clause 1.7 and 1.8 respectively, will be scrutinized as per list of technical bid documents and any shortfall/clarification document, if required, will be asked from the bidder through web portal only. The bidder shall upload the requisite clarification / documents on web portal within time specified by the Authority, failing which bid will be liable for rejection.
- B. Envelope -II (Financial Document/Bid): The financial bids of the bidders will be opened who are found to be meeting the qualifying requirements and technical criteria, and whose bids are accepted during technical evaluation (Clause No.1.8 Envelope-I).
- C. The Bidding parameter shall be the total amount arrived at after multiplication of the percentage quoted, and the sum total of the gross monthly remuneration quoted for the deployed FMS resources for 36 months. The rates quoted in the financial bid shall be fixed and firm for the entire period of contract (i.e. 36 months)

1.

11. Other Conditions

1. The Authority reserves the right to accept or reject any or all applications without assigning any reasons and the right to call off tender process at any stage without assigning any reason. The Authority also reserves the right to award the whole or part of the work to a service provider.
2. The Authority reserves the right to verify the credentials submitted by the bidder at any stage (before or after the award of the work). If at any stage, any information/ documents submitted by the bidder is found to be incorrect /false or have some discrepancy, which disqualifies the bidder, then the Authority shall take the following action:

The bidder/agency shall be liable for debarment from tendering in the Government of Odisha in all future tenders, apart from any other appropriate contractual/ legal action.

3. Consortium / JV companies shall not be permitted. No single firms shall be permitted to submit two separate applications.
4. The Authority is not responsible for delay due to link failure / internet problem etc. in respect of submission / receipt of any document or in submission of the bid. Bidders who are intending to submit E-bids are requested to submit the same well in advance before the due date & time. It is the responsibility of the bidder to make sure that the required documents / E-bids is submitted in time on the web portal.

12. Concession Agreement/The Agreement

- A. All the terms and conditions underwritten in this tender Document with set of clauses detailed in sections 3 to 5 and those which would form part of work order placed on successful bidder shall form the part of the agreement to be made with the Authority.
- B. In the event of issuance of “letter of Intent” to the service provider, he will have to execute a concession agreement on a sum of Rs. 100/- (OR to an amount which fulfils the legal obligations of such contract), on a Non- Judicial Stamp paper, at his own cost.

2. SCOPE OF THE PROJECT

The Service provider shall provide Facility Management Services and deploy the following Facility Management personnel on all days of the year at Jeypore and Utkela Airports as per table below for a period of Three years.

Sr. No.	Name/ type of services
1	Housekeeping services: Cleaning & Sweeping, Garbage collection & Disposal, Pest Control and Garden & Park maintenance. Ensure that all the waste generated at the stalls catering food, beverages, drinking water etc will be segregated and stored at site in separate containers dedicated for storage of Biodegradables and non- biodegradable wastes.

2	Garden & Horticulture services: Lawn maintenance, manual watering, replacement of damaged grass, trees, power plants, shrubs, and hedges in and around garden/park
3	Maintenance Services: Electrical Maintenance, Civil Maintenance, Service Provider shall deploy manpower across all the offices / areas mentioned with required skill sets to carry out the scope of work pertaining to Maintenance services.
4	Wildlife Management Services: Bird/Animal scaring, Keeping Attentive Watch/Scout on any Bird/Animal movement activities in areas in and around operational area of the Airports. Ensure that activities related to Bird/Animal scaring are as per specific instructions from the Airport authority using Available Crackers and other available Bird/Animal Scaring devices and the removal of remains of Bird/Animal or Any form of FOD (Foreign Object Debris) from operational area of the Airport.
5	Breath Analyzer Testing Services: Breath analyzer testing of all Airport operational staff as per the rules mentioned in DGCA CAR Section 5 Series F Part IV. Keeping proper records of all the tests done.
6	Administrative Support and Manual Assistance Services: Administrative support, manual assistance and record keeping. Assist the Airport Management in daily operational activities and maintain proper operational data records.

Table 2.1 Services required

1. Deployment of Manpower

The Service Provider must deploy adequate number of following facility management personnel as mentioned in table 2.1 above:

- Facility Management workers (Unskilled, semi-skilled, skilled and highly skilled categories)
- Supervisor holding valid LMV driving license and having a minimum of 2 years Supervisory Experience
- Semi-Skilled Assistants having minimum 2 years' experience in providing manual assistance in day-to-day miscellaneous activities.
- Administrative Assistants having good knowledge of MS Office Suite with minimum 2 years' experience.
- Pharmacists having at least a Diploma in Pharmacy/ B. Sc. Nursing degree with at least 1 year work experience.
- The deployment of the facility management personnel shall be as per the requirement of the Authority. The Authority shall have the liberty to increase/decrease the areas for deployment of personnel. Service Provider will have to deploy the personnel at the designated areas/new areas as decided by the Authority within one month of notice.
- The facility management personnel so deployed will be under obligation to discharge any other facility management duty as required by the Authority or their Officers in charge
- The Service Provider shall be held responsible for conduct, deeds of its facility management personnel deployed in areas as mentioned in table 2.1 above.
- All the facility management personnel deployed by the Service Provider shall at all point of time continue to be the employees of the Service Provider for all purposes and

the Service Provider shall employ and maintain the facility management personnel at its own cost and expenses and shall:

- Keep the facility management personnel and its registers/roll, pay their remuneration through Bank including all statutory payments allowances and meet their cost of safety/health & other equipment and pay their perks and advances including welfare advances, increments, overtime wages and leave with remuneration, grant them paid holidays and pay all contributions under the rules of provident fund, Employees State Insurances, (If applicable) Gratuity, Bonus and all other payments under the Labour or other laws, rules and regulations relating thereto and in force from time to time. The selected Service Provider will ensure that no Central and State laws of any kind including Labour law and administrative instructions / advisories of State and Central government are violated in any manner.
- Arrange Character & Antecedent verifications of the deployed personnel & pay the fees required for Airport Entry Pass (AEP) issued by BCAS from the concerned Airport officials. The service provider is required to follow all BCAS rules and regulations prevailing as on date and revised from time to time.
- Obtain Security clearance from BCAS and submit Security program (within one month) if required as per BCAS rules and shall be bound to comply all rules and regulations related to security for working at Airport as prescribed by BCAS.
- If required as per BCAS rules, apply for Security Clearance online to BCAS through <https://esahaj.gov.in> within 05 days of award of contract and simultaneously apply for provisional security clearance through Chief Security Officer (CSO) of the respective airport. The selected service provider shall complete all necessary documentation / procedure to obtain security clearance and Security Program with-out fail. All procedures related issue of Airport Entry Permit (AEP) to the deployed facility management personnel shall be done by the selected service provider as per current BCAS guidelines and the cost incurred towards statutory fees for issuance of AEP shall be borne by the selected service provider and same shall be reimbursed by the Authority upon submission of relevant documentation.
- Follow necessary procedure as per current guidelines for Mandatory AVSEC Training for deployed facility management personnel, cost incurred during same shall be borne by the selected service provider and same shall be reimbursed by the Authority upon submission of relevant documentation.
- Provide to the facility management personnel adequate uniforms free of cost without recovery from them. Every facility management personnel, while on duty, will wear and display the photo identity card issued on the outer most garment above waist level in a conspicuous manner. Provide to the facility management personnel Gum Boots/Shoes/Raincoat/High Visibility Jacket free of cost so that they are appropriately dressed for the areas of duty they are deployed at.
 - Note: The service provider shall take concurrence of the Authority or their authorized representative before finalizing Uniform to ensure no compromise is made in quality of uniform provided to the staff.
- The selected Service Provider shall ensure submission of all statutory monthly/weekly / half yearly/Annually returns as per applicable statute regarding payment of Provident Fund, Employees' State Insurances etc. and furnish proof of such contribution to the competent authorities along with payment particulars. If the selected Service Provider fails to comply and effect payment to the aforesaid competent authorities, then the Directorate of Aviation, Government of Odisha shall be at liberty to withhold payment

of invoice till payment to the competent authority by the selected Service Provider. But the Directorate of Aviation, Government of Odisha is in no way liable for these lapses on part of the selected Service Provider.

