



GOVERNMENT OF TELANGANA
TENDER DOCUMENT

For

Providing Facility Management Services of Police Stations building/Divisional Offices/Unit Offices of Hyd. City including office of the Commissioner of Police, Hyd. City

Tender No: HCP/TL/TL2/0122/2026

Office of the
Commissioner of Police,
Hyderabad City.

Phone : 87126 60032

Visit at :

e - mail : supdt-tnl-hyd@tspolice.gov.in

GENERAL INFORMATION ABOUT TENDER

1.	Tender No.	No. HCP/TL/TL2/0122/2026
2.	Downloading of tender forms	From 11.00 am on 04-07-2026 upto 04.00pm on 10-07-2026 from the www.hyderabadpolice.gov.in
3)	Last date and time for receipt of sealed Tenders	The last date for submission of hard copies at office of the Commissioner of Police, Hyd. City, Banjara Hills, Hyderabad will be 5pm on or before 10-07-2026.
4)	Time and date for opening of pre-qualification/Technical bid	3pm on 14-07-2026 at office of the Commissioner of Police, Hyderabad City, Banjara Hills, Road No. 12, Hyderabad.
5)	Time and date for opening of Commercial bids	3pm on 15-07-2026 at office of the Commissioner of Police, Hyderabad City, Banjara Hills, Road No. 12, Hyderabad.
6)	Address for communication	Office of the Commissioner of Police, Road No.12, Banjara Hills, Hyderabad.
7)	Procedure for Offer Submission	<p>The Bidders shall submit their response through Bid submission to the tender in sealed cover at Office of the Commissioner of Police, Hyderabad City by following the procedure given below. The Bidders shall submit their eligibility and qualification details in Pre-qualification bid, Technical bid, Financial bid etc., in the standard formats as mentioned in the Tender document. The Bidders shall submit the copies of all the relevant certificates, documents etc., in support of their eligibility criteria/ technical bids and other certificates/documents. The Bidders shall sign on the statements, documents, certificates, submitted by them; owning responsibility for their correctness/authenticity. The Bidders shall attach all the required documents for the specific tender during the bid submission as per the Tender Notice and Bid Document.</p> <p><u>1. Submission of Hard Copies:-</u></p> <p>The Bidders are requested to submit the originals of DD/BG towards EMD, bid processing fee to the Tender Inviting Authority as per the tender schedule. The department shall not take any responsibility for any delay for non-receipt. If any of the documents furnished by the Bidders are found to be false / fabricated / bogus, such Bidders are liable for blacklisting, forfeiture of the EMD, cancellation of work and criminal prosecution.</p> <p><u>2. Tender Document:</u></p> <p>The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document and seek clarification, if any, from the Tender Inviting Authority. The Bidders have to keep track of any changes by viewing the Addenda / Corrigenda issued by the Tender inviting Authority from time-to-time. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.</p>
8.	General Terms & Conditions.	As per Tender Document.

Tender No. L&O/T&L/TL-2/0122/2026.

Tender call for Providing Facility Management Services at Police Stations building/Divisional Offices/Unit Offices of Hyderabad City Police including old office of the Commissioner of Police, Hyderabad City (Basheerbagh).

SECTION – 1

INTRODUCTION TO BIDDERS:

Sealed bids are invited by the Commissioner of Police, Hyderabad City from reputed and experienced Firms for **Providing Facility Management Services at Police Stations building/Divisional Offices/Unit Offices of Hyd. City Police including Old office of the Commissioner of Police, Hyd. City (Basheerbagh).**

Facility Management Services includes various facilities like:-

- i). Full range of cleaning/housekeeping activities,
- ii). Plumbing works- Routine Maintenance & minor repairs
- iii). Electrical works – Routine Maintenance & Minor repairs
- iv). Pest Control
- v). Garbage Management

SECTION – 2

INSTRUCTION TO BIDDERS

- 1 The tender document can be downloaded from the website www.hyderabadpolice.gov.in from 11 am on 04-07-2026 up-to 04 pm on 10-07-2026.
- 2 Bidders are advised to study the Tender document and Terms & Conditions carefully completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications. Any Clarification with regard to the tender may be sought from this office on Telephone/Cellular no. 87126 60032.
- 3 **Scope of work** is given in Section – 4.
- 4 Prospective bidders may visit the sites and shall get themselves thoroughly acquainted with the location. Details of work places and areas for execution of Facility Management Services (FMS) are available in Annexure-3.
- 5 **Eligibility Criteria:** The participating bidder should be a reputed registered company having such past experience in execution of similar works earlier. The participating bidder should have satisfactorily completed/executed/executing at-least three similar works to **State Government / Central Government / Public Sector Undertakings / Multi-National Companies / Major Hospitals / any area (commercial / residential) during the last five financial years and each contract work should not be less than 5 lakhs square feets.** Documentary evidence showing execution of such orders and satisfactory performance certificate shall be submitted as a proof of evidence
 - (i) The participating Tenderer should have minimum cumulative turnover of **Rs.10 crores for each year** in the relevant field during the last three financial years.
 - (ii) The bidder or the Bidder's group company should not have been blacklisted by any State Government / Central Government / PSU for any reason in the last three financial years as on bid calling date. A letter of undertaking on the letter heads of the Bidder should be submitted separately stating that they have not been blacklisted by any State Government / Central Government / PSU for any reason in the last three years and should be signed by an Officer competent and having the power of attorney (with Company stamp) to bind the bidding Firm. The letter of undertaking should be submitted with Pre-qualification Bid. The bidder rated as unsatisfactory by the previous / existing client will be disqualified.

