



भारतीय लघु उद्योग विकास बैंक  
SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA  
निविदा दस्तावेज TENDER DOCUMENTS

इलेक्ट्रोमैकेनिकल संस्थापनाओं की वार्षिक परिचालन और रखरखाव संविदा (एओएमसी)  
FOR ANNUAL OPERATION & MAINTENANCE CONTRACT (AOMC)  
OF ELECTROMECHANICAL INSTALLATIONS  
AT

स्वावलंबन अकादमिक केन्द्र (एस.ए.सी.), भुवनेश्वर  
SWAVALAMBAN ACADEMIC CENTRE (SAC), BHUBANESWAR  
भाग-I (तकनीकी) PART-I (Technical)

मुख्य महाप्रबन्धक (एस.ए.सी.) The Chief General Manager [SAC],  
भारतीय लघु उद्योग विकास बैंक Small Industries Development Bank of India  
प्लॉट नं. एल-3, लोयोला स्कूल के पास Plot No. L-3, Adjacent to Loyola School,  
जयदेव विहार, भुवनेश्वर Jayadev Vihar, Bhubaneswar  
ओडिशा ODISHA- 751 013  
फोन नं. Phone No. 0674-2304100

निविदा सं. Tender No.	निविदा सं. 2020/1528/ एस.ए.सी./ परिसर दिनांक 05 दिसंबर, 2019 Tender No. 2020/1528/SAC/PREMISES dated December 05, 2019
निविदा जारी करने की तारीख Tender issue Date	05 दिसंबर, 2019 December 05, 2019
बोली जमा करने की आखिरी तारीख Last Date for bid Submission	20 दिसंबर, 2019, 15.00 बजे December 20, 2019, 15.00 Hrs
तकनीकी बोली खोलने की तारीख Date of opening of technical bid	20 दिसंबर, 2019, 15.30 बजे December 20, 2019, 15.30 Hrs
बयाना जमानत राशि Earnest Money Deposit	₹ 40,000/- Rs.40,000/-

यह दस्तावेज़ भारतीय लघु उद्योग विकास बैंक (सिडबी) की संपत्ति है। सिडबी की लिखित अनुमति के बिना इसे किसी इलेक्ट्रॉनिक अथवा अन्य माध्यम पर कॉपी, वितरित अथवा रिकॉर्ड न किया जाए। इस दस्तावेज़ में दी गयी विषयवस्तु का किन्हीं अधिकृत कार्मिकों/एजेंसियों द्वारा भी यहाँ विहित उद्देश्यों से इतर उद्देश्य से लिए उपयोग किया जाना पूर्णतया प्रतिबंधित है, क्योंकि इससे कॉपीराइट का उल्लंघन होगा, जो दण्डनीय है।

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**स्वावलंबन अकादमिक केन्द्र (एस.ए.सी.), भुवनेश्वर में संस्थापित इलेक्ट्रोमैकेनिकल उपकरणों के वार्षिक परिचालन व रखरखाव संविदा (एओएमसी) के लिए बोली-आमंत्रण**

**Invitation to Bid for Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations at Swavalamban Academic Centre , (SAC), Bhubaneswar**

### **1. भूमिका और अपेक्षाएं Introduction and Requirement:**

भारतीय लघु उद्योग विकास बैंक (सिडबी) एक अखिल भारतीय वित्तीय संस्था है जो सूक्ष्म, लघु एवं मध्यम उद्यमों की वित्तीय ज़रूरतों की पूर्ति करती है। इसका प्रधान कार्यालय लखनऊ में है। इसने अपने स्टाफ और अन्य हितधारकों की प्रशिक्षण संबंधी ज़रूरतें पूरी करने के लिए भुवनेश्वर में उक्त प्रशिक्षण संस्थान की स्थापना की है।

Small Industries Development Bank of India (SIDBI) is an all India Financial Institution catering to the financial needs of Micro, Small and Medium Enterprises. It has its Head Office at Lucknow. It has set up the captioned training institute at Bhubaneswar to cater to the training needs of its staff and other stakeholders.

सिडबी ऐसी प्रतिष्ठित एजेंसियों से दो-बोली प्रणाली के अंतर्गत सीलबंद प्रस्ताव आमंत्रित करता है जो प्लॉट नं. एल-3, लोयोला स्कूल के पास, जयदेव विहार, भुवनेश्वर -751013 स्थित सिडबी के उक्त संस्थान की इलेक्ट्रोमैकेनिकल संस्थापनाओं के वार्षिक परिचालन व रखरखाव के लिए इच्छुक हों। संस्थान में कुल लगभग 80 व्यक्तियों की क्षमता वाले तीन क्लास रूम, एक कॉन्फ्रेंस रूम, एक आईटी लैब, एक भोजनालय, लगभग 250 वर्गफुट क्षेत्रफल वाले 22 गेस्ट रूम (तीसरे और चौथे तल पर स्थित), पुस्तकालय, अधिकारियों के कक्ष, रसोईघर, कार्यालय-क्षेत्र आदि बने हैं। संस्थान में एक बेसमेंट, भूमितल और उसके ऊपर 4 और मंजिलें हैं। इसका कुल निर्मित क्षेत्रफल 37,150 वर्गफीट है। चारों ओर आंतरिक लॉन तथा हरे पेड़-पौधे हैं। काम का स्वरूप और विस्तृत विवरण अनुबंध में दिया गया है। संविदा का संक्षिप्त विवरण प्राथमिक रूप से निम्नवत रहेगा:

SIDBI invites sealed offers in two bid system from reputed agencies interested in providing Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations in the captioned institute of SIDBI located at Plot No. L-3, Near Loyola School, Jayadev Vihar, Bhubaneswar - 751013. There are three class rooms including one conference room with aggregate seating capacity of about 80, one IT lab, one dining room, 22 guest rooms (third and fourth floors) of about 250 sq.ft. each library, Officer's cabins, kitchen, office area, etc. The institute has basement and G+4 floors with total constructed area of 37,150 sq.ft. surrounded by inside lawn and outside greenery. Detailed nature and scope of work are given at **Annexure I**.

The brief scope of the contract would be primarily as under:

**कार्य का दायरा Scope of Work**

क्रमांक S. N.	विवरण Particulars	कार्य का स्वरूप Nature of Works
क A	लिफ्ट का परिचालन व रखरखाव Lift operation & Maintenance	एलीवेटर का परिचालन, आकस्मिकता संभालना और विनिर्माता/ आपूर्तिकर्ता एएमसी एजेंसी से समन्वय Operation of elevator handle emergencies and coordination with the manufacturer/ supplier/ AMC Agency
ख B	विद्युत संस्थापना-कार्य Electrical Installation Works	1) अर्थिंग संबंधी ज़रूरत और अर्थिंग-रखरखाव Earthing Requirement & Earthing Maintenance 2)स्विच गीयर्स, केबलों तथा फिक्चर्स का आवधिक रखरखाव Periodical maintenance of Switchgears, Cables & Fixtures etc. 3) बज-बार चैंबर, फिटिंग्स, केबल्स तथा केबल्स के जोड़ों, ट्रबलशूटिंग चार्ज आदि का आवधिक रखरखाव और Periodical maintenance of Bus bar chamber, fittings, cables & cable joints, troubleshooting chart etc.
ग C	ट्रांसफॉर्मर और सब-स्टेशन Transformer & Sub-station	भौतिक निरीक्षण व रखरखाव Physical Inspection & Maintenance
घ D	एमर्जेसी लाइट्स Emergency Lights	रखरखाव Maintenance
ड E	डीजी सेट DG Set	परिचालन, निगरानी और विनिर्माता/ आपूर्तिकर्ता/ एएमसी एजेंसी से समन्वय Operation, monitoring and coordination with the manufacturer / supplier / AMC Agency
च F	अग्नि सुरक्षा प्रणाली Fire Protection System	आवधिक रखरखाव व परिचालन, निगरानी और विनिर्माता/ आपूर्तिकर्ता/ एएमसी एजेंसी से समन्वय Periodical maintenance & Operation, monitoring and coordination with the manufacturer / supplier / AMC Agency
छ G	स्प्रिंकलर सिस्टम Sprinkler System	आवधिक रखरखाव व परिचालन, निगरानी और विनिर्माता/ आपूर्तिकर्ता/ एएमसी एजेंसी से समन्वय

क्रमांक S. N.	विवरण Particulars	कार्य का स्वरूप Nature of Works
		Periodical maintenance & Operation, monitoring and coordination with the manufacturer / supplier / AMC Agency
ज H	दमकल इनलेट्स, अग्नि-शमन पंप संस्थापना, अग्नि-शमन यंत्र, फायर अलार्म और सार्वजनिक उद्घोषणा प्रणालियाँ Fire-brigade Inlets, firefighting pump installations, fire extinguishers, fire alarm and public-address systems.	आवधिक रखरखाव व परिचालन, निगरानी और विनिर्माता/ आपूर्तिकर्ता/ एमसी एजेंसी से समन्वय Periodical maintenance & Operation, monitoring and coordination with the manufacturer / supplier / AMC Agency
झ I	वातानुकूलन प्रणाली Air condition systems.	परिचालन, निगरानी और विनिर्माता/ आपूर्तिकर्ता/ एमसी एजेंसी से समन्वय Operation, monitoring and coordination with the manufacturer / supplier / AMC Agency
ञ J	सौर-प्रणाली उकरण Solar Equipment Systems	परिचालन, निगरानी और विनिर्माता/ आपूर्तिकर्ता/ एमसी एजेंसी से समन्वय Operation, monitoring and coordination with the manufacturer / supplier / AMC Agency
ट K	पानी के पंप Water Pumps	परिचालन, निगरानी और आवधिक अनुरक्षण Operation, monitoring and periodical maintenance
ठ L	स्विचों, सॉकेटों (पावर/टेलीफोन/डाटा), अंदरूनी/बाहरी लाइट फिटिंगों, लिफ्ट की लाइटों, चोकों, कैपेसिटर्स, फ्यूज, बल्बों, डिस्ट्रीब्यूशन बोर्ड की फिटिंगों की मरम्मत और बदलना Repair & Replacement of Switches, Sockets (power/telephone/data), Indoor/ External light fittings, lift lights including chokes, capacitors, fuse, lamps, distribution board fittings	

टिप्पणी: संविदाकार को सलाह दी जाती है कि वह निविदा प्रस्तुत करने के पूर्व पहले से सूचना देकर साइट पर जाए और काम के स्वरूप और दायरे को अच्छी तरह समझ ले तथा साइट से परिचित हो ले। कृपया ध्यान दें कि उपर्युक्त कार्य का स्वरूप सांकेतिक है और सिडबी के विवेकानुसार उसमें बदलाव आ सकता है। यह पूरी तरह से संविदाकार की जिम्मेदारी है कि परिचालन, निगरानी, रखरखाव तथा मरम्मत के काम सर्वोत्तम मानकों के अनुसार हों। संविदाकार को संस्थान के अनुमोदन से समुचित समय-सारणी बनानी होगी और रिकार्ड/रजिस्टर/गुणवत्ता प्रबंधन फॉर्म रखने होंगे।

**Note: The contractor is advised to visit the site, with prior notice and thoroughly understand the nature and scope of work and be familiar with the site conditions before submitting the tender. It may be noted that the nature of work as mentioned above is indicative and may vary at the discretion of SIDBI. It is the sole responsibility of the contractor to ensure that the Operation, Monitoring, Maintenance and Repairs are performed to the highest standards. The contractor**

shall maintain a proper schedule as well as records / registers / quality management forms with approval of the institute.