2. Scope of Services

- i. Integrated Facility Management Services of Building & Premises
- ii. Operation & Maintenance of Utilities, Services, and Furniture
- iii. Housekeeping of Building & Premises, Solid Waste Collection, Segregation and Disposal
- iv. Pest Control of Building, Premises & Landscaping area
- v. Operation & Maintenance and General Administration of all equipment
- vi. Breath Analyzer testing of Airport operations personnel
- vii. Management of Wildlife and Bird Scaring
- viii. Administrative Support, Manual Assistance and Record Keeping.
- ix. External facades of the Passenger Terminal Buildings shall be cleaned and properly maintained at a frequency of 15 days. (Service provider shall furnish detailed methodology for cleaning and maintenance of the same)

3. BROAD DESCRIPTION OF FACILITY MANAGEMENT

This scope of work essentially indicates Operations & Maintenances services pertaining to upkeep & smooth working of the entire premises of the Jeypore & Utkela Airports Facilities as per the satisfaction of the Authority.

Operation & Maintenance for the equipment / artifacts etc. will be carried out as per benchmarked maintenance practices / OEM (Original Equipment Manufacturer) manuals / O&M Manuals of the equipment's deployed/provided by the Service Provider.

The scope of work broadly includes the operations and maintenance of Jeypore & Utkela airports as described in this contract. **The Facility Management Service Provider (FMS)** will be directly responsible for ensuring operational service levels and that the performance is met as per terms and conditions defined in this document. The FMS will be directly reporting to the officer authorised by the Authority. The FMS shall deploy adequate manpower and equipment's as per the requirement on all days of the year at the Jeypore & Utkela Airports and on all working days at the Directorate of Aviation.

This document describes the work to be carried out under the Facility Management Services for and draws attention to certain associated items that are to be completed. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

The Broad Scope of services required as below:

- A. Housekeeping & Maintenance services
- B. Cleaning & Sweeping services.
- C. Gardening & Horticulture Services
- D. Wildlife Management services
- E. Breath Analyzer Testing services
- F. Administrative Support and Manual Assistance services

The scope of work for facility management services is broadly divided into following categories:

1. Operations

Unless it is explicitly restricted, the scope of work under the Contract for Facility Management Service provider for providing facility management services including operation and maintenance of facilities is as below:

A. Housekeeping services - Broad Outline:

- To ensure the clean ambience of the premises.
- Staffing as per Scope of Work to ensure optimum service as per scope of work.
- Preparation and submission of various checklists/Inspections reports as schedules in the approved formats.
- Activity reports regarding works handled.
- Uniforms & Identity cards.
- All statutory obligations such as PF, ESI, Minimum Wages, etc.
- Provide necessary and adequate equipment and implements to ensure optimum service as per scope of work.
- Adequate training of staff especially any specific requirements for airport terminal buildings (e.g., the facade cleaning, roof cleaning).

B. Garden & Horticulture Services:

- **Maintenance:** The service provider shall maintain all planted areas in stretch for the contract. Maintenance shall include watering, weeding, aeration of plants, manuring (organic and inorganic), control of insect's fungus and other diseases, pruning adjustments and repairs of stacks, anchors etc.
- **Watering:** For every tree sapling minimum of twenty liters of water should be provided on every alternate day.
- **Weeding:** Weeds should be removed with their roots and dumped away from planted areas. In some seasons frequent weeding will be necessary and weeding should be continued until the trees are large enough to avoid being smothered.
- **Hoeing Or Forking:** Surface soil around the plants shall be loosened up to 150mm and turned inside out, to keep it porous and improve moisture retention capacity as and when required.

- **Pest And Disease Control:** Whenever mechanical or chemical control methods are followed advice from Site In-charge should be sought to detect the actual disease.
- **Manuring:** Only well decayed and fully decomposed organic manures shall be used. Quantity of organic manure and their frequency of application would depend on type of soil, however regular manuring in small doses should be done once in three months, instead of casual.

C. **Electrical & Civil Maintenance Services:**

- Clean equipment thoroughly after each use.
- Always switch off at the mains before connecting or disconnecting attachments to equipment or cleaning the machinery.
- Handle plugs without touching pins.
- Visually check equipment for faults both before and after use.
- Report any faults to electrical equipment to the supervisor and not use the equipment if faulty. A broken/faulty machine should be removed to the store area and arrangements made for its return to the engineering workshop.
- Ensure that his/her hands are dry when touching electrical sockets or plugs.
- Never allow cables to become taut at ankle height.
- Ensure that cables are not trailing across corridors or traffic ways.
- Ensure that equipment does not clutter up corridors, block fire escapes, or fire escape routes.
- Always use caution signs when carrying out cleaning duties.

D. **Wildlife Management Services:**

- Inspections of operational area to look out for bird/animal activity and chase out Bird/Animals out of operational area of by using available Bird/Animal Scarring Devices
- Must put all necessary efforts with available resources to keep Bird/Animals away from Runway Strip, Taxiway Strip and all movement areas of Aircraft.
- Use crackers or any other Bird/Animal Scarring Device with caution so that such use does not have any adverse effect on Safe Aircraft movement or cause grass fire like situations and remove burst/burnt crackers or their parts.
- If at all Grass Fire like situation arises while using crackers, then same shall be informed immediately to ATC and Fire Department of the Airport.
- Must follow all procedure as per SOP developed on BCAS/DGCA guidelines on usage of crackers and take all necessary efforts to avoid misuse of firecrackers.

E. **Breath Analyzer Testing Services:**

(to be performed as per DGCA CAR Section 5 Series F Part IV)

- Performing daily Breath Analyzer tests of the airport operational staff. (The equipment for BA testing shall be provided by the Authority)
- Keeping proper records of all test results.
- Furnishing of evidence of regular tests done during DGCA inspections

- Coordinating with the Authority for regular maintenance of the Breath Analyzer equipment to ensure its proper functioning and serviceability.

F. Administrative Support Services:

- Assisting the Airport Management in daily operational activities and maintaining proper operational data records
- Assisting the Airport Management in daily activities specifically manual assistance in baggage handling, aircraft refuelling, VIP lounge support and other activities as directed by the Authorized officer of the Authority.
- Monitoring and keeping appropriate records of issue and usage of all consumables related to stationery, housekeeping, gardening and wildlife management etc.
- Providing and maintaining an efficient material management system.

G. Manpower:

- Necessary training to staff will be provided by Service Provider on site as per the schedule prepared well in advance and as and when required in between.
- It will be the responsibility of service provider to collect solid waste and dispose the nonrecyclable part in the designated land fill site.
- Carry out day to day activities that include operations and monitoring of utility services equipment, logging of all related parameter pertaining to the equipment, assessing the data, and initiating necessary actions depending on the analysis of data/records.
- Carry out maintenance services at specified intervals as per the OEM service / operations manuals.
- Coordinate with AMC contractors for scheduled and breakdown maintenance & follow up as required. Continuous efforts will be made to minimize the down time of equipment. Payment to the AMCs shall be made by the Authority directly.
- The manpower should be trained in soft skill and good manners. The manpower shall maintain good hygiene, cleanliness, and clean uniforms & Shoes.
- Monthly Pay-data shall be submitted to the Authority by the service provider for each month on or before third day of the next months with necessary proof of attendance, SLA, all statutory requirements like Minimum wages, PF, ESIC will be met with.

i.

2. Management

- ii. Co-ordination with Contractors for rectification of defects.
- ii. Co-ordination with Vendors / Suppliers /Manufacturers for preventive maintenance.