Procedure for submission of bids:

The bid shall consist of three parts i.e **"Pre-qualification bid", Technical Bid" and "Commercial Bid"**. The prospective bidders have to upload the required documents on Hyderabad City Police Website and shall also drop hard copies of the same invariably in the tender box kept at the reception of Hyderabad City Police Commissionerate. All three bids should be sealed separately in envelopes and shall

be kept in master cover duly sealed and superscribed as "Tender for providing Facility Management Services to Office buildings of Hyderabad City Police". The same shall be dropped in the tender box kept at the reception of Hyderabad City Police Commissionerate within the time and date stipulated. It is mandatory for the bidders to drop / submit all the required hard copies of tender documents in the tender box kept at the reception of Commissionerate of Police before due date & time.

Delay in submission of Bids: The City Police shall not accept delayed / belated receipt of tenders / bids though the delay is caused either by the bidder or by any other source / mode of transmission.

The prospective bidder shall have to enclose the following documents along with the tender.

A) Documents to be enclosed with "Pre-qualification Bid":

1. Tender process fee of Rs.2,000/- (Rupees: Two Thousand only) in the form of crossed Demand Draft from any Nationalised /Scheduled Bank drawn in favour of "**The Assistant Accounts Officer, o/o Commissioner of Police, Hyderabad City**" shall be enclosed with Pre-qualification Bid of Tender. No tender will be accepted without Processing fee, which shall be non -refundable. The processing fee D.D. shall be valid for a period of three months.
2. Earnest Money Deposit of Rs.5,00,000/- (Rupees: Five Lakhs only) in the form of crossed Demand Draft/Bank Guarantee from any Nationalised /Scheduled Bank only drawn in favour of "**The Assistant Accounts Officer, o/o Commissioner of Police, Hyderabad City**" shall be enclosed with Pre-qualification Bid of Tender. No tender will be accepted without EMD. The EMD shall be valid for a period of three months. The Department shall retain the EMD / Bid Security for a maximum period of 180 days from the date of opening of the Commercial Bid. No interest will be payable by the Department on this amount.
3. Copy of certificate of registration of Company/partnership deed.
4. Copy of Registration of GST and copy of GST -3B returns of last 6 months.
5. Copy of Registration certificates such as (i) ESI, (ii) PF with copies of ESI & EPF challans of last 3 months.
6. Copy of valid registration with Labour Department of Govt. of Telangana.
7. Copy of Professional Tax Registration.
8. Copy of Pest Control Registration from the concerned authority.
9. Copy ISO 9001:2015 Quality Management System Certificate for Housekeeping.
10. Copy ISO 10001:2018 Quality Management System Certificate in occupational health & safety Management System.
11. Copy of the PAN Card showing the PAN number of the Agency allotted by the Income Tax authorities.
12. Copies of Income Tax returns for the last three (3) Financial years.
13. Audited Balance Sheet(s) and turnover figures of Indian Operations, as the case may be for the last three financial years and Income Tax reports for the years 2023-2024, 2024-2025 & 2025-2026 (Form- P2). Minimum cumulative turnover of Rs.10 crores per year in the relevant field during the last three financial years in India.

14. Letter of undertaking from the Bidder / Manufacturer stating that they have not been blacklisted by any State Government / Central Government / PSU for any reason in the last Three financial years, which is duly signed by the Officer competent having the power of attorney (Form-P5).
15. Copy of Terms & Conditions (Section-2 & 3) duly signed with seal of the firm, in token of acceptance of terms & conditions.

B) Documents to be enclosed with "Technical Bid":

1. Bidders Particulars (Form – P1).
2. Statement of Deviation from Tender Terms and Conditions (Annexure –P3).
3. List of similar contracts executed in India in the last five years with addresses, telephone and fax numbers of such parties and key contact person (as Form–P4). The participating bidder should have satisfactorily completed/executed/executing at-least three similar works to State Government/Central Government/ Public Sector Undertakings / Multi-National Companies / Major Hospitals / any area (commercial/residential) during the last five financial years and each contract work should not be less than 5 lakhs square feet. Documentary evidence showing execution of such orders and satisfactory performance certificate shall be submitted as a proof of evidence.

C) Documents to be enclosed with "Commercial Bid":

1. Bid Letter (Annexure –C1).
2. Price Schedule (Annexure –C2).
3. Any other document required as per various clauses and terms and conditions Period of validity of Bids:- Bids shall remain valid for a period of (6) months after the date of opening of commercial bids by the Department. Any bid valid for a shorter period may be rejected by the Department as non-responsive.

D) Quotation of Prices:

The prices should be quoted in Indian Rupees as per the format given at **Annexure-C2**. Prices quoted shall include all charges and applicable taxes. Hyderabad City Police will pay only the rates quoted in **Annexure-C2**. **NO EXTRA PAYMENT WILL BE MADE.**

E) **Amendments to Tender Documents:** Before the last date of submission of Tenders, the Tender Inviting Authority may modify any of the Contents of the Tender document by issuing Corrigendum/Addendum. Any corrigendum/Addendum issued shall be part of the Tender document and it shall be published on website www.hyderabadpolice.gov.in to give prospective Tenderer reasonable time to take corrigendum/addendum into account in preparing their bids, the Tender Inviting authority may extend if necessary, the last date for submission of tenders. L1 bidder will be selected based on Low cost basis and the criteria followed at Section – 4.

SECTION- 3

GENERAL TERMS AND CONDITIONS

- 1) Bids shall contain no interpolation, erasures or overwriting. Corrections, if any, shall be initialed by the person signing the bid.
- 2) Department reserves right to vary number of offices at the time of award of contract to the successful / qualified bidder.
- 3) Department's right to accept any bid and to reject any or all bids
 - a). The Department reserves the right to accept any bid, and / or annul the Tender process and / or reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the effected bidder(s) of the ground for the action.

b). Bids from any bidder which is not accompanied by tender process fee or bid security amount or bids without required documents / information are liable to be summarily rejected.

c). All relevant Annexure of this Tender document should be filled in by the bidder as per format (Annexure) and signed (with company seal). Failure to do so shall result in summary rejection of the bid.

d). Bids by Telex / Fax and incomplete bids shall be summarily rejected.

4) Department's Rights to Negotiate: The Department reserves the right to negotiate after opening the "Commercial Bids" with one or more of the short-listed bidder(s) with regard to the offer, etc.