2. बोली संबंधी सूचना **Bidding Information:**

उद्देश्य Purpose	इलेक्ट्रोमैकेनिकल संस्थापनाओं के वार्षिक परिचालन और रखरखाव संविदा (एओएमसी) के लिए 'सेवा-प्रदाता' का चयन <b>Selection of "Service Provider" for providing Annual Operation &amp; Maintenance Contract (AOMC) of Electromechanical Installations</b>
बयाना जमा राशि (ईएमडी) Earnest Money Deposit (EMD)	₹ 40,000/- (जो किसी अनुसूचित वाणिज्य बैंक पर सिडबी के पक्ष में आहरित और भुवनेश्वर में देय डिमांड ड्राफ्ट/ पे ऑर्डर/ बैंक गारंटी के रूप में होगी और तकनीकी बोली के साथ जमा की जाएगी।) ₹ 40,000/- [to be submitted in the form of Demand Draft(DD)/ Pay Order (PO) / Bank Guarantee (BG) drawn on / from any scheduled commercial bank in favour of "SIDBI MSME International Training Institute Bhubaneswar" payable "at Bhubaneswar along with Technical Bid].
बोलियाँ जमा करने की आखिरी तारीख Last Date of Submission of Bids.	<b>20 दिसंबर, 2019, 15.00 बजे तक</b> <b>December 20, 2019 by 15.00 Hrs</b>
स्पष्टीकरण Clarifications.	किसी स्पष्टीकरण की ज़रूरत हो तो अधिकतम 13 दिसंबर, 2019 को 14.00 Hrs बजे तक मेल आईडी manisha@sidbi.in and priyamba@sidbi.in से लिखित में पूछें। Clarifications, if any, may be asked in writing through e-mail <b>not later than December 13, 2019 by 14.00 Hrs</b> on mail ids- manisha@sidbi.in and priyamba@sidbi.in
बोली-पूर्व बैठक Pre-bid Meeting	<b>16 दिसंबर, 2019 को पूर्वाह्न 11.00 बजे</b> <b>11.00 Hrs on December 16, 2019</b>
बोली की वैधता Bid Validity	मूल्य बोली खोलने की तारीख से 90 दिन तक <b>90 days</b> from the date of the opening of price bids.
बोलियाँ जमा करने का पता Address for submission of Bids	मुख्य महाप्रबंधक The Chief General Manager स्वावलंबन अकादमिक केन्द्र Swavalamban <b>Academic Centre (SAC)</b>

	<p>प्लॉट सं. एल-3, लोयोला स्कूल के पास Plot No.L-3, Near Loyola School <b>जयदेव विहार, भुवनेश्वर</b> Jayadev Vihar, Bhubaneswar - 751013 फोन Ph:0674-2304100</p>
<p>लिफाफों की संख्या No. of Envelopes (विंडो-रहित, सीलबंद <b>Non-window, sealed</b>)</p>	<p><b>02 (दो Two),</b> विंडो रहित, सीलबंद <b>Non-window sealed</b> with: <b>पहला लिफाफा 1<sup>st</sup>.Envelope :</b> (जिसपर "इलेक्ट्रोमैकेनिकल संस्थापनाओं के वार्षिक परिचालन व रखरखाव संविदा (एओएमसी)- निविदा सं. 2020/1528/ एस.ए.सी./ परिसर दिनांक 05 दिसंबर, 2019 - तकनीकी बोली लिखा हो) और जिसमें निम्नलिखित रखे हों- (Superscribing "<b>OFFER FOR ANNUAL OPERATION &amp; MAINTENANCE CONTRACT (AOMC) of ELECTROMECHANICAL INSTALLATIONS- Tender No. 2020/1528/SAC/PREMISES dated December 05, 2019-Technical Bid</b>") containing: 1. <b>अनुबंध V</b> में दिए गए प्ररूप में अग्रेशन पत्र Forwarding letter as per format given in <b>Annexure V.</b> 2. बयाना जमानत राशि (ईएमडी) के प्रति ` 40,000/- का डिमांड ड्राफ्ट/ पे ऑर्डर बैंक गारंटी (जो किसी अनुसूचित वाणिज्य बैंक पर आहरित हो) Demand Draft/Pay Order/Bank Guarantee towards Earnest Money Deposit (EMD) for ` 40,000/- [on/from scheduled commercial bank] 3. तकनीकी बोली के विवरण, <b>अनुबंध III</b> में दिए गए प्ररूप के अनुसार Technical Bid details as per format given in <b>Annexure III.</b> 4. बैंक-विवरण फॉर्म, <b>अनुबंध VI</b> के प्ररूप के अनुसार Bank Mandate Form as per format given in <b>Annexure VI.</b></p>

	<p><b>दूसरा लिफाफा 2<sup>nd</sup> Envelope:</b>          (जिसपर "इलेक्ट्रोमैकेनिकल संस्थापनाओं का वार्षिक परिचालन व रखरखाव संविदा (एओएमसी)- निविदा सं. 2020/1528/ एस.ए.सी./ परिसर दिनांक 05 दिसंबर, 2019 -मूल्य बोली" लिखा हो) और जिसमें अनुबंध IV के प्ररूप में वित्तीय बोली दी गयी हो।          (Superscribing <b>OFFER FOR ANNUAL OPERATION &amp; MAINTENANCE CONTRACT (AOMC) of ELECTROMECHANICAL INSTALLATIONS - Tender No. 2020/1528/SAC/PREMISES dated December 05, 2019 - Price Bid</b>") containing financial bid as per format given in <b>Annexure IV.</b></p>			
तकनीकी बोली खोलने की तारीख Date of opening of Technical Bids	<p><b>20 दिसंबर, 2019 , 15.30 बजे</b>  <b>December 20, 2019, 15.30 Hrs</b></p>			
वित्तीय बोली खोलने की तारीख व समय Date and time of opening of financial Bids	<p>वित्तीय बोली बाद में खोली जाएगी, जिसकी सूचना चयनित सेवा-प्रदाताओं को ही दी जाएगी।          Financial bids would be opened at a later date which would be notified by letter/ e-mail only to the short-listed Service Providers.          यदि उपर्युक्त किसी तारीख को छुट्टी घोषित होगी तो उस दिन का कार्य अगले कार्य-दिवस और समय पर होगा।          If holiday is declared on any of the dates mentioned above, the next working day and time shall be the date for the same purpose.</p>			
संपर्क विवरण Contact Details				
<b>नाम (सर्वश्री) Name (S/Shri)</b>	<b>पदनाम Designation</b>	<b>फोन Phone</b>	<b>मोबाइल Mobile</b>	<b>ई-मेल E-mail</b>
श्रीमती मनीषा चौधरी Mrs. Manisha Choudhury	प्रबंधक Manager	0674 - 2304100	9582730990	manisha@sidbi.in
कुमारी प्रियंबदा सेठी Ms. Priyambada Sethi	प्रबंधक Manager	0674 - 2304100	8527832106	priyamba@sidbi.in

### 3. **DEFINITIONS:**

**In this Contract, the following terms shall be interpreted as indicated below:**

3.1. The "Bank " means Small Industries Development Bank of India (SIDBI);

- 3.2. The "Service Provider" means the individual or firm or company supplying or intending to provide the Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations as indicated under Sr. No.1 (i.e., Introduction & Requirement);
- 3.3. The "Contract" means the agreement entered into between the Bank, represented by its authorised representative and the service provider represented by its authorised representative as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- 3.4. The "Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;
- 3.5. The "Services" means those services ancillary to the supply & service of Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations & any other incidental service related to Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations.
- 3.6. "TCC" means the Terms and Conditions of Contract contained in **Annexure II**;
- 3.7. The "Site" means the office of SIDBI at Swavalamban Academic Centre (SAC), SIDBI Building, Plot L-3, Near Loyola School, Jayadev Vihar, Bhubaneswar - 751 013
- 3.8. The relationship between Service Provider and the Bank shall be of Vendor & Vendee and the Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations shall be on sale and purchase basis.

#### **4. INSTRUCTIONS TO SERVICE PROVIDERS:**

- 4.1. Service Providers are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 4.2. Any clarification to be sought by the Service Providers should be done on or before the stipulated date.
- 4.3. At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- 4.4. Amendment, if any, shall be hosted on SIDBI Website ([www.sidbi.in](http://www.sidbi.in)).
- 4.5. In order to allow prospective Service Providers reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.
- 4.6. In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids, SIDBI may, at its discretion, ask the Service Provider for clarification. The



response / clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted.

- 4.7. It would be the responsibility of the Service Provider's representative (only one person per Service Provider) to be present at the venue of opening of Bids.
- 4.8. The envelopes should clearly indicate the Name and Address of the Service Provider. All pages of the bid are to be signed and numbered as Page - (page) of - (total pages) and the page numbers should be running across the complete bid document and not section wise.
- 4.9. The Service Provider shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- 4.10. Deviations, if any, to the terms of the tender document should be annexed separately to the Technical bid.
- 4.11. Bid Validity: The period of bid validity shall be binding on the Service Provider, as SIDBI may award the contract at any stage on or before the expiry of the bid validity date. SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.
- 4.12. Modification And / Or Withdrawal of Bids: Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No Service Provider shall be allowed to withdraw the bid. SIDBI has the right to reject any or all the bids received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.
5. **TENDER METHODOLOGY, BID EVALUATION & AWARD OF CONTRACT:**
  - 5.1. The tender methodology proposed to be adopted by SIDBI will be "TWO BID SYSTEM", i.e., Technical Bid and Financial Bid.
  - 5.2. Bid evaluation shall be done in two phases. In first phase only the 1<sup>st</sup> envelope will be opened on the date mentioned above. Representatives of the Service Providers may like to be present during this bid opening. Evaluation of Technical Bids shall be done with respect to terms and conditions defined in the tender. Based on the technical evaluation, Service Providers will be short listed for opening of the Financial Bids.
  - 5.3. In second phase, 2<sup>nd</sup> envelope containing price bids of the Service Providers short listed in the first phase shall be opened. Service Provider's representatives may like to be present during Financial bid opening. Date and time of opening of the price bids shall be advised only to the Service Providers shortlisted in the first phase of evaluation, through letter/email.
  - 5.4. Accepting of application by the Bank would not guarantee the award of contract. The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

SIDBI will award the contract to the successful Service Provider whose bid has been determined to be substantially responsive and has been determined as the LOWEST (L1) PRICE BID.