- iii. Supervise, administer, and verify works of Main Contractors/ Vendors / Suppliers / AMC agencies for rectification of breakdowns (covered under breakdown maintenance/AMC) and for operations.
- iv. Printed comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, temperatures, pressures, humidity, power consumption, starting, stopping times of various equipment's, daily record of unusual observations.
- v. MIS Reporting for overall management of services.
- vi. Co-ordination (with Airport Officials) for conducting drills (earthquake, fire etc.) as per the statutory requirements or as per law of land.
- vii. Procurement and proper storage of adequate stocks of consumables, materials, machinery and equipment etc. for unhindered daily operations of the airport facilities at the cost of the service provider

However, the services as defined above is not limited to or exclude any item in the scope of work that is to be covered for preserving the project and delivering the services as per the satisfaction of the Authority. The FMS shall maintain the service levels and maintain minimum manpower.

4. KEY CLAUSES OF SERVICE AGREEMENT

1. Materials, Machinery & Equipment

The FMS shall arrange and supply at their own cost all materials, machineries, equipment's, tools, appliances, implements, ladders, cordages, scaffoldings, for their job requirement and other tool works for effective execution of their work, whether original, altered substituted and whether included in the specification or other documents forming part of the Contract or referred to these conditions or not all which may be necessary for the purpose of satisfying or complying with the requirements of the Authority as to any matter which under these conditions he is entitled to be satisfied or which he is entitled to require together with the carriage therefore to and from the work.

The FMS shall bear all the costs including transportation, loading, unloading, stacking storage, safe custody against the damage due to sun, rain, dampness, fire, theft etc.

All the material brought to the site shall be duly accounted for by the Authority and insured against loss due to any reason whatsoever. Proof regarding this supported by the copies of the requisite document shall be regularly submitted to the representative appointed by the Authority. The Authority or its appointed representative may summon the complete record of the procurement of materials from the service provider at any time if needed. At site, the material shall be accounted in a manner prescribed by the Authority or its appointed representative in writing.

The material procured by the service provider shall be strictly according to the specification of that material conforming to ISI standard or any other similar standard as applicable.

Storage of the material should be as per approved norm. No damaged or inferior material will be kept at site of work for more than seven days from the date of orders of Officer in Charge to remove the material.

The material procured by the service provider shall be strictly according to the specification of that material conforming to ISI standard or any other similar standard as applicable and same shall be handover to the concerned officer in charge of the Authority before commencement of next month.

2. Labour

The FMS shall, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport.

The FMS shall, if required by the Authority, deliver to the Authority a return in detail, in such form and at such intervals as the authorised officer of the Authority may prescribe, showing the staff and the number of the several classes of labour from time to time employed by the service provider on the site and such other information as the Authority may require.

3. Compliance with Labour Regulations

During continuance of the contract, the FMS shall abide at all times by all existing labour enactments and rules made there under, regulations, notifications and bye laws of the State Government of Odisha or Central Government and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State Government of Odisha or the Central Government.

The FMS shall keep the Directorate of Aviation, Government of Odisha indemnified in case any action is taken on the Directorate of Aviation, Government of Odisha by the competent authority on account of contravention of any of the provisions of any act or rules made there under, regulations, or notifications including amendments. If the Directorate of Aviation, Government of Odisha is caused to pay or reimburse, such amounts as may be necessary to cause or observe or for non- observance of the provisions stipulated in the notifications/bye laws/Acts/Rules/regulations including amendments If any on the part of the service provider, the Directorate of Aviation, Government of Odisha shall have the right to deduct any money due to FMS, including his amount of performance security. The Directorate of Aviation, Government of Odisha shall also have right to recover from the Service Provider any sum required or estimated to be required for making good the loss or damage suffered by the Directorate of Aviation, Government of Odisha.

The employees of the FMS in no case shall be treated as the employees of the Directorate of Aviation, Government of Odisha at any point of time. Further the Contract does not bind Directorate of Aviation, Government of Odisha for absorbing the employees, contractors and consultants of the FMS as its employees at any point of time during the contract term or beyond that.

4. Insurance

The FMS shall provide, in the joint names of the FMS Agency and the Directorate of Aviation, Government of Odisha, insurance cover from the Start Date to the end of the Maintenance Period, in the amounts and deductibles stated in the Contract Data for the following events which are due to the service provider's risk:

- a. loss of or damage to the Works, Plant and Materials.
- b. loss of or damage to Equipment:
- c. loss of or damage of property (except the Works, Plant, materials, and Equipment) in connection with the Contract
- d. Personal injury or death.

Policies and certificates for insurance shall be delivered by the FMS agency to the Authority for the Authority's approval before the Start Date. All such insurance shall provide for compensation to be payable in the types and proportions of currencies required to rectify the loss or damage incurred.

Alterations to the terms of insurance shall not be made without the approval of the Authority.

Both parties shall comply with any conditions of the insurance policies.

5. Safety

The FMS shall be responsible for maintaining the safety of all activities on the site.

In respect of all labour directly or indirectly employed in the work for the performance of the FMS's part of this contract, the FMS shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith.

FMS is responsible for co-ordination and management of delivery of services from AMC vendors/suppliers/contractors; therefore, for ensuring safety compliance by them, FMS is required to monitor the delivery of service and report to the officer in charge of the Authority in case of non-compliance of safety requirements immediately.

6. Liquidated Damages

The FMS shall pay liquidated damages to the Authority at the defined rates. The total amount of liquidated damages shall not exceed the amount defined in the Contract. The Authority may deduct liquidated damages from payments due to FMS.

In case of continued default or repetitive non-performance at regular intervals, The Authority may go on enhancing the levy of liquidated damages, each time limited to 1% of contract price per month of further default subject to maximum limit of 10%.

7. Cost of Repairs

Loss or damage to the Works or Materials to be incorporated in the Works between the Start Date and the end of the duration of Contract shall be remedied by the FMS at FMS's cost if the loss or damage arises from the FMS's acts or omissions or damage to main FMS's work.

8. Manuals & Registers

The FMS shall provide updated asset register recording the actual condition of the Authority's assets at the Jeypore & Utkela at the time of takeover and at the end of the contract period.

If the FMS does not submit the asset register at the end of the contract period or they do not receive the Authority's approval, the Authority reserves the right to withhold the final bill payable to the FMS.

9. Force Majeure

Force Majeure Event: Force Majeure Event shall mean any event or circumstance or a combination occurring in India set out hereunder, which affect or prevent the Party claiming Force Majeure ("Affected Party") from performing its obligations:

A. Non-Political Events

- act of God, epidemic, pandemic, extremely adverse weather conditions, lightning, earthquake, landslide, cyclone, flood, volcanic eruption, chemical or radioactive contamination or ionising radiation, fire or explosion (to the extent of contamination or radiation or fire or explosion originating from a source external to the Site);
- strikes or boycotts (other than those involving the FMS, Contractors or their respective employees/representatives, or attributable to any act or omission of any of them) interrupting supplies and services to the Project for a continuous period of 24 (twenty four) hours and an aggregate period exceeding 7 (seven) days in an Accounting Year, and not being an Indirect Political Event;
- any failure or delay of a Contractor but only to the extent caused by another Non-Political Event and which does not result in any offsetting compensation being payable to the FMS by or on behalf of such Contractor;
- any judgement or order of any court of competent jurisdiction or statutory Authority made against the FMS in any proceedings for reasons other than (i) failure of the FMS to comply with any Applicable Law or Applicable Permit, or (ii) on account of breach of any Applicable Law or Applicable Permit or of any contract, or (iii) enforcement of this Agreement, or (iv) exercise of any of its rights under this Agreement by the Authority;
- the discovery of geological conditions, toxic contamination or archaeological remains on the Site that could not reasonably have been expected to be discovered through a site inspection; or
- any event or circumstances of a nature analogous to any of the foregoing.

B. Indirect Political Event

An Indirect Political Events shall mean one or more of the following acts or events:

- an act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, rebellion, revolution, insurrection, terrorist or military action, usurped power, civil commotion or politically motivated sabotage;
- Industry-wide or State-wide strikes or industrial action for a continuous period of 24 (twenty four) hours and exceeding an aggregate period of 7 (seven) days in an Accounting Year;
- Any civil commotion, boycott or political agitation which prevents operations by the Concessionaire for an aggregate period exceeding 7 (seven) days in an Accounting Year;
- Any failure or delay of a Contractor to the extent caused by any Indirect Political Event and which does not result in any offsetting compensation being payable to the Concessionaire by or on behalf of such contractor,
- Any Indirect Political Event that causes a Non-Political Event, or
- Any event or circumstance of a nature analogous to any of the foregoing.