5). Payment Terms: The standard payment terms, subject to satisfaction reports submitted by the users.

6). Sub-contracts

The Vendor shall not sub-contract or sub-let the contract awarded to him unless taking prior approval of Hyderabad City Police in writing. Such subletting shall not relieve the vendor from any liability or obligation under the contract.

7). Contract Amendments

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

8). Resolution of Disputes

a) Notwithstanding, anything contained in terms of offer by the suppliers, no suit in regard to any matters whatsoever arising out of contracts placed by the department, shall be instituted in any court, save the Court of competent jurisdiction at Hyderabad (Telangana State).

b) **ARBITRATION:** If any difference arises, the same shall be settled by mutual consultations & negotiations. If attempts for conciliation do not yield any results within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an arbitral tribunal containing a sole arbitrator. Such request shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under Law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The arbitration proceedings shall take place at Hyderabad and shall be conducted in English. The provisions of Arbitration and Conciliation Act, 1996 and the rules framed there under and in force shall be applicable to such proceedings.

9) Force Majeure

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is the result of an event of Force majeure. For purposes of this clause "Force majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. The bidder has to establish to satisfaction of the purchaser, the occurrence of Force Majeure event. Intimation of force majeure occurrence or cause and cessation thereof shall be given by the bidder to the purchaser immediately on its happening or

Cessation and in any case within 15 days and representation may be made to the purchaser for extension of the date of completion of the work by such period. Extension shall be granted after purchaser’s full satisfaction of the merit of the case. The date of performance shall be extended to the period of continuance of force majeure event. If however the period of such occurrence or cause continues or is likely to continue for a period, which is considered undesirable by the purchaser, the purchaser may terminate the contract.

10) Canvassing

Bidders are hereby warned that canvassing in any form for influencing the process of Notification of Award would result in disqualification of the Bidder. The Commissioner of Police, Hyd. City reserves the right to modify the terms and conditions or cancel the entire tender process and also to initiate fresh tenders, if considered necessary, in the interest of fair competition.

11. Forfeiture of the bid security – If a bidder withdraws his bid during the period of Tender or in case successful bidder fails to supply the items within stipulated period and If at any stage, any information / declaration is found false. The EMD / Bid Security of the successful Bidder(s) will be discharged upon the bidder executing the Contract and furnishing the Performance Guarantee, pursuant to relevant clauses given in this tender document.

SECTION- 4

A) SCOPE OF WORK:

All kinds of cleaning/housekeeping activities	
Area	Desired output
1.Entrance & Corridors, external features/stairwells	Thoroughly cleaning glass or other doors, surrounding areas, window ledges, partitions, visible glass and approaches. Thoroughly cleaning all landings, ramps, stairwells, steps, entrances, porches, patios, balconies, external light fittings etc. Cleaning all External Fixtures, Cleaning Signages. Wiping all ledges and surfaces with a natural detergent and cloth, spot clean and remove all obvious stains. All should be free from dust and stains to maintain a dust free environment Cleaning all Internal Floor Area
2.Garbage collection/Recycling of garbage	Empty all garbage containers, wipe clean and replace liners for toilets. Collect the waste papers, empty the garbage drums, waste paper baskets and arrange to carry away from the premises to the nearest GHMC garbage dump Segregation of garbage before disposal into organic and recyclable as per acceptable standards Wash bin with neutral detergent Empty and clean all waste paper baskets every day. Color Coding to be given to garbage bags

<p>3. Toilets and bathroom fixtures</p>	<p>Thoroughly clean all basins, toilets, fittings and all vertical, horizontal surfaces with an approved detergent, Clean thoroughly the inside of the toilet bowl. Clean the toilet seat, cistern and under the toilet bowl. Mop floor with neutral detergent Supply/replenish consumables soaps, naphthalene balls, phenyl, etc. Clean and wash all mirrors Scrub toilet floor (Machine scrub or manually) Wash all tiled surfaces below 1.8 m Wipe surfaces above 1.8 m with cloth having appropriate cleaning characteristics Thoroughly clean exhaust fans and vents. Spot clean and hot rinse showers Thoroughly clean showers, screens/curtains and bathroom furniture including chairs and commodes, Replace naphthalene balls/urinal cubes Remove all wetness on floor and slabs Check for odour quality Use air-fresheners and deodorizers.</p>
<p>4. Basins/Sinks/Benches (areas other than toilets/bathrooms)</p>	<p>Thoroughly clean all hand basins, sinks, associated fittings and fixtures. Supply and replenish consumables</p>
<p>5. Fixtures, fittings and furniture (all areas including offices)</p>	<p>Wipe with neutral detergent cloth and spot clean</p>
<p>6. Low level surfaces</p>	<p>Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains</p>
<p>7. High level surfaces</p>	<p>Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains Remove cobwebs as they appear</p>
<p>8. Walls, skirting and ceilings</p>	<p>Wash with a neutral detergent</p>
<p>9. Hard Floors (<i>non-carpeted</i>)</p>	<p>Thoroughly sweep with a dust mop Wet mop with a neutral detergent, removing all marks, stains, Buff with a polisher Vacuum sliding door tracks Strip and resurface (excluding low maintenance flooring) as required</p>
<p>10. Upholstery</p>	<p>Thoroughly vacuum with a filtered machine, detail comers/corners, edges and sliding door tracks Spot vacuum, remove stains, spillages etc</p>
<p>11. Doors/frames</p>	<p>Spot clean and remove obvious marks Thoroughly clean all doors, including fire doors Thoroughly clean both sides of internal glass in doors and partitions including frames and sills Spot clean glass Clean blinds once in a fortnight.</p>