**6. Minimum Eligibility Criteria / Technical Bid:**

- 6.1 The Service Provider should be a Property Management Company / Registered Technical Man Power Supplier / Industrial Consultant / Electrical Contractor and should be in existence for at least 3 years. Preference will be given to Service Provider having necessary experience in providing Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations to reputed organisations like All India Financial Institutions, public sector banks / undertakings, MNCs and large private sector companies.
- 6.2 The Service Provider should have achieved annual sales turnover of ` 50 lakh in electromechanical related activities in any two of the last three financial years, *i.e.*, 2017, 2018 and 2019, as per the audited financial results and average turnover of ` 40 lakh during the last three financial years in the electromechanical related activities. Annual sales from AoMC activities, particularly technical manpower supply to be indicated in each FY. Relevant work orders would be attached to segregate the actual AMC turnover out of other contract job like sales, supply, installation, repair/ maintenance & other kind of job in case of combined turnover of the firm/ company/ proprietorship.
- 6.3 The Service Provider should be an Income-tax assesses having filed its Income tax return for the Financial Years 2017,2018 and 2019. In case the agency is exempted from paying income tax, the exemption certificate received from IT Department may be enclosed. Contractor to be in profit, at least in two financial years during the last three financial years. Annual gross income reflected in any one of the three financial years shall be taxable.
- 6.4 The Service Provider should be registered with the Labour and Central & Excise department(s) of State/ Central Government as applicable. The Service Provider should have license / permit / approval, etc., registered with the Electricity Department (s) of State / Central Govt. and concerned statutory authority or any other authority concerned for carrying out this type of work. Relevant documents in this regard shall be submitted by the Service Provider.
- 6.5 The agency should have a local office at Bhubaneswar/ Cuttack at least from last 3 years.
- 6.6 The agency should have completed successfully or have continuing contract with rendered services of minimum 1 AoMC work of similar nature (*i.e.* maintenance of electromechanical installations related activities, particularly providing technical manpower supply) costing ` 8 lakh or 2 AoMC works costing ` 4 lakh in any of the last three years (ending with the last date for receipt of application). **[Attach copy of work orders or completion letter from client].**
- 6.7 The Service Provider should have personnel with relevant experience. The personnel to be deployed for maintenance work of Electromechanical installations for the properties of the Bank should not be

less than 18 years and not more than 50 years. A list of the personnel along with qualification, age and experience may be submitted with the application.

- 6.8 The Service Provider should not have been black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies during last 3 years.
- 6.9 The Service Provider shall not deploy personnel with criminal background. In this regard, the Service Provider shall submit personnel-wise police verification to that effect that the person deployed under the contract does not have any criminal background.
- 6.10 The service provider should be practising business in the State of Odisha and operating out of the city and the city of Bhubaneswar/ Cuttack. In the event of the bidder being a business firm outside the State of Odisha, it should be having an office in the city of Bhubaneswar/ Cuttack and operations in the State of Odisha. In any case, in both these events experience of providing similar service to reputed organisations like Reserve Bank of India / large public sector organisations / All India Financial Institutions / MNCs, etc. shall be preferred.
- 6.11 The contractors are required to attach the requisite satisfactory (proof) documents towards pre-qualification, along with their application. Failure to submit the same may result into rejecting the application. SIDBI reserves the right to cross check the information furnished and may obtain confidential report from their previous clients. SIDBI reserves the right to reject any or all applications at any stage without assigning any reason, thereof.
- 6.12 The agencies qualifying the above pre-qualification criteria and agreeing to abide by the terms and conditions given in the **Annexure II** may submit the **“Technical Bid”** in a separate sealed cover superscribing - **“TECHNICAL BID FOR OFFER FOR ANNUAL OPERATION & MAINTENANCE CONTRACT (AOMC) of ELECTROMECHANICAL INSTALLATIONS** at Swavalamban Academic Centre(SAC), Bhubaneswar **“Tender No. 2020/1528/SAC/PREMISES dated December 05, 2019 – Technical Bid”**
7. The Bank, on the request of the Service Providers may furnish the reasons for rejecting tender.

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**Detailed Scope of Work**

It is the sole responsibility of the contractor to ensure that the operation, monitoring, maintenance and repairs are performed to the highest standards. The scope of the work shall be as under:

- Depositing Payments to local statutory authorities and service provider namely CESU, BSNL, etc.
- Coordination for smooth operations of the lift and coordination with M/s Schindler
- Operation & Monitoring of air-conditioning system of the building during working hours (from 6.00 am to 10.00 pm.) Monday to Saturday or otherwise instructed as well as coordination with M/s. Blue Star / AMC Agency.
- Monitoring of Electrical panels, Capacitor Panels and other installations.
- Operation of diesel generator set, water pumps, related set up, of the building by appointing experienced and qualified staff including testing etc. and coordination with M/s. Mahindra / AMC Agency
- Operation, Maintenance of fire-fighting systems and coordination with the AMC Agency
- Operation and Monitoring of Solar Power panels / installation / battery / inverter and Solar Water Heaters and coordination with the respective manufacturers / AMC Agencies
- Scope of work also includes replacement of switches, sockets (power/telephone/data), indoor / external light fittings, lift lights including chokes, capacitors, fuse, lamps, Distribution Board fittings viz. MB / ELCB / MCB (All capacities) for internal lightings in case the same are not in serviceable conditions at the discretion of SIDBI. Cost of unserviceable electrical fittings such as lamps/ tubes, ELCB, MCB, switches, sockets replaced shall be reimbursed on actual basis on production of bill/ invoice and after verification of the rates in the market plus reasonable amount towards transportation. No other charges such as labour, handling etc. shall be payable. However, the contractor is required to obtain necessary approval from SIDBI, before proceeding with the replacement. The contractor shall bear the charges of consumable such as tapes, capacitors, fuse, drilling bits etc., costing up to Rs.100/- per one job.
- to maintain a proper schedule as well as record / quality management forms / work register with approval of SIDBI for the above activities. All the stationery / photo copying etc., for the purpose, the contractor has to arrange on his own. Contractor shall provide necessary tools and equipment's to his workers for performing their work.

- **SCOPE OF SERVICES**

**(A). Lift-Operation & maintenance**

1. Operate the elevators whenever required
2. Monitor movement of visitors
3. Monitor movement of goods & ensure that the goods cause no damage to the elevators.
4. Handle emergencies.
5. Coordination with the Manufacturer / Supplier / AMC Agency
6. Ensure that the elevators are not misused by carrying heavy items.
7. Ensure proper power supply to the elevators in permissible range.

**(B) ELECTRICAL INSTALLATION WORKS**

**B.1 EARTHING REQUIREMENT AND EARTHING MAINTENANCE**

**EARTHING REQUIREMENT**

- i) It shall be ensured that the following equipment's are earthed:
  - 1) All metallic conductor enclosures.
  - 2) Under any of the following conditions, exposed non-current-carrying metal parts of the fixed equipment which are liable to be earthed.
    - a) Where the equipment is supplied by means of metal clad wiring
    - b) Where equipment is located in a wet location and is not isolated
    - c) Where equipment is located within reach of a person who can come in contact with any earthed surface or object.
    - d) Where equipment is located within reach of a person sending on the ground
    - e) Where equipment is in a hazardous location
- ii) All metal enclosures of electrical equipment in sub-stations shall be effectively earthed.
- iii) Before starting work on underground cables, all its conductors shall be discharged effectively and its both ends are earthed. Dead cables shall be identified by available means and the adjacent cables, if any, shall be provided suitable protection.
- iv) Static condensers shall be disconnected from the source of supply, discharged and then earthed before starting work on them. If they are charged, heavy sparks will be drawn from them. To discharge them completely, earthing rods shall be used and contact made with each terminal in turn and the same shall be repeated until no spark is observed.
- v) To put water in earthing pits at regular intervals and check its effectiveness / resistance, etc.

**EARTHING MAINTENANCE**

- i) The earthing device shall first be connected to an effective earth provided for the purpose and the other end of the earthing device shall then be connected to the conductors of the apparatus to be earthed. The process of removing the earth device shall be reverse of that adopted for placing the earth.

- ii) The earthing of all electrical apparatus and equipment in sub-station, distribution stations, etc. shall be periodically tested and inspected. Ordinarily a Meggar Test to check continuity of earth will suffice and shall be done once in six months. Earth tester suitable for three electrode method of testing earths shall be used wherever required or as per local regulations. Where no such regulation is in existence this shall be done once in two years.
- iii) All earthing systems shall, before electric supply lines or apparatus are energized, be tested for electrical resistance to ensure efficient earthing.
- iv) All earthing in systems shall be tested for effectively on a dry day during dry season at least twice a year.
- v) All earthing in systems shall be maintained and if upon testing, resistance is found to be higher than the prescribed values, immediate, steps shall be taken to rectify the faulty earth:

Sl.No.	Installations	Maximum Resistance to earth (in Ohms)
1	Sub-section earthing stations	2
2	Steel poles and supports of low and medium voltage local distribution system	5
3	6.6KV & 11KV transmission lines supports	5
4	U.P.S. / EPABX	1

- vi) In case of pipe / plate electrodes earthing arrangement, three or four buckets of water shall be poured into the sump through the watering funnel once a month to keep the soil surrounding the earth pipe / plate permanently moist.
- vii) Care shall be taken to protect the earth wire against mechanical damage and possibility of corrosion particularly at the point of connection to earth electrode or earth continuity conductor. Remedial measures shall be taken, wherever necessary.
- viii) Periodical visual inspection of all earth, electrode connections wherever available, shall be carried out to ensure their rigidity and to check any other signs of deterioration.
- ix) Where installations are earthed to a metal sheath of the supply cable, it shall be verified periodically that the earth fault loop is in a satisfactory state.
- x) Monthly record of tests carried out shall be maintained as per the proforma given below and these shall be preserved for a minimum period of 2 years from the date of testing.

#### Maintenance of earthing System

Month	Watering of stations	Visual check of system	Meggar Test	Remarks	Initials of electrician / A.C. & Maintenance Engineer
January					
February					
March					
April					
May					
June					
July					
August					

September					
October					
November					
December					

## B.2 SWITCHGEARS, CABLES AND FIXTURES, ETC.

Whenever any additional load is added to electrical installation, the main switch, bus bar chamber, sub-main cable, circuit main, etc. shall be checked against overload.