C. Political Events

- change in Law, only if consequence thereof cannot be dealt with under this RFP;
- compulsory acquisition in national interest or expropriation of any Project Assets or rights of the FMS or of the Contractors;
- unlawful or unauthorized or without jurisdiction revocation of, or refusal to renew or grant without valid cause, any clearance, license , permit, authorization, no objection certificate, consent, approval or exemption required by the FMS or any of the Contractors to perform their respective obligations under this Agreement and the Project Agreements; provided that such delay, modification, denial, refusal or revocation did not result from the FMS's or any Contractor's inability or failure to comply with any condition relating to grant, maintenance or renewal of such clearance, license , authorization, no objection certificate, exemption, consent, approval or permit;
- any failure or delay of a Contractor but only to the extent caused by another Political Event and which does not result in any offsetting compensation being payable to the FMS by on behalf of such Contractor; or
- any event or circumstance of a nature analogous to any of the foregoing.

10. Termination

The Authority may terminate the Contract in the event of breach of contract by the FMS Agency, by serving a 30 days' notice in writing to the FMS agency, clearly mentioning the grounds of Breach of Contract with a copy to the FMS Agency.

Fundamental breaches of Contract by FMS include, but shall not be limited to the following:

- i. the FMS stops work for 30 days when no stoppage of work is shown on the current programme, and the stoppage has not been certified by the authorized officer of the Authority as per the provision of the requirement and scope of the work.
- ii. the FMS is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.

- iii. the Authority gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the FMS fails to correct it within a reasonable period determined by the authorized representative of the Authority.
- iv. the FMS does not maintain a Performance Security which is required.
- v. the FMS has delayed the completion of works by the number of days for which the maximum number of liquidated damages can be paid as defined in the Contract data.
- vi. If the FMS, in the judgment of the Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- vii. In case the FMS is a partnership firm or any other such legal entity having more than one constituent, the FMS shall not change its legal constitution in any manner during the subsistence of contract. The shareholding, percentage/extent of partnership or other interest of the original constituents of the FMS shall not be diluted or varied during the subsistence of Contract.
- viii. The FMS shall not engage the services of any Sub-FMS for the purposes of discharging entire obligation under the Contract without approval of the Authority.
- ix. If the FMS, having been given a notice in writing by the Authority, fails to rectify, reconstruct, or replace any defective work or continues the execution of work in an inefficient, improper, un workman like manner or not in accordance with sound Engineering practices or without complying with the directions and requirements within a period of 15 days of the issue of said notice.
- x. If the FMS commits any acts of defaults with respect to conditions of contract.

However, as the services being provided is a mandatory requirement to be complied by the Authority in order to provide smooth Airport Operations Services, the FMS Agency therefore, in the event of not being able to provide the services at any of the project locations for reasons whatsoever, shall give a minimum 90 (Ninety) days' Notice in writing to the Authority to make alternate arrangements.

11. Payment upon Termination

If the Contract is terminated because of a fundamental breach of Contract by the FMS, the authorized representative of the Authority shall issue a certificate for the value of the work done less advance payments received up to the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable law and less the percentage to apply to the work not completed as indicated in the Contract Data. Additional Liquidated Damages shall not apply. If the total amount due to the Authority exceeds any payment due to the FMS, the difference shall be a debt payable to the Authority.

If at any time , after the commencement of the work the Authority, for any reason whatsoever, does not require the whole Work or part thereof to be carried out, the authorized representative of the Authority shall give notice in writing of the fact to the FMS , who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which he might have derived from the execution of the work in full, but which he did not derive

inconsequence of the full amount of work not having been carried out, neither shall he have any claim for compensation by reasons of any alteration having been made in the original specifications, drawings , designs and instructions , which shall involve any curtailment of the work originally contemplated.

A.

12. Obligations of Facility Management Service Provider (FMS)

B. Standard of Performance

The FMS shall perform the services and carry out their obligations hereunder with all due diligence, efficiency, and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The FMS shall at all the times support and safeguard the Authority's legitimate interest in any dealings with the other parties.

FMS shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that the personnel of FMS comply with the Applicable Law. The Authority shall notify FMS in writing of the relevant local customs, and the FMS, after such notification, respect such customs.

B. Conflict of Interest

The FMS shall hold the Authority's interest's paramount, without any consideration for future works, and strictly avoid conflict with other assignments or their own corporate interests.

FMS not to benefit from commissions, discounts, etc.

- i. The payment of the FMS pursuant, hereof shall constitute the FMS's only payment in connection with this Contract and, the FMS or its employees shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the FMS shall use its best efforts to ensure that Personnel involved shall not receive any such additional payment.
- ii. Furthermore, the FMS shall comply with the Authority's applicable procurement guidelines for procurement of goods, works or services.

FMS and affiliates not to be otherwise interested in Project.

The FMS agrees that, during the term of this Contract and after its termination, the FMS and any entity affiliated with FMS, shall be disqualified from providing goods, works or services (other than the services under FMS and any continuation thereof) for any project resulting from or directly related to the FMS for the implementation of the project.

Prohibition of conflicting activities

The FMS shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or and their professional activities which would conflict with the activities assigned to them under this Contract.

C. Confidentiality

Except with the prior written consent of the Authority, the FMS and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the FMS and the Personnel make public the recommendations formulated in the course of or as a result of the Services.

D. Liability of the FMS

Subject to additional provisions, if any, set forth in the Contract, the entire and collective liability of the selected FMS arising out of or relating to this agreement will be to the extent of the agreed final total fee as quoted by the FMS.

The FMS shall obtain the Authority's prior approval before taking any of the following actions:

- a. Any change or addition to the Personnel listed as key professionals under the Scope of Work,
- b. Any change in equipment/material in respect of make, quality or other criteria, which the FMS furnished.

13. Obligations of the Authority

A. Assistance and Exemptions

The Authority shall assist the FMS and his staff for getting necessary statutory permissions, approvals (if any) as may be required under the law for their stay at the airport sites and for providing Services as per Scope of Work. Such assistance shall not be considered as the Authority's obligation.

B. Access to Land

The Authority warrants that FMS shall have, free of charge unimpeded access to all land at the Jeypore & Utkela Airports Facility in respect of which access is required for the performance of the Services. The Authority will be responsible for any damage to such land or property thereon resulting from such access and will indemnify the FMS and each Personnel in respect of liability for any such damage unless such damage is caused by default or negligence of FMS or Personnel or any affiliate of them.

C. Change in Applicable Law related to taxes and duties.

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by FMS in performing the Services, then the remuneration and reimbursable expenses as otherwise payable to the FMS under this Contract shall be increased or decreased accordingly, by agreement between the parties hereto.

D. Services, facilities, and property of Client

The Authority shall make available to the FMS and the Personnel, for the purpose of the Services and free of any charge, the services, facilities, and property described in the Scope of Work.

E. Payment

The certificate on the satisfactory performance of the service by FMS shall be issued by an Officer authorized by the Authority and in consideration of the services performed by the FMS under this Contract. The Authority shall make to the FMS such payments and in such a manner as is provided in the Concession Agreement. The payment will be made by the Authority directly to the Bank Account of the FMS towards the service performed for the concerned period. The FMS is liable to pay the remunerations of its deployed manpower / beneficiaries in their respective bank account and submit the duly certified transaction statement to the Authority for necessary records.

F. Basic Utilities

Basic Utilities like Water and Power Supply will be provided by the Authority to the FMS, however the infrastructure required for use of water and power supply shall be the responsibility of FMS.

G. Statutory and regulatory compliances

Procurement or renewal of statutory and regulatory compliances related to the Authority’s assets shall be done by the Authority. Authority may seek advice from FMS for such procurement or renewals.