12. Windows	Thoroughly clean external and internal surfaces of glass, window frames, tracks and ledges
13. Electrical fixtures and appliances maintenance and Minor repairs.	Thoroughly clean all electrical fixtures and appliances including fountains and insect killing devices, if any. Periodically clean all motor vents, etc Clean all other electrical fixtures like fans, ACs once in a fortnight compulsorily. The personnel should wear necessary protective equipment like gloves, shoes etc., so as to ensure that no mishap occurs. This department is not liable for any mishap. The firm shall undertake all necessary precautions only. Should Attend all Minor repairs.
14. Glass surfaces	Thoroughly clean all glass surfaces and Glass Partitions
15. Façade cleaning	Once in every 3 months and two additional times in an year as and when instructed by concerned officer.
16. Plumbing Works-Routine Maintenance & Minor Repairs	Thoroughly clean all overhead and water storage tanks periodically Regular checking and repairs of all sanitary fixtures and supply lines Maintenance of all valves, taps, floats and other plumbing and sanitary fittings free from leakage Supply and drainage to and from water cooler and water filters. Should attend all minor repairs of plumbing works.
17. Pest Control	General disinfestation for cockroaches, pests, flies etc. Rodent control Termite control Fogging entire outer area for flying mosquitoes after sunset when the activity is brisk Removal and disposal of all rodents, pests and insects etc, dead or alive
18. Others	Dust and vacuum cleaning to all computers and any other objects on the desk Clean tables, chairs, sofas, couches etc and other furniture • Sanitize all telephone receivers Cleaning of Venetian blinds, Clean telephone instruments, intercoms and computers.

B) Material to be used for maintenance:

i) Toiletries and Consumables:

Toiletries would include liquid soap, Tissue Papers, dispensers, room deodorizers and fresheners etc. Consumables would include detergents, abrasives, naphthalene balls, garbage bags, disinfectants, brooms/brushes/mops/dusters, plastic buckets, dust pans, spray bottles, rags and scrubbing pads, rubber gloves or any other material to maintain the hygiene and cleanliness at the premises. If the agency fails to provide requisite quantity of sanitary items, recovery per day will be imposed from each running bill as mentioned in the Penalty clause.

ii) Quality of Consumables: All consumables and toiletries used/replenished should be exacting to best industry practices and be of an eco-friendly nature as far as possible. All items shall be branded and of ISI mark.

C) Uniform

All manpower provided by the Successful Bidder must be smartly dressed in a uniform with formal shoes. In addition, the employees should also be wearing an identity card displaying their names

D) Recommended List of Equipment

A recommended list of equipment would consist of Automatic Floor Scrubber and Drier, Dry Vacuum Cleaners, Mopping Trolley and Glass Cleaning Kit, Ladder of 10 feet & 6 feet, Hose pipe (50 metres). This is an indicative list of equipment, which need not necessarily be part of the Bidder's Technical Proposal. However, if the Bidder chooses a process, which does not utilise these equipments, such a proposed process shall go through detailed scrutiny by the Screening Committee. The process shall only be approved if the Outcome is of a quality comparable to the processes used as per normal industry best practices.

E) Minimum Specifications for Manpower:

We described the minimum manpower requirements both in terms of numbers and profile.

Category	Proposed Number	Profile
Unskilled		Physically strong, good family background speaking regional language with two years experience
Semiskilled		Physically strong, good family background speaking regional language with two years experience
Supervisors @ 1 Supervisor for 20 unskilled (approx)		Physically strong, good family background, speaking regional language with one year experience

F) Availability of Services

1. Skeleton work force to be available on all public holidays.
2. The officers chambers of Police Stations Buildings/Divisional offices/Unit offices of Hyderabad City Police including office of the Commissioner of Police, shall be cleaned on all holidays also by 9.30 AM.

SECTION - 5

A) General Guidelines

1. Working Hours:

The working hours for manpower deputed on site would be from 0800 hours to 1600 hours on all working days. Cleaning of each floor shall be completed by 9.30 AM on all working days. The scheduling of manpower can be done by the Successful Bidder in consultations with the **Commissioner of Police, Hyderabad.**

2. Deduction:

- i) The Department would deduct salary proportionately if any personnel as per the scale to be deployed on each working day remain absent in any month on the total monthly claim.
- ii) The Department would impose a cut of 25% on the monthly claim for unsatisfactory work or unsatisfactory performance.

3. Internal check: The authorized Police officer would carry out the internal check of the work done by the Housekeeping agency on regular basis, and report to Dy. Commissioner of Police (Administration), O/o C.P., Hyd on the performance of the agency.

4. Control room: The Successful Bidder would exercise surveillance, control the personnel and also monitor all complaints. The successful bidder would rectify the deficiencies if any brought to the notice of firm within one week.

5. Police Clearance: All employees proposed to be deputed on site by the Successful Bidder shall necessarily have to go through police verification. On being satisfied with the results of the verification, the police shall issue a clearance. Such a clearance is a Critical Clearance. Whenever there is a change in an employee and a new employee joins the firm, it should be informed to the C.P., Hyd , so that his characters and antecedents could be verified.

6. PROJECT STRUCTURE

The Project envisages the entering of a Facility Management Service Agreement wherein the Successful Bidder shall be responsible for the entire upkeep and maintenance of the Facility, for which Commissioner of Police, Hyd, would be making monthly payments to the Successful Bidder..

i). The Commissioner of Police, Hyd has the right to cancel the 'Facility Management Services' Agreement if the Selected Bidder defaults in fulfilling any of his obligations, rights and responsibilities detailed in the Agreement.

ii). C.P., Hyd would make payment to the Selected Bidder as per the terms and conditions that would be prescribed in the Service Agreement. In return for the Services performed, The fee paid would be a consolidated amount for the services as defined in the Agreement, including the cost of all consumables, toiletries, out of Pocket Expenses etc. that may be deployed towards providing the services and any taxes and duties that might be applicable.

iv). The invoice shall be raised on a monthly basis by the fifth (5th) day of each month in respect of the Services performed during the previous month. The Commissioner of Police, Hyd., shall pay the Monthly Fee Invoice submitted by the Selected Bidder, within forty five (45) days after receipt.