The various periodical checks to be carried out in respect of switchgears, cables and fixtures, etc. are tabulated below:

## B.3 BUS BAR CHAMBER

i)	Superficial inspection for abnormal temperature rise	Weekly
ii)	Cleaning the bus bar chamber (for dust and other foreign materials)	Half yearly
iii)	Checking the copper bus bars for any carbon deposits	Half yearly
iv)	Tightening the outlet jumper connection including resoldering wherever necessary	Half yearly
v)	Checking the bus bar insulators for breakage / failure	Half yearly
vi)	Megger testing (phase and phase to earth)	Half yearly

## B.4 FITTINGS

i)	Physical cleaning of luminaries (Fluorescent, incandescent fixtures) including the lamps	Half yearly
ii)	Checking of choke, etc. for overheating due to failure of insulation, etc. and replacing defective chokes wherever necessary.	Half yearly
iii)	Checking the terminal connections and internal wiring of the fixtures.	Half yearly

## B.5 CABLES AND CABLE JOINTS

i)	Superficial checking of the cable and cable joint for abnormal temperature rise and any physical damage	Quarterly
ii)	Checking the condition of the bituminous compound (in case of cable joints for paper insulated cable).	Quarterly
iii)	Megger testing for insulation resistance between phases and phase to earth.	Half yearly
iv)	Check the load on the cable (with Ampere meter / Tong tester).	Half yearly

## B.6 TROUBLE SHOOTING CHART (ELECTRICAL)

Control	Trouble	Probable causes	Corrective steps
1. Contacts	Chatter	i) Low voltage  ii) Poor contact in control circuit	Check voltage. Check momentary voltage dip during starting. Check coil voltage rating.  Check push button station (stop button contacts), auxiliary switch contacts and over load relay contacts. These can be tested with

		iii) Defective or incorrect coil	test lamp. If control circuit contacts are defective the contactor will operate properly when these contacts are by passed. Check for loose connections in control circuits. Replace the defective coil. Coil rating must include system's nominal voltage frequency.
	Welding	i) Abnormal in rush of current. ii) Low voltage preventing magnet from sealing iii) Short circuit	Check for grounds and shorts in system as well as other components such as circuit breaker. Correct the voltage condition Remove the fault and check the fuse breaker size.
	Short push button life and / Dr. overheating of contacts	i) Filing for dressing ii) Discoloured contacts, caused by insufficient contract pressure, loose connections etc. iii) Excessive jogging or cycling iv) Dirt or foreign materials on contact surface v) Short circuit vi) Sustained over-load	Do not file silver tips. Rough pots of discoloration will not harm tips or impair their efficiency. Replace contact springs, check contact carrier for deformation or damage. Clean and tighten connections. Eliminate excessive jogging or cycling Clean it with carbon tetrachloride Check the fuse of breakers and remove fault. Check for excessive motor load current.
2. Coils	Open Circuit	i) Mechanical damage Burnt-out coil due to over voltage or defect.	Handle and store carefully. Do not handle coils by the leads. Replace the coil
	Overheated Coil	i) Over-voltage or high ambient temperature ii) Wrong coil iii) Shorted turns caused by mechanical damage	Check application and circuit Check rating (Voltage and frequency), if incorrect, replace with proper coil Replace the coil Correct the system's voltage and install new coil. Check application.



		<p>iv) Under voltage failure of magnet to seal in</p> <p>v) Intermittent duty coil energized too long</p>	
3. Magnets and other mechanical parts	Worn out or broken parts	i) Too much cycling. Dust and dirt or mechanical misuse.	Replace the part and correct the cause of damage.
	Noisy magnet (humming)	<p>i) Defective coil</p> <p>ii) Magnet faces not meeting correctly.</p> <p>iii) Dirt, oil or foreign materials on magnet faces.</p> <p>iv) Low voltage.</p>	<p>Replace the coil.</p> <p>Replace magnet assembly. Humming magnet armature and rotating by 180 Deg.</p> <p>Clean magnet faces with carbon tetrachloride.</p> <p>Check system's voltage and voltage dips while starting.</p>
	Failure to pick-up and / or seal	<p>i) Low Voltage</p> <p>ii) Open or shorted coil</p> <p>iii) Wrong coil</p> <p>iv) Mechanical obstructions</p> <p>v) Poor contact in control circuit</p>	<p>Check system's voltage and voltage dips while starting</p> <p>Replace the coil</p> <p>Check coil voltage rating which must include system's nominal voltage and frequency.</p> <p>With power off, check for free movement of contact and armature assembly. Remove foreign objects or replace the contractor.</p> <p>Check and rectify.</p>
	Failure to drop out	<p>i) Gummy substance on pole faces, or in mechanism</p> <p>ii) Voltage not removed from control circuit</p> <p>iii) Worn out or rusted parts causing binding eg. Coil guides linkages, etc.</p> <p>iv) Residual magnetism, due to lack of air gap in magnet path.</p> <p>v) Improper mounting of starter</p>	<p>Clean with carbon tetrachloride</p> <p>Check control circuit</p> <p>Replace the contractors</p> <p>Replace the contractors</p> <p>Remount the starter as per installation instructions.</p>
4. Overload relays	Tripping	i) Sustained overload	Check for grounds, shorts or excessive motor current.

		ii) Incorrect heater, or ambient temperature varies a good deal iii) Motor and starter in different ambient temperature iv) Loose connection on heater screws on lead wires.	Select the correct size heater.  Install motor and starter nearer each other, make temperature same for both or use ambient compensated overload. Clean and tighten.
	Failure to trip	i) Mechanical binding, dirt corrosion, etc. ii) Wrong heater or heaters omitted and jumped wired used. iii) Relay previously damaged by short circuit. iv) Motor and relay in different ambient temperatures.	Replace overload and heater.  Check ratings and heater tables and apply proper heater. Replace overload relay and heater. Install motor and relay nearer each other, make temperature same for both or use ambient compensated overloads.

### ( C ). TRANSFORMER / SUB-STATION

#### C.1 Safety precaution and Physical inspection.

Before starting any maintenance work, the transformer shall be isolated from the supply and the terminal earthed. No combustible material shall be kept near the transformer, while any maintenance work is being carried out. The following physical inspection shall be carried out:

- i) Bushings – The bushings both on H.T. and L.T. sides shall be checked for cracks and chips. Slight chip can be ignored but for major cracks, it is desirable to replace the bushings. Stock of the bushings shall be kept in consultation with the manufacturers. Bushings shall be checked quarterly and cleaned periodically.
- ii) External connection – It shall be ensured that all the connections are tight. If the connection strips are observed to be black and corroded they shall be removed, cleaned with emery paper and given heavy grease coating. If the connection strip is bluish it is an indication that it has been hot for some time. This means that either the connection has become loose or the conductor.
- iii) The physical check-up of cables may be done on alternative or any peak load condition by touching so as to ascertain the normal or abnormal temperature with due precautions.
- iv) Check for Oil level in the indicator and oil leakages if any from the transformer
- v) Remove dust from external surface monthly.
- vi) Check-up winding temperature daily (when indicator is provided).
- vii) Clean the coils and remove any deposits within the ventilation passage through which cooling air flanks.

- viii) General – General superficial conditions of the connecting cable on sides, cables joint box, etc. shall be checked half yearly.
- ix) Earth continuity particularly in case of transformers with neutral earthing and general earthing of the metal structure shall be checked annually. Records of the earth test results shall be kept.
- x) A Log Book for transformer readings shall be maintained and normal voltage reading (both phase to phase and phase to neutral) shall be ensured.
- xi) The over load if any shall be only for specific duration as per manufacturers standard and remaining period rated load.

## C.2 SUBSTATION AND INTERNAL ELECTRICAL INSTALLATIONS

From the point of view of safety of life and materials, various checks that shall be carried out are tabulated below:-

i)	General Housekeeping of the area to avoid collection of foreign materials like paper, rag waste, oil / grease and other inflammable materials.	Weekly
ii)	Verification of transformer tank, oil circuit breaker and other oil carrying equipment against oil leaks.	Monthly
iii)	Effectiveness of oil drainage system including piping and soak pit, where provided.	Six monthly
iv)	Checking of operation of all trip circuits, relays and instruments like voltmeters and ammeters by stimulating conditions	Six monthly
v)	Checking of internal wiring for control circuits of circuit breakers and tightening all loose connections (ensure that none of the controls and safeties (trip) circuits are by-passed at any time).	Six monthly
vi)	Against physical damage to main boards, switches and distribution boards and rising mains.	Six monthly
vii)	Tightening of all internal connections of cables in DBs, switch boards, rising mains, etc.	Six monthly
viii)	Survey of lighting fixtures against physical damage to chokes, holders, internal wiring, etc.	Six monthly
ix)	Survey of point wiring against physical damage to conduit / batten / wires / supporting arrangement.	Six monthly
x)	Insulation resistance test of wiring system and equipment	Six monthly
xi)	Check against improper sizes of protective fuses	Six monthly
xii)	Check loads on mains, sub-mains, sub-mains and feeder points with long tester to ensure that there is no over-loading.	Six monthly

### (D). EMERGENCY LIGHTS

- i) The power plug points to be checked for proper single phase 230v supply is available.
- ii) The manufacturer's standard instruction shall be strictly followed

**(E) DG SET**

- 1) It shall be checked for their proper working condition once a week. Sufficient stock of diesel shall be kept. A log book showing details of weekly inspection / running purchase and use of diesel, etc. shall be maintained. A cross check of quantity of diesel consumed and running time of generator set shall be carried out quarterly.
- 2) To co-ordinate with the manufacturer / supplier / AMC agency for periodical servicing of DG Set

**(F) FIRE PROTECTION SYSTEM**

TECHNICAL PERSONNEL shall be responsible for observing and maintaining the following:

- Handle Emergencies
- Coordinate with the manufacturer / supplier / AMC Agencies for the following works;

**F-1. WET RISER SYSTEM**

- i) Check and clean hydrant valves, hose reels fire shafts and replace parts, if any, immediately. Keep the system in working condition at all times.
- ii) Inspect the system for any leakage with special attention to fittings, valves, pipelines, joints, air valves and set them right immediately, if required.
- iii) Check the fuel tank of diesel engine driven fire pump and maintain log book duly signed by supervisor.
- iv) Check the batteries for proper charge, level of electrolyte and good terminal connections.
- v) Check the level of the water in the static water tank for fire- fighting purposes.
- vi) Check the automatic working of all pump.

**Weekly**

- i) Check the gland packings
- ii) Check the level of water in the primary tank and replenish it, if required.

**Monthly**

- i) Check the automatic operation of the hydrant system.
- ii) Operate all the hydrant valves and check washers, plugs, couplings, nozzles, etc.
- iii) Check C.I. Valve gland packing and adjust / replace, if required.
- iv) Check rubber hoses giving special attention to couplings, washers, plugs and canvas jacket and swivel arrangement of the rubber hose reel.