5. SERVICE LEVEL AGREEMENT

- Daily Services:** The services mentioned below are minimum requirement, however, the FMS shall ensure that during the operational hours of the airports, adequate manpower is deployed to ensure continued housekeeping services of washrooms and passenger/VIP lounges.

Sl. No	Service Level Requirement	Minimum Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Routine housekeeping (inc. cleaning services as per the scope of work) of all the premises in the airport facility (excluding licensed spaces).	3 Times/Day	Same Day	500/ incident
2	During any special events in the airport facility the housekeeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event is organized.	3 Times/Day	Same Day	500/ incident
3	Cleaning of public area Washrooms as per defined scope of work	3 Times/Day	Same Day	500/ incident
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times / Day	Same Day	1000 / incident
5	Collecting of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same outside the premises as per applicable guidelines/ rules of the local Civic Administration	Once / Day	Same Day	1000 / Day
6	Dusting / cleaning (Rooms excluding licensed spaces) of all furniture, sills, counters, screens, blinds	Twice/Day	1 Day	500/ Day

Sl. No	Service Level Requirement	Minimum Requirement	Non-Compliance Limit	Penalty Rate (INR)
	& curtains, light fittings, signage, doors, door frames, windows, fittings, and glass pans etc.			
7	Cleaning of glass windows & doors from inside & outside in office, passages and corridors and all glass facade outside all around the buildings.	Twice/Day	Same Day	1000 / Day
8	Sweeping, wet mopping, dusting of stairs (including terrace & ground to basements), External Stairs, Exhibits & Artifacts.	Twice/Day	Same Day	1000 / Day
9	Staff in desired uniform	As per the prescribed requirement	1 day	100/ Day per person
10	Maintenance and updating of records	As per the requirement	1 day	500/ Day per instance
11	Animal/Bird Scaring on all areas as per scope of work	Daily As per the requirement	Same Day	500/ Day per instance
12	Breath Analyzer Tests for Airport Operational Staff	Daily As per the requirement	Same Day	500/ Day per instance
GARDENING AND HORTICULTURE WORK				
1	De-weeding work for lawn areas with required equipment including all cutting, trimming, making good in levels.	Daily	2 Days	100 / Day
2	Manual watering	Whenever required	Same Day	100 / Day
3	Replacement of damaged grass, trees, and shrubs.	Whenever Required (to be done immediately)	Same Day	100 / Day
4	Anti-termite treatment of Plants	Whenever Required	Same Day	100 / Day

- i.
2. **The FMS shall perform the basic duties as follows:**
 - ii. Perform routine cleaning of the internal and external areas to meet the required service standard.
 - iii. Cleanliness of all common spaces and space inside the locations within the Jeypore & Utkela Airports Facility.
 - iv. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the Jeypore and Utkela Airports facility as per the directions in Manuals / as per directions of authorized representative of the Authority.
 - v. Perform periodic cleaning of glass facades, external claddings etc. at all heights (internally and externally)
 - vi. Additional housekeeping services as and when required by the Authority.
 - vii. Deploy equipment for cleaning and shall be responsible for always maintaining these. All costs for purchase/repair/spares/ maintenance etc. for these equipment's will be borne by FMS.
 - viii. Responsible for the safekeeping of these equipment's at the airport facility and shall not take out this equipment's any time during the term of contract other than for repairs.

In case such repairs take more than a week, FMS shall arrange to provide alternate equipment for the particular Airport Facility.

- ix. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at the particular Airport Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- x. Dusting / cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings, and glass pans etc. to remove debris, stains, cobwebs and marks.
- xi. Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges, and protective wire guards where present must be free from dust, debris, stains and marks.
- xii. Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- xiii. Clean all water tanks and disinfects specially before start of rainy season and as instructed by Authorized officer of the Authority.
- xiv. Regular cleaning of storm water drains, manholes, sewage lines etc. for removal of any blockages.
- xv. Entrances, service areas, parking areas, paving, paths, roads, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- xvi. Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean. (To be done in presence of the officials concerned).
- xvii. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- xviii. Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign- posted. Trailing cables and open sockets should be made safe.
- xix. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- xx. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.

A. Cleaning of Washrooms:

- i. All sanitary wares 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.
- ii. Floors should be cleaned to the same standard as other building floors. In addition, there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean, dry and free from smears.
- iv. All Washrooms should be kept fully stocked with supplies and should be always made available.
- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry, and free from dust, marks and smears.

B. Washrooms Checklist:

The FMS Service Provider shall maintain a checklist covering cleaning and sanitation of Washrooms. This checklist is to be attached on the back of the toilet door. It is to be updated and filled up by the FMS Service Provider’s personnel on duty at regular intervals each time the toilet is cleaned.

Daily Washroom Cleaning Schedule:

Prescribed works (Daily Job Chart)	7AM	9AM	11AM	2PM	4PM	6PM
Sweep & mop bathroom floor- including all corners & behind doors						
Clean & disinfect bathroom counters, fixtures, mirror & sinks						
Remove splash marks from around basins						
Clean & disinfect urinals- inside & outside						
Wipe & clean partition walls 7 top surfaces						
Refill toilet roll, paper towels & soap dispensers as required						
Empty dustbins & replace bin liner as required						

C. Garden & Horticulture Maintenance:

The FMS shall be responsible for ensuring proper maintenance and upkeep of all horticulture works. Adequate equipment shall be maintained by FMS including grass cutting machine and other tools required for maintenance of horticulture areas. FMS shall grow seasonal plants and seasonal flowers as deemed fit by the Authorized officer of the Authority to maintain the horticulture/ landscape as per the satisfaction of the Authority. FMS shall make required arrangements and proper use of required insecticides, Pesticides, Fertilizers, Manures etc.

The Service Provider must perform the following activities:

- a) Daily watering
- b) Weed removing.
- c) Trimming and pruning
- d) Soil mulching
- e) Lawn mowing
- f) Hedges and Shrubs cutting etc.
- g) Cleaning Garden areas
- h) Applying fertiliser or compost manure/vermi culture manure alternate month or as and when required.
- i) Applying pesticides and fungicide alternate month or as and when required.

- j) Maintenance of vermi compost pits
- k) Disposal of dry/fallen leaves.
- l) Seed collection and sowing.
- m) Raising of Nursery.
- n) Preparation and maintenance of Planting Materials.
- o) Operation of Tools, Machinery as required for the Garden.
- p) General maintenance of existing plants, Tools implements etc.

D. Wildlife Management Services:

The FMS shall be responsible for ensuring activities related to Wildlife Management and protection of all aircraft operations from any type of hazard arising due to bird/animal activity in and around operational area of the Jeypore & Utkela airports.

The Service Provider must perform the following activities:

- a. Inspections of operational area to look out for bird/animal activity and chase out Bird/Animals out of operational area of by using available Bird/Animal Scarring Devices
- b. Must put all necessary efforts with available resources to keep Bird/Animals away from Runway Strip, Taxiway Strip and all movement areas of Aircraft.
- c. Use crackers or any other Bird/Animal Scarring Device with caution so that such use does not have any adverse effect on Safe Aircraft movement or cause grass fire like situations and remove burst/burnt crackers or their parts.
- d. If at all Grass Fire like situation arises while using crackers, then same shall be informed immediately to ATC and Fire Department of the Airport.
- e. Must follow all procedure as per SOP developed on BCAS guidelines on usage of crackers and take all necessary efforts to avoid misuse of firecrackers.
- f. Must keep appropriate record of usage, issue of Firecrackers and serviceability of resources of Bird/Animal Scarring Devices etc.
- g. Must keep diligent watch on Aircraft Movement/Vehicle Movement in area around their pre-determined post/position.
- h. Must keep diligent watch on any works such as construction or maintenance and inform ATC immediately if such work is creating any breach in safety of Aircraft Operation

E. Breath Analyzer Testing Services:

- a. Performing daily Breath Analyzer tests of the airport operational staff. (The equipment for BA testing shall be provided by the Authority)
- b. Keeping proper records of all test results.
- c. Furnishing of evidence of regular tests done during DGCA inspections
- d. Coordinating with the Authority for regular maintenance of the Breath Analyzer equipment to ensure its proper functioning.