B) Event of default: In the event of Default arising out of a material breach of the provisions of the Contract, the same would be attempted to be remedied by way of good faith negotiations between C.P., Hyd and the Selected Bidder.

In the event of a failure of such negotiations, the Commissioner of Police, Hyderabad would have the right to terminate the Contract.

i) Penalty Clause:

Sl.No	Reasons for Penalty	Penalty amount in Rs.
1.	For not wearing proper uniform	100/- per worker per day
2.	For failure to lift garbage from dustbins	1000/- per day campus
3.	For misbehaviour/harsh/rude behaviour	1000/- on each occasion with warning letter
4.	Housekeeping men/supervisors found sleeping/missing from the place of duty for without any reason during duty hours	300/- on each occasion
5.	Per person per day absence or without any replacement worker	100/- per person
6.	Regarding material	500/- per day

ii) Force Majeure Events during Operation: The Service Agreement shall recognize the following Force Majeure (FM) Events that may adversely affect the performance of obligations by either of the Parties to the Agreement, provided such events occur solely within the premises building and are not within the reasonable control of the affected Party, Natural disasters such as fire, flood, atmospheric disturbance, lightning, storm, typhoon, tornado, earthquake, landslide, soil erosion, subsidence, washout or epidemic or other acts of God;

Such other extra-ordinary circumstances affecting the rights and obligations of the parties under the Agreement, as mutually discussed and agreed upon.

Subject to the detailed provisions of the Agreement, the following shall be the major consequences of the FM Events:

The Party affected and claiming relief under FM shall not be in breach of its obligations under the Agreement during the period of occurrence of FM Event to the extent that the performance of

such obligations is materially and adversely affected by such FM Event during such period of occurrence. If a FM Event continues for a period of twenty-five (25) days.

iii) Dispute Resolution: In the event of any dispute it would be referred for arbitration under Arbitration and Conciliation Act, 1996. The place of Arbitration shall be Hyderabad.

iv) Termination of Contract: The Commissioner of Police, Hyd would have the right to terminate the Agreement, without assigning any reason whatsoever, by giving a notice of 7 clear days. In such an event, The Commissioner of Police, Hyd., would not be obligated to pay any compensation to the Selected Bidder other than the payment due under the Agreement for services rendered after adjusting there from any amount that may be justifiably due to Commissioner of Police, Hyd. under the Agreement.

C) Termination: The termination of contract will be on the following grounds:

- (i) Expiry of the Agreement Tenure
- (ii) Default Events by Selected Bidder prior to expiry of Agreement term.
- (iii) Prolonged Force Majeure (FM) Events (exceeding 25 days)

D) ESI and EPF conditions

It shall be the sole responsibility of the agency to abide by all statutory rules & regulations (Eg. ESI, EPF, etc.,) as applicable from time to time and no separate claims for the same shall be entertained by the organization.

The agency shall mandatorily furnish proof of payment of all the legal entitlements to the workers besides wages on a monthly basis in the following formats.

Salary slip		
1	Name	
2	Designation	
3	EPF Code & IP No	
4	Weekly Off	
5	Net Due	
6	Total Days (Duties)	
7	Total No. of Days (Duties)	
8	P.F Employer Share	
9	P.F Employee Share	
10	ESI Employer Share	
11	ESI Employee Share	
12	Total Net Payable/Paid with Bank Account No	

The agency has to submit adequate documentary proof of depositing of ESI and EPF contributions concerned authorities and has to obtain an affidavit on **Non-judicial stamp paper of Rs 100/-** that they have deposited the ESI/EPF contribution of actual number of personnel mentioned in the bill.

The payment to the workers shall be paid only through online banking and the same to be furnished as a proof of payment.

GST will be paid as per the applicable rates.

The works contract agreement shall be made between the successful bidder and Implementing Authority.

Within 14 days after the Agency's receipt of notification of award of the Contract, the Agency shall furnish performance security to the tender inviting authority to the tune **10% of the contract value of first year**. The performance guarantee should be furnished as per the form as shown at **Annexure I**

Compensation for any loss resulting from the Agency's default in discharge of its obligations under the Contract, specified in terms of the contract, shall be recovered from the performance security.

The Agency's request(s) for payment of bills shall be made to the implementing authorities in writing, accompanied by an invoice describing, as appropriate, the Services delivered or performed and upon fulfillment of other obligations stipulated in the contract. The payment shall be subject to deductions / additions, from / to the claim on account of penalties and incentives linked to performance against the Service Levels prescribed in the contract agreement.

Any change in the scope and contract, price shall be effected only on approval from TENDER INVITING AUTHORITY and the Head of the Department will issue amendment orders to the agency.

E) Tenure of Contract and Renewal

The Facility Management Service Agreement would be for an initial period of 3 years to be renewed as per the terms set out in the Agreement.

F) Contract Amendments: No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties i.e. Implementing Authority and Agency.

G) Prohibition of Sub-contracting /Assignment of work: The Agency shall not Sub-Contract or assign, in whole or in part, to any other party, its obligations to perform under the contract. The Contract shall be interpreted in accordance with the laws of the Union of India.

H) Change in Law: Subsequent to increases in statutory taxes during the tenure of the contract taxes as applicable will be reimbursed. Any revision in wages is the responsibility of the agency as it is a works contract and not a labour contract.

I) Supply of electricity: The electricity to be used by the Agency in connection with the sanitary services will be provided by the implementing authority free of cost.

- i) The materials to be use for cleaning should only be approved products (Reputed).
- ii) The agency must employ local persons of the concerned district as a first choice. The employee must be trained in the respective area. The Employee should be of age between 18 to 50 years, as far as possible existing man power shall be continued.

SIGNATURE OF TENDERER :
NAME IN BLOCK LETTERS :
FULL ADDRESS :
COMPANY'S STAMP/ SEAL :

Sd/-
**Commissioner of Police,
Hyderabad City.**

Annexure-1

Performance Security Form

(To be issued by a bank scheduled in India and having at least one branch in Hyderabad)

To:

The Commissioner of Police,
Hyderabad City.