**Quarterly- - Handle Emergencies**

- Coordinate with the manufacturer / supplier / AMC Agencies for the following works;

- i) Drain the Wet Riser System thoroughly. Set it to the required pressure. Check the air valves for efficient functioning. Check the operation of various pressure switches by stimulating conditions. Clean all contact areas of pressure switches.
- ii) Unroll the hose reels completely. Allow the water to pass through the rubber tubing / canvas hoses. Check for leakage, wash and dry them without subjecting to the direct

sunrays. Re-roll the hose reels properly. French chalk powder to the rubber tubing shall be applied before re-rolling.

**Half yearly-- Handle Emergencies**

- Coordinate with the manufacturer / supplier / AMC Agencies for the following works;

- i) Check all contacts and termination points of cables on starter and switches and motor side and tighten all loose connections.
- ii) Check and ensure that all fuses are in good condition and contact surfaces are free from pitting.
- iii) Megger the electrical system for effective insulation resistance.
- iv) Check current drawn by motors to ensure that it is not beyond the rated value.
- v) Check earthing system for its effectiveness
- vi) Service all the valves.
- vii) Inspect suction pipe, intakes and foot valve to ensure that they are free from obstructions, foreign materials, etc.
- viii) clean the static water storage tanks six monthly while doing so sufficient separate storage arrangements or standby arrangements are made during the cleaning operation to meet any emergency etc.

**Annually**

- i) Test the pressure gauges on the installation by comparing them with a test gauge.

**G. SPRINKLER SYSTEM-- Handle Emergencies**

- Coordinate with the manufacturer / supplier / AMC Agencies for the following works;

**Routine:**

- i) Check main controlling valve, inspect for any leakages in fittings, valves, pipelines, joints, air valves to get designed water pressure in the system.
- ii) Check the level of water in the static water tanks to ensure that the tanks are full at all times.
- iii) Check the reading on pressure gauges with reference to standard reading and maintain log book.
- iv) Clean and check the piping to ensure that is free from any damage, corrosion, dust and other foreign materials, etc.

**Weekly**

- i) Check flow – alarm device. The small valve, controlling the water supply to alarm device shall be in open position.
- ii) Test the alarm by operating gang bell.
- iii) Start the pump by opening test valve to ensure dependability of the pump, bearings, stuffing box, suction pipe and strainers.

**Monthly**

- i) Ensure that the sprinkler glass bulbs are cleaned with spirit by the fire AMC personnel.
- ii) Ensure that inspection and servicing of the installation valve is done by the fire AMC personnel.

**Quarterly**

- i) Drain the sprinkler system thoroughly and set and set it to the required pressure.

**Half yearly**

- i) Inspect suction pipe, intakes and foot – valves to ensure that they are free from obstructions, foreign materials, etc.
- ii) Test the system by actuating one of the sprinkler heads
- iii) Test the gauges on the installation by comparing them with a test gauge.

For pressure switches, pumps and other similar gadgets, instructions listed out in the case of wet riser system shall apply.

**(H) FIRE-BRIGADE INLETS, FIRE FIGHTING PUMP INSTALLATIONS, FIRE EXTINGUISHERS, FIRE ALARM AND PUBLIC ADDRESS SYSTEMS. –**

- Handle Emergencies

- Coordinate with the manufacturer / supplier / AMC Agencies for the following works;

**H-1. FIRE BRIGADE INLETS (BREACHER CONNECTION)**

The fire brigade inlets are provided on the external of the compound / building at convenient place for the local fire engines to pump water into the installation / tank by lapping external source.

**Routine**

- i) Clean and check the water inlets for any damages
- ii) Ensure that the water inlets are covered with blank caps

**Quarterly**

Pass water under pressure through the inlets. Check for any leakage in the pipe line and the non-return valve. Drain the pipe line.

**H-2. FIRE FIGHTING PUMP INSTALLATIONS**

In order to maintain the fire pumps in operating conditions it shall ensure that installations are tested periodically keeping in view the following guidelines.

- i) The approach to the fire pump room shall be kept neat and clean of debris, etc. The approach shall be adequately illuminated.
- ii) The key of the Fire Pump Room shall be easily available at the time of emergency.
- iii) The Fire Pump Room shall be kept neat and clean and shall not be used for any other purpose. No other material except fuel and lubricants, spares for the engine and the pump, shall be stored in this room. An emergency lamp in good working condition shall always be available in the room.

- iv) It shall be ensured that the fuel tank is always full and a stock of fuel equivalent to the capacity of the tank shall be available in the pump room. The engine oil shall be checked periodically and replaced, if necessary. A log book for recording receipt and consumption of fuel engine oil shall be maintained by the person operating the pump.
- v) If the pump-set fails to function on any day, immediate action shall be taken to get it repaired and commissioned, keeping the down time to minimum.
- vi) The person responsible for operating the pump shall maintain a Log Book containing the information about the date and time of operating of fire pump, details of defects if any noticed with time and date action taken to set right the defects, the time of which the pump set was put back into operation.
- vii) All Log Books shall be produced before the Assistant General Manager / General Manager once a month.
- viii) As far as possible the procedure laid down in the Tariff Advisory Committee's Fire Fighting Manual shall be followed for operation and maintenance of the fire fighting pumps and installations.

### **H-3. FIRE EXTINGUISHERS**

- a) All Fire Extinguisher  
**Routine Quarterly**
  - i) Clean the body, horn and wheel-locking pin
  - ii) Weight the extinguisher. If the weight of the contents is reduced by more than 10% it shall be sent for recharging.
  - iii) Clean and polish the body with wax
  - iv) Check tube, horn, joints, locking pins. Apply chalk powder for the tube externally.

Whenever the extinguisher is sent for recharging, it shall be ensured that the same is pressured tested by the gas charging company by subjecting it to a pressure up to 210 kgs. / cm<sup>2</sup>.

- b) Other Extinguishers if any  
Periodical maintenance as per manufacturer's specification

All the fire-fighting installations shall be maintained in perfect serviceable condition so that their utility in emergency is availed of.

### **H-4. FIRE ALARM / PUBLIC ADDRESS SYSTEM: Coordinate with the manufacturer / supplier / AMC Agencies for the following works;**

S. No.	Description	Daily	Quarterly
	Fire Alarm System		
1	Acknowledge all the alarms	Yes	
2	Check the supply voltages phase neural, phase earth & neutral earth		Yes
3	Check the battery voltage and its backup made operation		Yes

S. No.	Description	Daily	Quarterly
4	Check the fire and other alarm condition		Yes
5	Check functioning of all hooters		Yes
6	Check and ensure that all interlocks with AHU's and access doors are working		Yes
7	Clean detectors depending on the analogue value of detectors		Yes
8	Clean all the detectors in the system		
	Public Address System		
1	Ensure power to amplifier is on	Yes	Yes
2	Check the functionality of amplifiers		Yes
3	Ensure music volume is at desired level		Yes
4	Check the functionality of speakers		Yes
5	Check functionality of CD changer		Yes
6	Clean the lens of the CD changer		Yes

#### (I) AIR CONDITION SYSTEMS

- Operate the Air Condition Systems
- Handle Emergencies
- Coordinate with the manufacturer / supplier / AMC Agencies

#### (J) Solar Power and Solar Water Heating System –

To clean all the solar panels periodically. To check the water levels of Batteries and put distilled water as required. To check the Solar water heater / tanks regularly and regulate water supply. To check all the electrical installations / lights etc connected to Solar Power and service them periodically. To coordinate with the manufacturers / suppliers / AMC Agency

#### (K) Water Supply Pumps operation and maintenance –

To operate all the water supply pumps, tube well and check for leakage and any other fault and keep them always in working condition.

#### (L). FORMATS RECOMMENDED FOR USE FOR OPERATION MAINTENANCE & REPAIR RECORDS

Sr. No.	Description of Format	Remarks
1.	Daily Report	To be submitted by Technical Personnel
2	Monthly Consumable / spares Consumption Statement	To be submitted by the Technical Personnel every month
3	Daily Attendance Sheet	To be submitted by Technical Personnel
4	Monthly Assessment of Annual Maintenance Contractor performance for the month	Issued by the Bank Officer

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**General Terms & Conditions of Contract**

1. Tenders shall remain valid for ninety days from the date of opening of Price Bid.
2. The EMD of the unsuccessful bidder will be returned within 90 days of award of work contract to the successful bidder except on account of exigencies beyond Bank's control. The EMD of successful bidder shall be retained and adjusted towards security deposit. The EMD shall not bear any interest. If the successful bidder declines to act on the offer made by the Bank and/or withdraw/amend their quotations after opening of tenders or fail to commence the work, the EMD shall stand forfeited without any notice to the bidder and no claim on this account shall be entertained.
3. The Contractor shall attend to all emergency calls relating to works promptly.
4. The Contractor shall be responsible for the safety and security of all the electrical and mechanical items internal items such as furniture, equipment, fixtures etc. The Contractor shall maintain and submit the relevant reports fortnightly to the officer In- charge.
5. The supervisor shall maintain daily log sheets for the work and produce the same along with the bills every month while claiming the payment for the contract.

**6. Contractor's Employees**

- (i) For the purpose of this AMC, the Contractor shall engage Qualified & Experienced employees with minimum experience of three years in handling operation & maintenance works of Electromechanical installations as under:

**(a) One qualified electrical diploma holder for general shift and on call basis, in case of emergency, falling under the category of Highly Skilled Worker as referred under the Govt. of India Notification dated January 19, 2017 for employees engaged in the employment of "Construction or Maintenance of Roads or Runways or in Building Operations including laying down Underground Electric, Wireless, Radio, Television, Telephone, Telegraph and Overseas Communication Cables and similar other underground Cabling Work, Electric Lines, Water Supply Lines and Sewerage Pipe Lines"**

**(b) Two certified / licensed electricians for two shifts (one each) starting from 6 a.m. to 2 p.m. and 2 p.m. to 10 p.m. and on call basis, in case of emergency, falling under the category of Skilled Worker as referred under the Govt. of India Notification dated January 19, 2017 for employees engaged in the employment of "Construction or Maintenance of Roads or Runways or in Building Operations including laying down Underground Electric, Wireless, Radio, Television, Telephone, Telegraph and Overseas Communication Cables and similar other underground Cabling Work, Electric Lines, Water Supply Lines and Sewerage Pipe Lines"**