F. Administrative & Manual Support Services:

- a. Assisting the Airport Management in daily operational activities and maintaining proper operational data records
- b. Assisting the Airport Management in daily activities specifically manual assistance in baggage handling, aircraft refuelling, VIP lounge support and other activities as directed by the Authorized officer of the Authority.
- c. Monitoring and keeping appropriate records of issue and usage of all consumables related to stationery, housekeeping, gardening and wildlife management etc.
- d. Providing and maintaining an efficient material management system.

G. Reporting:

The FMS shall establish a MIS system for reporting. The FMS shall submit the following reports within the stipulated time to the designated Officer of the Authority.

- a. Initial Review Report.
- b. Monthly Reports.
- c. Deployment Report; and
- d. Attendance Reports

Statutory compliance intimation report:

- a. Consumption and stock of consumables
- b. Compliance of preventive maintenance plan
- c. Resource deployment report (manpower, equipment)
- d. Expense report (committed and invoiced amounts)
- e. Energy consumption – by utility, by premise
- f. Status of periodic activities as described under scope of work for Operation, Maintenance.
- g. Facility Inspection: The FMS agency shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain/enhance the appearance, operation, and safety aspects of all the facilities of Jeypore & Utkela airports as approved by the Authority. The FMS agency shall indicate frequency of inspection covering all premises.
- h. Highlight Critical Issues/Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
- i. Prepare a foot fall report for the visitors.
- j. Customer Feedback Analysis
- k. Report on Audits/ drills etc.
- l. Complaint Management reporting.
- m. Its assets, stationaries and operating cost required to prepare report is in the scope of FMS agency. FMS agency has the option to use /implement any software for managing the Facility.
- n. FMS agency shall submit the Performa and format and the same shall be approved by Authorized Officer of the Authority.
- o. Any other reports / compliance certificates as needed from time to time.

H. Deduction for Non-Performance

Subject to the terms and conditions mentioned in the Contract, any deficiency by the FMS agency in the performance of its delivery obligations, shall render him liable to any or all the following penalties.

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Shortfall in deployment of minimum manpower required to perform duties as per scope of work	100%	100%	3% of the monthly bill
Shortfall in deployment of minimum machinery / tools required to perform duties as per scope of work	100%	100%	3% of the monthly bill
Washroom and other areas cleaning works as per checklist & as per the prescribed standard	100%	100%	1% of the monthly bill
Miscellaneous issues related to conduct & service of manpower deployed for duty	100%	100 %	1% of the monthly bill
Disobedience of orders of the Authority to perform requisite work assigned	100 %	100 %	1% of the monthly bill

In case of repetitive instances of non-performance regularly, the Authority may take necessary action for termination of Contract and forfeiture of Performance Bank Guarantee after issuing a maximum of 2 months' notice.

A.

3. Payment:

B. Monthly Invoice-

The Selected bidder/Agency shall raise separate monthly invoices for remuneration of each of the deployed FMS personnel at the Jeypore & Utkela Airports and Monthly Service Charges (Management Fee) of the Agency. The Directorate of Aviation, Government of Odisha may ask for any changes (increase or decrease in any of the positions) in the requirement structure depending upon the need and those changes shall be within 25% of total annual contract value.

The Selected bidder/Agency must strictly adhere to the Minimum Wages set for the relevant Category of FMS Manpower Deployed, as per the current Government of Odisha regulations. Any changes to the Minimum Wages should be promptly implemented in accordance with the updated rules and guidelines issued by the Government of Odisha.

Payment to the selected bidder/agency shall be done on a monthly basis post submission of invoice after attendance approval from The Directorate of Aviation, Government of Odisha by the agency. The payment to the selected bidder/agency shall be done based on the following calculations:

Payment to the selected bidder = Percentage quoted by the selected bidder in the financial bid x Gross Monthly remuneration (quoted by the selected bidder in the financial bid) of the total nos. of FMS resource engaged at Jeypore & Utkela Airports. (Excluding The statutory contributions of employer's share like PF, ESIC which shall be paid as per actual).

The Gross Monthly remuneration for the FMS resources and the monthly payment to the selected bidder/agency (monthly service fee) shall be fixed and firm for the entire duration of the contract period.

The Bidding parameter shall be the total amount arrived at, after multiplication of the percentage quoted and the sum total of the gross monthly remuneration quoted for the deployed FMS resources for 36 months.

B. Payment Terms

- i. The selected bidder shall be paid following fees:
 - Reimbursement of remuneration of deployed FMS resources as specified by The Directorate of Aviation, Government of Odisha. Remuneration of deployed individual FMS Personnel shall include all the statutory payments according to applicable norms, e.g., PF, ESIC, Bonus, leave encashment, gratuity, health insurance/ group insurance etc. In case of failure of the Agency in paying the statutory dues of any employee, The Directorate of Aviation, Government of Odisha will not release the payment in relation to the person/s concerned.
 - Monthly Service Charge (exclusive of GST) at a certain percentage rate (of the sum total of the fixed emolument of all the FMS resources deployed) i.e., the fee for providing the facility management services. No other payment shall be made to the bidder. The monthly service charge shall include all costs borne by the service provider like recruitment process, training, advertisements for recruitment, consumables, equipment/tools etc.
- ii. The Selected Agency shall be responsible to pay the remuneration to their employees on or before 5 working days of every successive month.
- iii. Invoices shall be raised (with supporting documents/ compliances) to The Directorate of Aviation, Government of Odisha for monthly service charges along with remuneration reimbursement statement on or before the 15th of every successive month.
- iv. The Directorate of Aviation, Government of Odisha shall be responsible to clear all the invoices on or before 45 days from the day of receiving invoices.
- v. The Directorate of Aviation, Government of Odisha shall pay the selected agency for any additional services rendered to the Authority beyond those mentioned in the scope of work and service level agreement on mutually agreed terms upon submission of relevant documentation. Such additional services shall be rendered only upon written request of the Authorized Officer of the Authority.

C. Penalty terms

In case of non-compliance of contract clauses and poor performance of the selected agency, a penalty up to 20% of the Monthly Service Charge shall be levied on the selected agency. Generally, timelines would be fixed by the authorized/concerned officers of the Authority for different assignment and non-completion within time limit will be considered as poor performance.

The penalty charges in a month mentioned above shall not exceed the 5% of the amount payable to the selected agency in that month. If the penalty charges exceed the permissible amount, The Directorate of Aviation, Government of Odisha reserves the right to terminate the contract and invoke Performance Bank Guarantee. Decision of The Directorate of Aviation, Government of Odisha shall be final and binding on the selected agency.

D. Performance Standard and Charges:

S. No	Performance Parameters	Charges
1	Delay in deployment of manpower	Penalty of (INR 100/- per day per resource)
2	Delay in providing remuneration as per the contract.	Penalty of (INR 100/- per day per resource)
3	Event of default in Statutory Compliances	Penalty INR 300/- per instance

Indicative List of Materials to be supplied at each Airport.

Sl. No.	Item Description
1	Disinfectant Floor Cleaner Liquid
2	Phynile
3	liquid liquid
4	Toilet Cleaner
5	Freshners
6	Naphthalene Balls
7	Bleaching Powder
8	Room Spray
9	Handwash
10	Toilet Soaps
11	Glass Cleaner Liquid
12	Glass Cleaning Microfiber Cloth
13	Detergent Powder
14	Cockroach/Mosquito Repellant
15	Toilet Paper Roll
16	Toilet Tissue Paper
17	Dustbin Polybags Big/Small
18	Paper Glass For Drinking Water
19	Bottle Cleaning Brush
20	Brooms, Mops and Refills
21	Firecrackers (Sutli Bombs pack of 10)
22	Staff Uniforms
23	Gardening Tools, Manure, Seeds, Plants
24	A4 Paper/Registers/Pens/Stapler/ Stapler Pins etc

Note: The above-mentioned information is indicative only, the bidders should make their own assessment of the requirement before quoting their price.