(Tender Ref. No.HCP/TL/TL2/0122/2026, dated . 02-07-2026)

WHEREAS _____ (Name of vendor) hereinafter called "the Vendor" has undertaken, in pursuance of Contract No _____ Dated _____ (Date), to provide facility management services _____ called " the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the facility management services obligations in accordance with the contract.

WHEREAS we have agreed to give the Vendor a Guarantee;

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Vendor, up to a total of Rs. _____ and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. This guarantee is valid until sixty days beyond the agreement period of three years i.e. - -2028.

Place:

Signature and seal of guarantors

Date:

**Annexure-2
Check List**

The following are the particulars of compliance of the tender schedule.

S No.	Bid document reference	Remarks
1	Form P-1 (General Information)	
2	Form P-2 (Annual Financial Turn over)	
3.	Form P-3 Statement of Deviation	
3	Form P-4 (List of major Customers)	
4	Form P-5 (Clean Track Record)	
4	Pre-qualification criterion	
5	Technical specifications	
6	Financial Bid format	
7	General instruction to bidders	
8	Terms and Conditions	

Place:

Bidder's signature

Date:

and seal

**Form P-1
Bidder Information**

1.	Name of the Bidder Firm	
2.	Constitution under which Act (The Companies Act,1956,/Partnership etc,)	
3.	Year of establishment	
4.	Registered Office Address	
5.	Phone no	
6.	Total Staff of bidding branch	
7.	Total Managerial Staff of bidding branch	
8.	Fax No	
9.	Email	
10.	Contact person name, Cell No. and Email ID	
11.	Details of EMD furnished	

Form P- 2

Financial Turnover of the bidder (should not be less than 2 crores in each financial year)

Sl.No	Annual Financial Turn Over as certified by the Auditor	2023-24	2024-25	2025-26
1				

Form P-3

STATEMENT OF DEVIATIONS FROM TERMS AND CONDITIONS

SL.No.	Terms and conditions	Deviation in the offer	Brief Reasons

Date

Signature of Bidder

Form P- 4

List of Major customers (Currently undertaking FMS)

(State / Central Govt Depts / PSUs / MNCs/Major Hospitals anywhere in India only)

Sl.No	Name of the Office/ Organization with full postal address	Year of award/ of Contract	No. of persons deployed	Total area covered under FMS	Validity of the Contract

Form P5 -Declaration regarding Clean track Record

To,
The Commissioner of Police,
Hyderabad City.

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document No.HCP/TL/TL2/0122/2026, dated:02-07-2026. I hereby declare that my company as a vendor to participate in this specific tender process) has not been debarred / blacklisted by any Central or State Government / Semi Government Departments or organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices for providing facility management services. I further certify that I am the competent officer in my Company to make this declaration.

Yours faithfully,

(Signature of authorized person)

Name & Designation

Date:

Business Address:

Cell No.

Email ID:

Tender No.L&O/TL2/0122/2026

**(Annexure – C1) To be enclosed with Commercial Bid
BID LETTER**

To
The Commissioner of Police,
Hyderabad City.

Sir,

Sub:-

Ref:- Your Tender No.L&O/TL2/0122/2026.

1. We are Agency / Consultant of repute.
2. We do hereby undertake that in the event of acceptance of our bid, the required services shall be started at designated places within 14 days from the date of Award of Contract.
3. We enclose the complete Bid enclosing all documents / information as required in the tender document.
4. We agree to abide by our offer for a period of 180 days from the date fixed for opening of the tenders and that we shall remain bound by a communication of acceptance within that time.
5. We have carefully read and understood the terms and conditions of tender and we do hereby undertake to provide services as per these terms and conditions. The deviations from the above services, Terms & Conditions are only those mentioned in **Annexure – P3** (Terms & Conditions).
6. Certified that the Bidder is:

A sole proprietorship firm and the person signing the tender is the sole proprietor/
constituted attorney of the sole proprietor.

or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement / by virtue of general power of attorney.

or

A company and the person signing the tender is the constituted attorney.

NOTE: Delete whatever is not applicable. All corrections/ deletions should invariably be duly attested by the person authorized to sign the tender document)

7. We do hereby undertake, that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the Contract, shall constitute a binding Contract between us.

Date: this _____ day of _____ 2026

Details of Enclosures :

Signature of Bidder & Seal :

Full address:

Telegraphic Address:

Telephone :

Fax :

e-Mail :

:17:

(Annexure C-2) COMMERCIAL BID FORMAT

Sl.No	Description	Quantity	Amount per month (Rs)
1.	Salaries of the unskilled personnel	470	
2.	Salaries of the Semiskilled personnel	06	
3.	Salaries of the Supervisors	24	
4.	Cost of Cleaning materials for area 2,39,438 sq. metres i.e. 25,77,289 square feet. Each square feet price Should not exceed Rs.0.35 per square feet.		
5.	Other expenses, if any (Pl specify details)		
6.	Service charges on Sl.No.1 in percentage and also mention in rupees		
	Grand total per month for all Buildings. (Sl. No. 1 to 6)	500	

Note: Please refer to Point-D of Section – 2 in page no.4.