- (ii) The contractor is required to make payment to his employees towards salary every month and a copy of the said payment should be attached to the bill of subsequent month. He is also required to submit an undertaking (as per format attached to the tender given at **Annexure VII**) along with the bill of every month.
- (iii) The employees engaged by the contractor shall be of good health and character, fit, well behaved, obedient and skillful in their tasks. They shall be accessible at all time on mobile phone, which shall be provided by the contractor at his own cost. SIDBI reserves the right to select / interview these candidates. Also, the Contractor has to substitute the manpower if their performance is not satisfactory.
- (iv) SIDBI may advise the contractor for increase of manpower, if so desired, to complete the work as per schedule. The Contractor should provide necessary uniform to their staff at their own cost. The cost of identity cards to the staff shall also be borne by the Contractor. The personnel employed by the Contractor shall compulsorily wear uniform prescribed by SIDBI while on duty and shall always carry his / her identity cards.
- (v) The Contractor shall be responsible for the payment of wages / dues to its employees. All liabilities arising out of violation of any local and Central Laws shall be the responsibility of the Contractor without in any manner encroaching upon the rights and liabilities upon SIDBI.
- (vi) The Contractor shall furnish a detailed duty chart of the employees employed by him at the beginning of every month and keep informed SIDBI of any changes made from time to time. The duty chart for the month should give the specific names of the employees and respective duties they are required to attend to. The contractor shall also submit a list of employees with the changes effected if any on first day of every month.
- (vii) The workmen of the Contractor should preferably be conversant in Hindi. The contractor should take all precautionary measures to ensure the safety of the workmen employed by it and SIDBI shall not be responsible in case of any eventuality.
- (viii) Depending upon the exigencies and the requirements of SIDBI, the working hours and days of the workmen engaged by the Contractor will be suitably adjusted.
- (ix) SIDBI reserves the right to reject any particular workmen/staff placed/employed under the contract with SIDBI without assigning any reason.
- (x) The Contractor shall remove any employee who in the opinion of the Bank is guilty of misconduct or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify SIDBI against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of Electromechanical maintenance service. The Contractor shall be solely responsible for the remuneration and other dues of its employees as also for omissions / commissions done by them.
- (xi) In case of lapse on the part of the workmen staff of the Contractor, the Contractor should take proper action against such staff. In case the Contractor fails to take such action against the defaulter, the Bank reserves the right to take any suitable/legal action against the Contractor and the workmen staff concerned.
- (xii) Residential accommodation shall not be provided by SIDBI to the workmen of the Contractor.

- (xiii) In case of theft of any material takes place from the office on account of the negligence on the part of the staff employed by the Contractor, the Contractor would be liable for such lapse and the amount, if any, would be recovered from the Contractor while settling the bill.
- (xiv) If any incident of disobedience, misbehaviors or theft occurs, the Contractor shall remove from service such persons notified by the Bank immediately and fill up such vacancy with a suitable person.
- (xv) Every effort must be made by the contractor to deploy staff of known antecedents only and it may be noted that the contractor shall be held responsible for all misdeeds of his staff.
- (xvi) Permanent addresses of all his staff members along with references about their conduct from two persons residing in his area of living shall be produced by the contractor to SIDBI, before deployment so as to enable SIDBI to locate them as and when required.
- (xvii) The Contractor shall obtain all the requisite licenses including under Contract Labour (Regulation & Abolition) Act, 1970 and any rules framed hereunder and under other applicable laws issued by the concerned Labour Department & Electrical Department etc., for running the establishment.
- (xviii) The Bank shall not be responsible in any way for any breach by the Service Provider of the rules and regulations governing the running of such establishments.
- (xix) The Service Provider shall not engage minors for the maintenance or any other service.
- (xx) The Contractor shall maintain the Register/Challan copies as under:
  - (a) Under Contract Labour (Regulation and Abolition) Act, 1970
    - a) Attendance Register
    - b) Wage Register
    - c) Over-time Register
    - d) Advance Register
    - e) Register of Deduction for Damage & Loss
    - f) Register of Fine
    - g) Accident Register
  - (b) Under PF/ESIC/MLWF Act
    - a) Photo copies of PF/ESIC Monthly Challans (from the beginning of the contract)
    - b) MLWF Challans (from the beginning of the contract)
    - c) Agreement copy with the Bank
  - (c) Under Minimum Wages Act, 1948
    - Minimum wages to all employees of the agency/ contractor as prescribed by applicable laws of Government of India.
- (xxi) The Contractor shall indemnify and keep indemnified, defend and hold good SIDBI, its officers, directors, employees and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Contractor or their services personnel on account of misconduct, omission and negligence by the Contractor or his service personnel.
- (xxii) The Contractor shall maintain and provide all necessary documentation, registers and records in connection with the performance of maintenance of Electromechanical installations and other

related documents including for complying with any statutory requirements and provisions of applicable laws.

- (xxiii) In the case of any problems related to the workmen staff of the Contractor deployed in SIDBI premises, the same shall be settled at the Contractor's end only. The "Contractor" shall indemnify SIDBI suitably. It shall be the duty of the Contractor to clearly inform his own personnel / staff that they shall have no claim whatsoever against SIDBI and they shall not raise any industrial dispute, either directly and / or indirectly, with or against SIDBI in respect of any of their service conditions or otherwise.
- (xxiv) The Contractor shall abide by State Labour/Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, Minimum Wages Act, Provident Fund Act, ESI, etc., and shall indemnify SIDBI against and damages arising out of the default on the part of Service Provider due to negligence or non-compliance of any of the aforesaid rules, regulations, etc., laid down by the Government, Statutory authorities Regulations and other Government bodies, if any, from time to time.
- (xxv) The Contractor shall cover all the men/women deployed by him on this work with all risk policy, workmen compensation insurance (minimum ₹ 2 lakh per person). Such insurance policies shall be in joint names and copy of the same will have to be submitted to the Bank before taking up the work.
- (xxvi) It may be noted by the contractor and brought to the notice of his workmen that this is purely a work contract and the workmen employed by him are carrying out an annual contract and it does not entail them to seek employment / job opportunity for him or his workers in SIDBI.
- (xxvii) The Contractor shall organize medical examination of all the staff before initial deployment which will be repeated on yearly basis. Any person found to be medically unfit or unsuitable shall have to be removed by the Contractor from the services and suitable replacement shall have to be arranged forthwith.
- (xxviii) The Contractor shall arrange to issue Identity Cards to all his staff, through Security Desk of SIDBI, which has to be produced for inspection as and when required by SIDBI and/or suitably displayed.
- (xxix) The Contractor shall provide the proof of background check of its staff deputed for Electromechanical maintenance at the site of the Bank.
- (xxx) The Contractor shall ensure:
  - That all instructions, guidelines and specifications issued to the Contractor by SIDBI are clearly and effectively communicated by the Contractor to its employees and personnel;
  - That all instructions, guidelines and specifications are strictly adhered to by the employees and personnel of the Contractor so that reputation of SIDBI is not damaged.
  - That no action taken by the Contractor and / or its employees and /or personnel shall violate laws and regulations.
- (xxxi) The staff shall be properly dressed in neat and tidy uniform. They shall be courteous, well-mannered and attentive. They should be conversant with the tenets of the trade.
- (xxxii) Contractor shall provide necessary tool kit and measuring / testing tools / equipment (s) to its employees.

- (xxxiii) Contractor shall provide two pairs of uniform and shoes to its each employee.  
(xxxiv) In case of an emergency, no extra payment will be made for working in odd hours.

### **7. Public Procurement Policy for Micro and Small Enterprises (MSEs)**

- (i) SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI.
- (ii) These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
- (iii) If deemed fit, the Bank may procure minimum of 20% of the contract value of any goods or services from MSEs. Further, the Bank reserves the right to procure part work/services (about 4% out of above 20%) to MSEs owned by SC and ST entrepreneurs, if found suitable. Provided, these MSEs quoting price within the price band of L1 +15% & bringing down their price to L1 price, in a situation where L1 price is from someone other than a MSEs. In case of more than one such MSEs, the supply shall be shared proportionately at the discretion of the Bank.
- (iv) Further, such MSEs would also be entitled for tender sets free of cost and exemption from payment of earnest money deposit. In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
- (v) Agencies desirous of availing preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.

### **8. Additional Minor Repair Work :**

The contractor is required to carry out additional minor repair / replacement works. No labour payment for the same shall be made as it is deemed to be included in the quoted rates. The cost of material, if any, shall be paid to the contractor on reimbursement basis subject to production of pucca bills / cash memos and after verification from market. Contractor shall take up such work only after obtaining due approval of SIDBI. SIDBI's decision in all such matters shall be final and binding on the contractor.

### **9. Period of Contract :**

The contract for Electromechanical maintenance would be for a period of two year and shall be extendable up to one more year on the same terms and conditions subject to satisfactory performance of the contractor. However, continuance of contract, beyond initial one year, will be subject to Performance Review done by appropriate authority of the Bank. If quality of services rendered and any other aspects of the services are found unsatisfactory, the Bank may, in its discretion, terminate the contract even before the 2 years period.

### **10. Venue :**

The AOMC for Electromechanical installations shall be provided at **Swavalamban Academic Centre (SAC), Plot No. L-3, Near Loyola School, Jaydev Vihar, Bhubaneswar - 751013**. The infrastructure

of SIDBI will be solely under the care and supervision of the Contractor and any damage or loss will be entirely the responsibility of the service provider.

**11. Tenancy Rights –**

(i) The Contractor shall be given a suitable place during the contract period for storing the material required to provide the service to SIDBI as per the contract. The place so provided should be used only for the performance of the duties under the contract and not for any other purpose. Storage of materials at site would be at agency's risk.

(ii) Nothing herein contained shall be construed to create any tenancy in Contractor's favour of the Premises at the Bank Offices and other service areas at SIDBI may of its mere motion effect the termination of this contract, re-enter and retake and absolutely retain possession of the Premises at SIDBI and other areas being serviced by the Contractor under this contract. The Contractor shall not assign or transfer howsoever the benefit or burden of the contract to any person or concern. Workers of the contractor would not be permitted to stay at the site.

**12. Notice for Termination of Contract :**

The contract can be terminated by the Contractor by giving three months' notice while the Bank can terminate the contract by giving one month's notice. However, in case the quality of services / maintenance rendered are not found satisfactory and the service / maintenance is not maintained by the service provider despite reminders, the Bank shall have right to terminate the contract without any notice to the contractor, besides levying of penalty as may be solely decided by the SIDBI.

**13. Security Deposit :**

Successful contractor shall deposit an amount of 6% of the contract value within 7 days of award of work towards Security Deposit [SD] for satisfactory performance of contract which notwithstanding the above, would be forfeited by SIDBI in case the services of the contractor are terminated by SIDBI on the grounds of unsatisfactory / irregular services, breach of any of the terms of the accepted tender document or quality of service and quality of cleaning material. SD will be refunded after satisfactory completion of contract period.

**14. Pre-bid Clarifications:**

14.1 The intending Service Providers will have to send their queries by email to mail id (priyamba@sidbi.in/manisha@sidbi.in) by December 13, 2019 by 14.00 Hrs which will be clarified in the Pre-bid meeting. No request for change in date of pre-bid meeting will be entertained. No fresh queries will be entertained after pre - bid meeting.

14.2 The interested Service Providers are advised to inspect the site/nature of service required in this regard and satisfy themselves before submitting their bids. However, no such visits will be allowed after the pre-bid meeting date. A Service Provider shall be deemed to have full knowledge of the site/ nature of services to be provided, whether he inspects it or not and no extra claims due to any misunderstanding or otherwise shall be allowed.