6. ANNEXURES

ANNEXURE I

(On Organization's Letter head)

UNCONDITIONAL ACCEPTANCE OF TENDER CONDITIONS.

Date:

To

Director of Aviation,
Directorate of Aviation, Government of Odisha
Biju Patnaik International Airport, Bhubaneswar,
Odisha -7510020.

Dear Sir/Madam,

ACCEPTANCE OF TENDER CONDITIONS

1. The tender documents for the work "Providing Facility Management Services at Jeypore and Utkela Airports for a period of three years" have been made available to me/us by the Directorate of Aviation, Government of Odisha and I/we hereby certify that I/we have inspected the sites and read the entire terms and conditions of the tender documents made available to me/us on web portal (<https://tendersodisha.gov.in>) which shall form part of the contract agreement and I/We shall abide by the conditions/clauses contained therein.
2. I/We hereby unconditionally accept the tender conditions of this tender documents in its entirety for the above work.
3. The contents of Instructions to Bidders of the Tender Document have been noted wherein it is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to upload any additional file or put any remarks/conditions in the tender uploaded in Envelope-I & II. In case, any condition(s) are found in Envelope I i.e. (Technical Bid) then Envelope -II i.e. Financial Bid shall not be opened, or if any condition found in Envelope -II is not as per Instructions to Bidders then Financial Bid shall be rejected and Directorate of Aviation, Government of Odisha shall without prejudice to any other right or remedy be at liberty to take actions as per prevailing rules.
4. I/We declare that I/We have not paid and will not pay any bribe to any officer of the Directorate of Aviation, Government of Odisha for awarding this contract at any stage during its execution or at the time of Payment of bills, and further if any officer of Directorate of Aviation, Government of Odisha asks for bribe / gratification, I/We will immediately report it to the appropriate authority in the Directorate of Aviation, Government of Odisha.
5. We have uploaded proof of payment of EMD paid as per Section 1: Instructions to Bidders clause No.1.4 or have uploaded respective MSME /NSIC/Udhyam registration certificate /Certificate of Recognition issued by DPIIT for Similar Nature of work viz. Supply of

Manpower to seek exemption for payment of EMD, Prior Experience and Prior Turnover in Envelope-I

6. I/We agree that "If at any stage, any information / documents submitted by us are found to be false, we shall be liable for debarment from tendering in the Government of Odisha, apart from any other appropriate / legal action".

7. I/We also undertake that I/We undersigned, is in all necessary capacity to/ have all necessary authority to sign all necessary documentation for all legal and other documentation related to this tender.

Thanking you,

Your Faithfully

(Signature and Name of the authorized signatory of Firm)

Date:

Name:

Contact No:

(On Organization's Letter head)

DECLARATION

I/We..... Proprietor/Partner.....of M/s
having registered office at (full address)
Solemnly declare that No case is lodged in Police OR Court against me/us.

I/We stated that if any information/Documents found false or whatsoever at any stage or after the contract, then the Security deposit/Performance Security shall be forfeited / contract may be terminated immediately and legal action as deemed fit by the Directorate of Aviation, Government of Odisha may be initiated against me/us.

“I/We hereby declare that none of the members or my/our relatives is relative of any employee of the Directorate of Aviation, Government of Odisha and I/We also further declare that No Director/ Employee of Directorate of Aviation, Government of Odisha is/are a Director/ Partner of my/our firm/Company/ Partnership /Proprietor”.

(Signature and Name of the authorized signatory of Firm)

Full address of the firm.....

.....

.....

Dated.....

AFFIDAVIT

(To be executed on Rs. 100/- Non-Judicial Stamp Paper and duly notarized)

I,, age years S/o Proprietor /
Managing Partner / Managing Director of M/s..... having
address..... do hereby
solemnly affirm and state as follows;

I am competent to swear this affidavit on behalf of (name
of the agency) and hereby confirm that I am fully complying with the legal obligations with
regards to payment of minimum wages as per minimum wages Act- 1948 and deduction of
Provident Fund Authorities as per EPF & MP Act – 1952 and State Insurance (ESI) Act – 1948,
Contract Labour (Regulation and Abolition) Act, 1970, Bonus payment act and
any other statutory labour laws and act prevailing and revised time to time by Gover
nment of India/ Odisha.

(Signature and Name of the authorized signatory of Firm)

Date:

(Notary)

UNERTAKING FOR GST COMPLIANCE

(On Organization's Letter head)

I/We(Name and Designation of authorized signatory) on behalf of M/s
(Name of Firm) do here by solemnly affirm and
state as follows:

- i. That the bidder (M/s) is registered under GST and
compliant of GST provision.
- ii. In case of Non /compliance of GST provisions and blockage of any input credit, the
bidder shall be responsible to indemnify the Directorate of Aviation, Government of
Odisha.
- iii. That all input credits have been passed on the Directorate of Aviation, Government of
Odisha by the bidder.

(Signature and Name of the authorized signatory of Firm)

Date:

UNDERTAKING REGARDING DEBARMENT/BLACKLISTING

(On Organization's Letter head)

I/We (Name and Designation of authorized signatory) on behalf of M/s (Name of Firm) do here by solemnly affirm and declare as follows:

(i) Our firm is not restrained/debarred/ blacklisted by the Directorate of Aviation or Central Govt. depts/ Any State Govt. depts / PSUs/ World Bank/ ADB etc. and the debarment is not in force as on last date of submission of this proposal.

(ii) None of the Proprietor/Partners/Board Members/ Directors of M/s (Name of Firm).. has remained Proprietor/Partners/Board Members/ Directors in any firm which stands debarred/ Blacklisted by the Directorate of Aviation, or Central Govt. Dept./ Any State Govt. Dept./ PSU / World Bank / ADB etc. and debarment is not in force as on last date of submission of proposal.

(iii) Our firm understand that at any stage, if above statements are found to be false, our firm shall be liable for debarment from bidding in the Government of Odisha apart from any other appropriate contractual legal action including debarment/blacklisting, termination of the contract etc. as deemed fit.

(Signature and Name of the authorized signatory of Firm)

Date:

DELETED

(Refer Clause 1.4 of Instructions to Bidders)

(DELETED)

Proforma For Performance Security Bank Guarantee

(Refer Clause 41.2 of Special Conditions of Contract)

(Should be on non-judicial stamp paper issued in the name of issuing bank)

To

Director Of Aviation,
 Directorate Of Aviation,
 Government Of Odisha,
 Biju Patnaik International Airport,
 Bhubaneswar 7510020

In consideration of the Director Aviation, Directorate of Aviation, Government of Odisha (hereinafter called "the Authority") having offered to accept the terms and conditions of the proposed agreement between Directorate of Aviation, Government of Odisha and.....[hereinafter called the said Service Provider(s)] for the work (herein after "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs.....(Rupees.....only) as a security / guarantee from the Service Provider(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement. We..... (Indicate the name of the Bank) (herein after referred to as "the Bank") hereby undertake to pay to the Director Aviation, Directorate of Aviation, Government of Odisha an amount not exceeding Rs.....(Rupees..... only) on demand by the Director Aviation, Directorate of Aviation, Government of Odisha.

We..... (Indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from the Authority stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Service Provider(s). Any such demand made by the Authority on the Bank through written communication shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees..... only).

We, the said Bank, further undertake to pay to the Director Aviation, Directorate of Aviation, Government of Odisha any money so demanded notwithstanding any dispute or disputes raised by the Service Provider(s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under his bond shall be a valid discharge of our liability for payment there under and the Service Provider(s) shall have no claim against us for making such payment.

We.....(Indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Authority under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Accountable Executive of the Airport/their authorized representative on behalf of the Authority certified that the terms and

conditions of the said agreement have been fully and properly carried out by the said Service Provider(s) and accordingly discharges this guarantee.