Signature of Authorized Person

(Full name, designation, Contact Number, email ID and stamp)

ANNEXURE
OFFICES, WHERE HOUSEKEEPING SERVICES ARE TO BE CARRIED OUT

SL. No	Name of the office	Area in square metres
1.	CCS, DD Office (O/o the Old C.P, Basheerbagh, Hyd).	8754 Sq. Mtrs.
2.	DCP, Secunderabad Zone	1202.55 Sq. Mtrs
3.	ACP, Chikkadpally Divn.	465.26 Sq. Mtrs
4.	Chikkadpally PS	
5.	Musheerabad PS	6500 Sq. Mtrs
6.	Kachiguda PS	1642.66 Sq. Mtrs
7.	ACP, Chilalguda Divn.	250 Sq. Mtrs.
8.	Chilalguda PS	395.51 Sq. Mtrs.
9.	Lalaguda PS	250 Sq. Mtrs.
10.	Warasiguda PS	250 Sq. Mtrs
11.	ACP, Gandhinagar Divn.	56 Sq. Mtrs.
12.	Gandhinagar PS	947.71 Sq. Mtrs.
13.	Domalguda PS	168 Sq. Mtrs.
14.	ACP, OU Sity Divn.	253 Sq. Mtrs
15.	OU Sity PS	240 Sq. Mtrs.
16.	Nallakunta PS	794.88 Sq. Mtrs
17.	Amberpet PS	1254.08 Sq. Mtrs
18.	ACP, Mahankali Divn.	1009.99 Sq. Mtrs
19.	Mahankali PS	
20.	Ramgopalpet PS	113.70 Sq. Mqtrs
21.	DCP, Khairatabad Zone	153.94 Sq. Mtrs.
22.	ACP, Saifabad Divn.	869.36 Sq. Mtrs
23.	Saifabad PS	
24.	Lake PS	124.5 Sq. Mtrs
25.	ACP, Abids Divn.	1285.128 Sq. Mtrs
26.	Abid Road PS	
27.	Nampally PS	1755.867 Sq. Mtrs.
28.	ACP, Panjagutta Divn.	210 Sq. Mtrs
29.	Panjagutta PS	1951.10 Sq. Mtrs
30.	Khairatabad PS	209 Sq. Mtrs
31.	ACP, Sultan Bazar Divn.	142.82 Sq. Mtrs
32.	Sultan Bazar PS	590 Sq. Mtrs.
33.	Narayanaguda PS	936.82 Sq. Mtrs
34.	DCP, Jubilee Hills Zone	1672.2 Sq. Mtrs
35.	ACP, Jubilee Hills Divn.	719.07 Sq. Mtrs
36.	Jubilee Hills PS	
37.	Film Nagar PS	345.49 Sq. Mtrs
38.	ACP, Banjara Hills Divn.	125.41 Sq. Mtrs
39.	Banjara Hills PS	543.48 Sq. Mtrs
40.	Madhuranagar PS	292.3 Sq. Mtrs
41.	ACP, S.R Nagar Divn.	1750 Sq. Mtrs
42.	S.R Nagar PS	
43.	Borabanda PS	167.8 Sq. Mtrs
44.	Sanathnagar PS	418.9 Sq. Mtrs
45.	DCP, Charminar Zone / Old CP Office building	5077.26 Sq. Mtrs

46.	S.B City Office Old City	
47.	South Zone Task Force Old City Office	
48.	ACP, Charminar Divn.	865 Sq. Mtrs
49.	Charminar PS	
50.	Hussaini Alam PS	350.68 Sq. Mtrs
51.	Moghalpura PS	543.99 Sq. Mtrs
52.	Shahalibanda PS	299.96 Sq. Mtrs
53.	ACP, Mirchowk Divn.	96.56 Sq. Mtrs
54.	Mirchowk PS	701.72 Sq. Mtrs
55.	Rein Bazar PS	249.38 Sq. Mtrs
56.	Bhavani Nagar PS	641.93 Sq. Mtrs
57.	ACP, Santoshnagar Divn.	76.95 Sq. Mtrs
58.	Santoshnagar PS	205 Sq. Mtrs
59.	Chatrinaka PS	557.05 Sq. Mtrs
60.	I.S Sadan PS	1452.41 Sq. Mtrs
61.	ACP, Saidabad Divn.	200 Sq. Mtrs
62.	Saidabad PS	1786.20 Sq. Mtrs
63.	Madannapet PS	765.62 Sq. Mtrs
64.	ACP, Malakpet Divn.	200 Sq. Mtrs
65.	Malakpet PS	682.44 Sq. Mtrs
66.	Chaderghat PS	240.77 Sq. Mtrs
67.	Dabeerpura PS	1123.47 Sq. Mtrs
68.	DCP, Golconda Zone	1918.46 Sq. Mtrs
69.	Mehdipatnam PS	
70.	ACP, Asifnagar Divn.	418 Sq. Mtrs
71.	Asifnagar PS	1416.48 Sq. Mtrs
72.	Habeeb Nagar PS	378.63 Sq. Mtrs
73.	Masab Tank PS	1515 Sq. Mtrs
74.	ACP, Goshamahal Divn.	269.64 Sq. Mtrs
75.	Goshamahal PS	1391.43 Sq. Mtrs
76.	Afzalgunj PS	1263.75 Sq. Mtrs
77.	Begumbazar PS	349.23 Sq. Mtrs
78.	ACP, Kulsumpura Divn.	300 Sq. Mtrs
79.	Kulsumpura PS	1557 Sq. Mtrs
80.	Tappachabutra PS	410.53 Sq. Mtrs.
81.	Gudimalkapur PS	500 Sq. Mtrs
82.	Mangalhat PS	467.09 Sq. Mtrs
83.	ACP, Tolichowki Divn.	1785.96 Sq. Mtrs
84.	Golconda PS	
85.	Tolichowki PS	280.83 Sq. Mtrs
86.	Langer House PS	222.24 Sq. Mtrs
87.	DCP, Rajendranagar Zone	6000 Sq. Mtrs
88.	ACP, Chandrayangutta Divn.	2210.64 Sq. Mtrs
89.	Bandlaguda PS	
90.	Chandrayangutta PS	488.37 Sq. Mtrs
91.	Kanchanbagh PS	418.06 Sq. Mtrs
92.	Mailardev Pally PS	4901.27 Sq. Mtrs.
93.	ACP, Falaknuma Divn.	2000 Sq. Mtrs
94.	Falaknuma PS	
95.	Kalapathar PS	1570.19 Sq. Mtrs
96.	Bahadurpura PS	334.451 Sq. Mtrs