**15. Rates:**

- 15.1 The rates quoted shall include lump –sum monthly charges for Annual Operation and maintenance contract of electromechanical installations at SAC for attending scope of work as described above. No extra payment over and above the rate quoted shall be made to the contractor in this respect. No escalation in rates will be permitted during the contract period. However, if quality of services rendered are not found upto acceptable level by the Performance Reviewing Authority, the Bank may, in its discretion, cancel/terminate the contract. Any decision in this regard by the Bank shall be final, conclusive and binding on the Service Providers.
- 15.2 The managerial and administrative fees quoted by the contractor shall remain unchanged for the entire period of the contract, however manpower wages would be paid on actual labour deployed at site as per the prevailing minimum wages as per Ministry of Labour & Employment, Office of Chief Labour Commissioner, N. Delhi revised normally wef April and October every year due to revision in Deansess Allowance. No extra payment over and above the minimum wages shall be paid to the contractor.
- 15.3 The rates quoted shall include cost of all tools & tackle, manpower cost including wages (including P.F., ESI contribution of Employee), liveries etc. taxes & duties (including applicable taxes such as GST etc.) insurance (if any) etc. payable to the appropriate authority. No extra payment over and above the rate quoted shall be made to the contractor in this respect.
- 15.4 No advance will be paid.
- 15.5 Applicable taxes will be deducted at source at the time of settlement of bills unless the Service Provider produces the certificate to the contrary from the Income Tax authorities. Certificate for tax deducted will be issued by the Bank.
- 15.6 In case of absence/ non-availability of manpower, the bidder is required to arrange for alternate manpower so as to ensure continuance of proper and efficient electromechanical functions. In case of failure to provide alternative Skilled/ Highly Skilled manpower, the bidder should be ready to bear the penalty of Rs.2000/- and Rs.1000/- per day for Highly Skilled/ Skilled manpower respectively. The bidder will not allow to recover / deduct the abovementioned penalty from the amount payable to the manpower other than the actual days of absence per month as per minimum wages rule.

**16. TERMS OF PAYMENT:** The payment terms of the Bank are as under:

- 16.1 Payment to Contractor shall be made on monthly basis. Contractor shall raise the invoices for services provided during the month and submit the consolidated bills to the Bank in the first week of every month (bills for the preceding month). The Bank after scrutiny will release the payments generally within 7-10 working days from the date of bill submission under normal circumstances.
- 16.2 All the payments including refund of EMD will be made by SAC, Bhubaneswar office, electronically through RTGS/ NEFT. All the Service Providers / Contractors should submit duly filled-in & signed [by authorized signatory and Service Provider's banker] **Bank Mandate Form** as per format prescribed in **Annexure - VI**.
- 16.3 At the time of claiming the payments including refund of EMD, Contractor will be required to confirm in writing the bank A/c No. and other details furnished in Bank Mandate Form. In case of any changes, Bank Mandate Form would require to be re-furnished.

16.4 The Service Provider / Contractor must accept the payment terms proposed by the Bank. The price bid submitted by the Service Provider / Contractor must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Service Provider, in case of delays or defaults on the part of the Service Provider. Such withholding of payment shall not amount to a default on the part of the Bank.

**17. EARNEST MONEY DEPOSIT:**

17.1 The Service Provider / Contractor submitting the bids will have to deposit EMD of ₹ 40,000/- (Rupees forty thousand only) by way of DD/PO drawn or from a scheduled commercial bank in favour of '**SIDBI MSME International Training Institute Bhubaneswar**', payable at **Bhubaneswar** along with the Technical Bid.

17.2 Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.

17.3 The Service Provider / Contractor selected through the tendering process may be required to give security deposit of 6% of the contract value in the form of a performance bank guarantee/DD/PO drawn or from a scheduled commercial bank in favour of Small Industries Development Bank of India payable at Bhubaneswar refundable on expiry of contract after adjustment of any dues receivable from the Service Provider / Contractor.

17.4 The unsuccessful Service Providers / Contractors will be returned the E.M.D. within 90 days of award of work contract to the successful bidder except on account of exigencies beyond Bank's control.

17.5 Request for exemption from EMD will not be entertained.

17.6 The EMD may be forfeited:

17.6.1. If a Service Provider / Contractor withdraws its bids during the period of bid validity.

17.6.2. If a Service Provider / Contractor makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.

17.6.3. In case of successful Service Provider / Contractor, if the Service Provider / Contractor fails to accept the order/ sign the contract within the stipulated time.

**18. Quotation and Process of Selection:**

18.1. Interested Service Providers / Contractors will be required to submit their offer in 2 bids, viz., "Technical bid" and "Price bid" in the format indicated in **Annexure III & Annexure IV**. Both the bids will be required to be put in separate sealed covers with superscription "Technical Bid" and "Price Bid" which will again be put in another sealed cover with superscription "OFFER FOR **ANNUAL OPERATION & MAINTENANCE CONTRACT (AOMC) of ELECTROMECHANICAL INSTALLATIONS**" addressed to The Chief General Manager, Swavalamban Academic Centre, SIDBI Building, **Plot L-3, Near Loyola School, Jaydev Vihar, Bhubaneswar - 751013**.

18.2 The cover will be required to be handed over at Reception, Ground Floor, Swavalamban Academic Centre (SAC), Small Industries Development Bank of India (SIDBI) Building, Plot L3, Near Loyola School, Jaydev Vihar, Bhubaneswar 751 013 on or before **15:00 hours on December 20, 2019**.



- 18.3. The quotation (Technical Bid only) will be opened at **15:30 hours on December 20, 2019** in the presence of the Service Providers / Contractor, who wish to remain present.
- 18.4 The bid so opened will be subjected to desk scrutiny by a committee of officials. Inclusion of any deviations in the quotation is liable for rejection, at the discretion of SIDBI.
- 18.5 A Committee of officials of the Bank at its discretion may be visiting the locations where the Service Provider / Contractor is providing its services to evaluate its capability and verify the claims stated in the technical bid document. The Service Providers who satisfy the criteria will only be considered for further tendering process and their price bid will be opened.

**19. Agreement :**

The successful Service Provider / Contractor has to enter into an agreement with SIDBI for providing the housekeeping services on sale-purchase basis. Format of agreement will be provided by SIDBI, to the successful Service Provider / Contractor.

**20. USE OF CONTRACT DOCUMENTS AND INFORMATION:**

- 20.1 The Service Provider / Contractor shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Service Provider / Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 20.2 The Service Provider / Contractor will treat as confidential all the data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

**21. SUBCONTRACTS:**

The Service Provider / Contractor shall not assign or sub-contract to others, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

**22. APPLICABLE LAWS:**

- 22.1 The Contract shall be interpreted in accordance with the laws prevalent in India.
- 22.2 **COMPLIANCE WITH ALL APPLICABLE LAWS:** The Service Provider / Contractor shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender document and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff/personnel/ representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

## **23 . FORCE MAJEURE:**

- 23.1 . If the performance as specified herein is prevented, restricted, delayed or interfered by reason of Acts of God including fire, explosion, cyclone, floods, war, revolution, acts of public enemies, blockage or embargo, any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided that the party so affected uses its best efforts to remove such cause of non-performance, delay or interference and when removed the party shall continue performance with utmost dispatch.
- 23.2 If a Force Majeure situation arises, the Service Provider / Contractor shall promptly notify the Bank in writing of likelihood or actual existence / occurrence of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Service Provider / Contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **24 . RESOLUTION OF DISPUTES:**

- 24.1 It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Service Provider from misconstruing the meaning and operation of the tender document and the breach that may result.
- 24.2 In case of Dispute or difference arising between the Bank and the Service Provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the Bank and the Service Provider / Contractor OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.
- 24.3 The Service Provider / Contractor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is of such nature that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.
- 24.4 Arbitration proceedings shall be held at Bhubaneswar, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
- 24.5 Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at Bhubaneswar, India only.
- 24.6 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.

- 24.7 A notice shall be effective when delivered or on the notice's effective date, whichever is later. Any dispute between the Service Provider and the Bank, which cannot be settled by negotiation, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30 days of the failure of negotiations. Arbitration shall be held in Bhubaneswar, India and conducted in accordance with the provision of Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Bhubaneswar alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final and binding. The Service Provider / Contractor shall not be entitled to suspend the provision of the Electromechanical maintenance services, pending resolution of any disputes and shall continue to render the Electromechanical maintenance services in accordance with the provisions of the contract notwithstanding the existence of any dispute between the Service Provider and the Bank or the subsistence of any arbitration or other proceedings.
- 24.8 The contract shall be governed by and construed in accordance with the laws of India and the Courts in Bhubaneswar shall have the exclusive jurisdiction to try any suit, proceedings in connection therewith / in that behalf.

XXXXXXXXXXXXXX

PART - I

THE FORMAT FOR TECHNICAL BID

APPLICATION FOR ANNUAL OPERATION & MAINTENANCE CONTRACT (AOMC) of  
ELECTROMECHANICAL INSTALLATIONS AT SAC, SIDBI, BHUBANESWAR

From:

.....  
.....

**To:**

The Chief General Manager,  
Swavalamban Academic Centre (SAC),  
SIDBI Building, Plot L-3, Near Loyola School,  
**Jayadev Vihar, Bhubaneswar - 751013**

S.N.	Particulars	Details to be filled in by the Agency for Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations
1	Name of the Service Provider / Contractor	
2	Regd. Office/Business address of the Service Provider / Contractor at Bhubaneswar /Cuttack, Mobile or telephone number	
3	Date of Incorporation/Constitution	
4	Organisation profile	
5	Name of the Proprietor/ Managing Partner/ Director i) Telephone/Mobile No ii) Fax No. / E-mail id :	
6	Whether Agency is a Micro / Small Enterprises (MSE)	
7	PAN/TAN Nos. of the Service Provider / Contractor (attach copy of PAN & latest IT return filed)	
8	Service Tax Registration No. (attach copy)	
9	Whether registered for GST? GST registration No. (attach copy of GST registration certificate) GST Registration No.	
10	Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach copy of registration) / If it is a partnership firm then attach the partnership deed.	
11	Whether registered with Sales Tax Department? Date of Registration. (attach copy)	
12	Whether registered with Labour Department? Date of Registration. (attach copy)	