We.....(indicate the name of the bank) further agree with the Authority that the Authority shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said Service Provider(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Authority against in the said Service Provider(s) and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extensions being granted to the said Service Provider(s) or for any forbearance, act of omission on the part of the Authority or any indulgence by the Authority to the said Service Provider(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider(s).

We..... (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of the Authority in writing.

This guarantee shall be valid up to..... (Guarantee/Warranty Period + 90 Days) unless extended on demand by the Authority. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only) or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

In presence of: Dated this _____ Day of _____

WITNESS

- 1.
- 2.

For and on behalf of (The Bank)

Signature _____

Name & Designation _____

Authorisation No. _____

Name & Place _____

Bank's Seal _____

The above Guarantee is accepted by Director Aviation, Directorate of Aviation, Government of Odisha.

For and on behalf of Directorate of Aviation, Government of Odisha.

Signature _____

Name _____

Designation _____

Dated _____

DETAILS OF THE BIDDER

(On Organization's Letter head)

SI No	DESCRIPTION	DETAILS / REMARKS
1.	Name of Organization	
2.	Main areas of business	
3.	Type of Organization Firm/ Company/ Partnership firm, registered under the Indian Companies Act, 2013 or the Companies Act, 1956 to registered under GST Act.	
4.	Whether the firm has been blacklisted by Central Govt./ State Govt./PSU/ Govt. Bodies Autonomous? If yes, details thereof	
5.	Does the firm have a valid ESI/EPF registration certificate and Labor License	
6.	Does firm have positive net worth and is solvent	
7.	Does the firm meet the Average financial turnover of the during the last 3 (three) financial years	
8.	Does the firm have relevant experience and the minimum staff strength under its payroll	
9.	Whether the firm has failed to perform on any contract, or has been expelled from any project or contract by any public entity or had any contract of the firm been terminated any public entity for breach? If yes, details thereof	
10.	Address of registered office with telephone no., fax, e-mail id, website.	
11.	Name of Authorized Person with Designation, telephone no. & e-mail ID	

Enclose:-

1. Copy of Certificate of Incorporation, Memorandum & Articles of Association, PAN/TAN and GST in respect of 3 above.
2. Copy of valid EPF & ESI registration certificate and valid Labour License in respect of 5 above.
3. Copy of Certificate from the Statutory Auditor clearly stating the positive net worth and solvency status in respect of 6 above.
4. Copies of audited financial statements in respect of 7 above.
5. Copies of latest Challan and payment confirmation slip, Work Order/ Contract Documents/Client Certificate / BCAS Security Clearance and Security Program approval in respect of above.
6. Any other documents as per clause 1.6 Eligibility of Bidder and 1.9 Envelope-I (Technical Bid)
- 7.

Signature of the applicant

Full name of the applicant

Stamp & Date

TECHNICAL CAPACITY OF THE BIDDER

(On Bidder's Letter head)

Sl No	Client Name	Year	Total Nos. of Manpower Provided to The Client	Work Order / Client Certificate
1.				
2.				
3.				

Enclose:

1. Copies of Work Order/ Contract Documents/Client Certificate

Signature of the applicant

Full name of the applicant

Stamp & Date

FINANCIAL CAPACITY OF THE BIDDER**Format for CA Certificate**

(The format should be certified by Chartered Accountant)

Sl No	Financial Year	Average Annual Turnover \ (INR Crores)	Net worth (in INR Crores)
1.	2023-24		
2.	2024-25		
3.	2026-27		
	Average		

Name of Bidder's Bankers:

Address of Bidder's Bankers:

Instructions

1. The Bidder should provide details of its own Financial Capacity specified in the Tender.
2. The Bidder shall attach copies of the balance sheets, financial statements and Annual Reports for 3 years preceding the Bid Due Date. The financial statements shall:
 - a. Reflect the financial situation and turnover of the Bidder.
 - b. Be audited by a statutory auditor.
 - c. Be complete, including all notes to the financial statements; and
 - d. Correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).
3. Net Worth shall mean (Subscribed and Paid-up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders).
4. The Bidder shall also provide the name and address of the Bankers to the Bidder.
5. The Bidder shall provide an Auditor's Certificate specifying the Net Worth of the Bidder and also specifying the methodology adopted for calculating such Net Worth in accordance with the Tender document.
6. The Bidder shall also provide an Auditor's certificate specifying the annual turnover of the Bidder.

Dated this _____ day of 2025.

Name of the CA:

Signature of certifying CA

Financial Bid Document Format

(On Bidder's Letter Head)

(To be uploaded at Financial Document option in web portal only)

Sr. No.	Name/ type of services	Manpower to be Deployed	Rate per Month (INR) (fixed for 36 months)	Total (INR)
1	Housekeeping services: Cleaning & Sweeping, Garbage collection & Disposal, Pest Control and Garden & Park maintenance. Ensure that all the waste generated at the stalls catering food, beverages, drinking water etc. will be segregated and stored at site in separate containers dedicated for storage of Biodegradables and non- biodegradable wastes.			
2	Garden & Horticulture services: Lawn maintenance, manual watering, replacement of damaged grass, trees, power plants, shrubs, and hedges in and around garden/park			
3	Maintenance Services: Electrical Maintenance, Civil Maintenance, Service Provider shall deploy manpower across all the offices / areas mentioned with required skill sets to carry out the scope of work pertaining to Maintenance services.			
4	Wildlife Management Services: Bird/Animal scaring, Keeping Attentive Watch/Scout on any Bird/Animal movement activities in areas in and around operational area of the Airports. Ensure that activities related to Bird/Animal scaring are as per specific instructions from the Airport authority using Available Crackers and other available Bird/Animal Scaring devices and the removal of remains of Bird/Animal or Any form of FOD (Foreign Object Debris) from operational area of the Airport.			
5	Breath Analyzer Testing Services: Breath analyzer testing of all Airport operational staff as per rules mentioned in DGCA CAR Section 5 Series F Part IV. Keeping proper records of all the tests done.			
6	Administrative Support and Manual Assistance Services: Administrative support, manual assistance and record keeping. Assist the Airport Management in daily operational activities and maintain proper operational data records.			
Name of work		Financial Quote in percentage (without GST)		

**Providing Facility Management Services at
Jeypore and Utkela Airports for a period of
Three years**

Fixed Monthly Service charge in terms of Percentage
(%) towards sum total of the gross monthly
remuneration of the deployed FMS resources
_____.

We confirm that the Percentage (%) towards monthly remuneration quoted above is inclusive of –

1. All the works detailed in the Tender Scope of Work; towards Management Services, Technical Services, Soft Service Support, Pest Control Services, Miscellaneous Deployment/Services, Sundry Expenses/Overheads, House-keeping Machineries to be deployed by the Service-provider, Technical Tools & Plants to be deployed by the Service-provider, consumables for Cleaning, Electrical & Plumbing, Gardening, Pest control, Stationary and Wildlife Management.
2. Applicable taxes, cess, and levies.

Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid up to 180 days from the last date of submission of proposal.

This Financial Proposal is without any condition.

NOTE:

1. The Service Provider shall submit correct invoices including key deliverables otherwise Liquidated Damages for delay mentioned in Tender will be imposed. Penalty for deficiency in Services shall also be deducted from the bill.
2. The Material and Consumables should be of good quality.
3. The Minimum wages are revised periodically by the Statutory labour authorities. The bidders are advised to factor in the possibility of such revisions while submitting their financial bid. The quote prices shall remain fixed and firm for the entire duration of the contract, and no escalation on account of revision of minimum wages shall be entertained.

The bidder shall, however, remain fully responsible for compliance with all applicable labour laws, including payment of Minimum wages as notified by the statutory authorities from time to time, to its workers engaged under this contract.

4. The price quoted shall be Exclusive of Aerodrome Entry Permit (AEP) Charges, AVSEC training charges and applicable GST. The service provider must pay AEP and AVSEC Training Charges as per prevailing rate and the same shall be reimbursed by the Authority on the production of documentary evidence.

(Signature and Name of the authorized signatory of the Bidder)