97.	Kamatipura PS	186 Sq. Mtrs
98.	ACP, Rajendranagar Divn.	1238.305 Sq. Mtrs
99.	Rajendranagar PS	
100.	Attapur PS	1045.16 Sq. Mtrs
101.	DCP, Shamshabad Zone	1839 Sq. Mtrs
102.	ACP, Adibatla Divn.	996 Sq. Mtrs
103.	Adibatla PS	
104.	Balapur PS	400 Sq. Mtrs
105.	Meerpet PS	419 Sq. Mtrs
106.	ACP, RGIA Divn.	328.45 Sq. Mtrs
107.	RGIA PS	
108.	Pahadishareef PS	560 Sq. Mtrs
109.	Traffic Complex, Hyd.	2203.04 Sq. Mtrs.
110.	DCP, Traffic-I	157.94 Sq. Mtrs
111.	ACP, Traffic-I Khairatabad Zone (CZ)	90.99 Sq. Mtrs.
112.	Tr. PS Panjagutta	393.6 Sq. Mtrs.
113.	Tr. PS Saifabad	209.99 Sq. Mtrs
114.	Tr. PS Abids	1755.8 Sq. Mtrs
115.	Tr. PS Sultan Bazar	505.857 Sq. Mtrs
116.	ACP, Traffic-II Secunderabad (EZ)	44 Sq. Mtrs
117.	Tr. PS Kachiguda	354.72 Sq. Mtrs
118.	Tr. PS O.U Sity	83.61 Sq. Mtrs
119.	Tr. PS Chikkadpally	2116 Sq. Mtrs
120.	Tr. PS Gandhinagar	655.2 Sq. Mtrs
121.	Tr. PS Mahankali	396 Sq. Mtrs
122.	Tr. PS Chilkalguda	83.612 Sq. Mtrs
123.	DCP, Traffic-II	162.58 Sq. Mtrs
124.	ACP, Traffic-III Jubilee Hills Zone	132 Sq. Mtrs
125.	Tr. PS S.R Nagar	1200 Sq. Mtrs
126.	Tr. PS Jubilee Hills	1900 Sq. Mtrs
127.	Tr. PS Banjara Hills	210 Sq. Mtrs
128.	ACP, Traffic-IV Golconda Zone	234 Sq. Mtrs
129.	Tr. PS Tolichowki	167.22 Sq. Mtrs
130.	Tr. PS Asifnagar	400 Sq. Mtrs
131.	Tr. PS Kulsumpura	92.903 Sq. Mtrs
132.	Tr. PS Goshamahal	607.7 Sq. Mtrs
133.	DCP, Traffic-III	146.44 Sq. Mtrs
134.	ACP, Traffic-V Rajendra Nagar Zone	204 Sq. Mtrs
135.	Tr. PS Falaknuma	376.22 Sq. Mtrs
136.	Tr. PS Rajendranagar	1011.71 Sq. Mtrs
137.	ACP, Traffic-VI Charminar Zone	736 Sq. Mtrs
138.	Tr. PS Charminar	
139.	Tr. PS Mirchowk	270.40 Sq. Mtrs
140.	Tr. PS Chatrinaka	2400 Sq. Mtrs
141.	ACP, Traffic-VII	279 Sq. Mtrs
142.	Tr. PS Chandrayangutta	
143.	Tr. PS Malakpet	959.24 Sq. Mtrs
144.	Tr. PS Saidabad	589 Sq. Mtrs
145.	Tr. PS Santoshnagar	2200 Sq. Mtrs.
146.	ACP, Traffic RGIA Shamshabad	204 Sq. Mtrs

147.	Tr. PS RGIA	74.322 Sq. Mtrs
148.	TTI, Goshamahal	9525 Sq. Mtrs
149.	TTI, Begumpet	150 Sq. Mtrs
150.	DCP, Task Force	274.06 Sq. Mtrs
151.	T/F Sec'bad, Khairtabad & Jubilee Hills Zones Office	
152.	WPS Golconda Zone	203.67 Sq. Mtrs.
153.	WPS Rajendranagar Zone	160.53 Sq. Mtrs
154.	WPS Jubilee Hills Zone	97.5 Sq. Mtrs
155.	WPS Khairatabad Zone	325 Sq. Mtrs
156.	WPS Charminar Zone	377 Sq. Mtrs
157.	WPS Secunderabad Zone	278.70 Sq. Mtrs
158.	WPS Shamshabad Zone	300 Sq. Mtrs
159.	Anti-Human Tracking Unit, Women Safety Wing	278.70 Sq. Mtrs
160.	SIT Office, Hyd.	892 Sq. Mtrs
161.	CAR Hqtrs (New building including Barracks & Offices)	65,300 Sq. Mtrs
162.	CAR Hqtrs. (Old)/MTO Office	3788.29 Sq. Mtrs
163.	CPTC, Petlaburj	5164 Sq. Mtrs.
164.	MBLC, Chelapura & Home Guards Office	1030.25 Sq. Mtrs.
165.	MBLC, Begumpet	4045.44 Sq. Mtrs
166.	SAR CPL Amberpet, Hyd.	4775 Sq. Mtrs
167.	District Police Hospital	173.32 Sq. Mtrs
168.	CSW, Hyd.	5088.22 Sq. Mtrs
169.	Transit House near Old CP Office	2300 Sq. Mtrs
170.	City Communications, Nowbathpahad	1505 Sq. Mtrs
171.	City Communications, Workshop/ IT&C Office	735 Sq. Mtrs
172.	Police Officers Mess, Masab Tank	8796.60 Sq. Mtrs
173.	H-FAST Wing (Begumbazar PS Old building)	432.93 Sq. Mtrs
174.	CCS Teams (CCS Old premises building) 3 rd Floor	2080 Sq. Mtrs
175.	CCS Teams (CCS Old premises building) 1 st floor	2676 Sq. Mtrs
176.	Transit House, Jogipet	771 Sq. Mtrs
	Total Area:	2,39,438 Sq. Mtrs