13	Whether registered with Central/State Excise/Income Tax Department? Date of Registration. (attach copy)				
14.A	(a)Turnover in the last 3 financial years (in <b>electromechanical related activities</b> ). (year-wise). Please attach a copy of CA certified audited Balance Sheet and P & L Statement along with Auditor's Report, if any. (b)Profit for the above financial years	<b>FY</b>	<b>Turnover</b>	<b>Profit</b>	
		<b>2016- 17</b>			
		<b>2017-18</b>			
		<b>2018-19</b>			
B.	Turnover in the last 3 financial years (in <b>AoMC activities, particularly technical manpower supply to be indicated in each FY</b> ). [Relevant work orders would be attached to segregate the actual AMC turnover out of other contract job like sales, supply, installation, repair/ maintenance & other kind of job in case of combined turnover of the firm/ company/ proprietorship.]	<b>FY</b>	<b>Turnover</b>		
		<b>2016- 17</b>			
		<b>2017-18</b>			
		<b>2018-19</b>			
15	Details of AoMC works (Rs.8 Lakh/ Rs.4 Lakh) of the agency on/ after 20.12.2016 till the last date of receipt of application i.e 20-12.2019.  [Attach copy of work orders or completion letter from client].	<b>Amt of AoMC contract (in Rs.)</b>	<b>Date of contract</b>	<b>Organi sation</b>	<b>Details of AoMC</b>
		<b>8 Lakh</b>			
		<b>4 Lakh</b>			
16	Bank Details Name of the Bank Branch Type of Account Account Number IFSC Code * (attach certified copy of Bank mandate form)				
17	**Years of experience in providing AOMC for Electromechanical installations. Pl. provide additional information as per format III A and IIIB.				
18	Details of registration / empanelment with Govt. Department / Banks /FIs /PSUs (to be furnished in Format – III (C))				
19	*** Name of the Organisations / Corporations / Departments where the experience has been gained and number of persons the agency was serving (each location wise)				

20	Annual Turnover at each of the Electromechanical installation maintenance location/s (at least three locations)		Name of location	Annual Turnover	No. of years	No. of persons served
		1				
		2				
		3				
21	Name, Designation & Contact details of the key person at the above indicated location/s from the Contracting Establishment.		Name of location	Name, Designation & Contact details of the key person at each location		
		1				
		2				
		3				
22	Details of Resources (manpower, tools and plant) and other infrastructure facilities available (to be furnished in Format-III(D))					
23	Please indicate the particulars of the personnel with relevant professional qualifications (viz., Degree / Diploma in Electromechanical). <b>A list of the personnel along with name, age, qualification, and experience may be submitted with the application.</b>					
24	Whether the applicant was blacklisted by any client / agency	Yes / NO If Yes, please furnish details.				
25	Particulars of Payment towards EMD of ₹ 40,000/- (Rupees forty thousand Only) Draft No. / Pay Order No. Dated .....drawn on ..... Bank					

\* Bank Mandate Form attached Yes / No

\*\* Bank reserves right to decide the cut off duration of experience.

\*\*\* Bank reserves right to call for proof / documents for verifications.

### DECLARATION

1. The above information is true to the best of my knowledge and if any information is found untrue or false I may be debarred from the tender process/being given the contract.

2. I/We agree to abide by the terms and conditions stipulated by the Bank.

Date:...../.....

Authorised Signatory:

Name:

Designation:

Phone:

Email id:

(This format shall be sent in a separate sealed cover superscribing - "TECHNICAL BID FOR OFFER FOR **ANNUAL OPERATION & MAINTENANCE CONTRACT (AOMC) of ELECTROMECHANICAL INSTALLATIONS** at Swavalamban Academic Centre (SAC), Bhubaneswar "**Tender No. 2020/1528/SAC/PREMISES dated December 05, 2019** – Technical Bid")

**Annexure-III(A)**

Particulars in respect of similar jobs/assignments in the last five years

S No	Name of the service provided with address	Name and address of the client with contract numbers	Value of contract	Date of award of contract	Duration of contract

Please enclose the copies of contract / agreement and certificate from the client (employer) for each of the contract.

**Annexure-III (B)**

Particulars in respect of similar works in hand

S No	Nature of the service provided with address	Name and address of the client with contract numbers	Value of contract.	Date of award of contract	Stipulated duration of contract	Present status

Please enclosed the copies of contract/agreement with the client (employer) for each work

**Annexure-III (C)**

Details of empanelment with other institution

S No	Name and address of institution with contact No	Category / Type of work for which empanelled	Registered/ empanelled for value of work upto`	Date of empanelment and validity	Details of certificate / letter from the Institution / Bank, etc. if any

Please enclose the copies of letter of empanelment of each organization



**Annexure –III (D)**

Details of Resources (Manpower &Infrastructure Facilities)

1	Details of Manpower	
	(a) Manager / Engineer	
	(b) Supervisor	
	(c ) skilled workers	
	(d) unskilled workers	
2	Details of infrastructure facilities available	
3	Any other relevant information.	

**P A R T - II**  
**THE FORMAT FOR FINANCIAL BID**  
**(AOMC for Electromechanical Installations)**

From,

.....  
 .....  
 .....

To,

**The Chief General Manager,**  
 Small Industries Development Bank of India,  
 Swavalamban Academic Centre(SAC),SIDBI BuildingPlot L-3, Near Loyola School,  
**Jayadev Vihar, Bhubaneswar – 751013**

**SCHEDULE OF QUANTITIES**

SI.No.	Particulars	Unit	Rate ( ) per month (Both in figures & words)
1	Lumpsum Monthly Charges for Annual Operation and Maintenance Contract of Electromechanical Installations at SAC(Training Institute) for attending to scope of work as described and terms & conditions of this tender.(Rates should be quoted inclusive of GST. GST will be paid by the Bank as applicable.)	Lumpsum charges (as per Annexure-IVA) including GST	

**The above rates are inclusive of all taxes, duties, levies and transportation costs, etc. including GST, ESIC, EPF contribution by the employee and other statutory payments. We are aware that all the payments shall be subject to TDS/GST, as applicable at the time of payment. We are also aware that the comparison will be based on the total cost per day/per person.**

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the Annexure II at the rates quoted above.

**SIGNATURE**

**Name and Seal of firm**

**Date:**

(This format shall be sent in a separate sealed cover superscribing - "FINANCIAL BID FOR OFFER FOR **ANNUAL OPERATION & MAINTENANCE CONTRACT (AOMC) of ELECTROMECHANICAL INSTALLATIONS** at Swavalamban Academic Centre (SAC), Bhubaneswar "Tender No. **2020/1528/SAC/PREMISES** dated **December 05, 2019** – Price Bid"

**CALCUATION SHEET SHOWING BREAK UP OF THE RATES QUOTED IN THE  
SCHEDULE OF QUANTITY**

A	WAGES			
	Category of Staff Employed	Minimum No. of Staff to be Employed	Days per Month	*Wages per month (in ₹) based on Minimum Wages
(i)	Highly Skilled (Supervisor)	1 No.	26	
(ii)	Skilled	2 No.	26	
B	Total	Lumpsum per month		
C	Managerial and Administrative fees for executing the work**	Absolute Amt. per month		
D	Total Charges per month (B + C)			
	GST@.....%			
E	Total charges incl. GST			

**\*Latest Wage Rates as notified by the Office of the Chief Labour Commissioner (Central), Ministry of Labour & Employment, Government of India effective from April 2019. The above quoted rates must include statutory payments like ESIC, EPF etc.**

**\*\*Managerial and Administrative Fees shall cover items like payment of premium towards insurance cover of minimum Rs.2 Lakh per person for the workers employees, premium towards third party insurance cover of minimum Rs.3 Lakh, other incidental administrative costs like overhead profit, other misc. charges, etc. The quoted fees in absolute terms shall remain unchanged for the entire period of contract.**

Note: The final figure i.e. Entry in Row E should be quoted as the monthly rates quoted by you in Annexure-IV.

**Calculation Sheet for Supply of manpower with  
Minimum Wages**

SI no	Description	Details	Highly skilled Per person per day	Skilled Per person per day
A	Minimum wages as per Central Govt. included Variable Minimum dearness Allowance (Minimum wages to be reimbursed as per notification of Central Govt. wage revision from time to time for the 02 years contract period)			
B	EPF	__% of A		
C	ESI	__% of A		
D	Bonus			
E	National Holidays			
F	TOTAL			
I	Reliever Charges & Uniform charges			
J	Total			

Note - Wages per month in Annexure IVA shall be entered based on final figure as calculated in Column J of Annexure IVB.

XXXXXX

**Forwarding Letter****(To be submitted on the letter head of the "Service Provider / Contractor")**

To:  
**The Chief General Manager,  
Swavalamban Academic Centre (SAC),  
SIDBI Building  
Plot L-3, Near Loyola School,  
Jayadev Vihar,  
Bhubaneswar - 751013**

Dear Sir,

**Your Tender No. 2020/1528/SAC/PREMISES dated December 05, 2019**

This is with reference to your above-mentioned tender for Selection of "Service Provider / Contractor" for providing Annual Operation & Maintenance Contract (AOMC) of Electromechanical Installations in the Banks premises at SAC, Bhubaneswar. Having examined the tender document, we hereby submit our proposal along with the necessary documents.

Further, we agree to abide by all the terms and conditions as mentioned in the tender document.

Date:...../...../

Authorised Signatory:

Name:

Designation:

Phone:

Email:

**BANK MANDATE FORM**  
(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of "Service Provider" : \_\_\_\_\_

"Service Provider" Code (if applicable): \_\_\_\_\_

2. Address of the "Service Provider" : \_\_\_\_\_

City \_\_\_\_\_ Pin Code \_\_\_\_\_

E-mail id: \_\_\_\_\_

Phone No. with STD code: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Permanent Account Number \_\_\_\_\_

MSE Registration / CA Certificate \_\_\_\_\_  
(if applicable)

**3. Particulars of Bank account:**

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
<b>(Code number appearing on the MICR cheque supplied by the bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name &amp; code and Account Number)</b>			
IFSC CODE	For RTGS transfer		For NEFT transfer

**4. Date from which the mandate should be effective :**

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place : \_\_\_\_\_

Date : \_\_\_\_\_

Signature of the party / Authorized Signatory

.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the bank in which the a/c is held)

**N.B.: RTGS/NEFT charges if any, is to be borne by the party**

**Note on IFSC / MICR**

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

\*\*\*\*\*

**ANNEXURE VII****Undertaking**

I, \_\_\_\_\_, S/o \_\_\_\_\_, Proprietor / Partner  
/ \_\_\_\_\_ Director of \_\_\_\_\_ do hereby declare and undertake as under :-

That in the capacity of Independent Labour Contractor for M/s \_\_\_\_\_, I have complied with the provisions of all laws as applicable. I have paid the wages for the month of \_\_\_\_\_ which are not less than the minimum rates as applicable, to all my employees and no other dues are payable to any employee.

That I have covered all the eligible employees under Employees' Provident Funds and Miscellaneous Provision Act and the Employees' State Insurance Act and deposited the contributions for the following months and as such no amount towards contributions whatsoever is payable.

I further declare and undertake that in case any liability pertaining to my employees is to be discharged by M/s \_\_\_\_\_ due to my lapse, I undertake to reimburse the same. M/s \_\_\_\_\_ is also authorized to deduct the same from my dues as payable.

**Authorised Signatory**