

TENDER FOR FACILITY MANAGEMENT SERVICES  
[REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY)  
AND HOUSEKEEPING] AGENCIES

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SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA



सुविधा प्रबंधन सेवाएं के लिए निविदा

TENDER FOR  
FACILITY MANAGEMENT SERVICES

**TENDER DOCUMENT**

This document consists of the following:

- a) **General rules, instructions & conditions to the intending applicants**
- b) **Application format for Financial/Price Bid**

**Tender submission** : Up **to June 24, 2019 till 03:00 pm** (only during working hours) at the Tender box kept at Reception.

The Admin & Premises Vertical of SIDBI Mumbai Office, situated at Plot No.C-11, G Block, BKC, Bandra (E), Mumbai, maintains & looks after the above said office building, various residential apartment complexes at Mumbai comprising about 191 number of flats & other leased properties.

The intention of this tender is to invite financial bids from empanelled agencies for Facility Management Services.

*Signature & Stamp of the Agency*

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**TENDER NOTICE.**

SIDBI invites tenders from **empaneled agencies** for **FACILITY MANGEMENT SERVICES [REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY) & HOUSEKEEPING]** at its Staff Quarters located at various locations i.e. Matunga(W), Andheri (W), Oshiwara, Goregaon (E) & Powai in Mumbai and Vashi in Navi Mumbai.

The estimated cost for the work is approx **₹.40.00 Lakhs** per annum (Excluding cost of material supplied to the Bank).

This tender document can be downloaded from our website **www.sidbi.in** from **June 10, 2019**. A demand draft of **₹.500/-** (non refundable) drawn in favour of SIDBI, Mumbai towards the payment for tender fee is required to be submitted along with tender.

- I. If any clarification is required by the bidder, the same can be discussed during pre-bid meeting to be held on **June 17, 2019 at 03.00 pm** at the above address.
- II. Tenderers are advised to go through the tender document carefully as well as visit the Bank's Staff Quarters and get themselves acquainted with the condition of flats / site before submission of their tender.
- III. The duly filled and sealed tender documents in an envelope as indicated below, may be dropped in the **Tender Box** of SIDBI on the address as below:

**SIDBI Reception (on Ground Floor),  
SWAVALAMBAN BHAVAN  
Small Industries Development Bank of India (SIDBI)  
5th Floor, Premises Vertical  
Plot No-C-11, 'G' Block,  
Bandra Kurla Complex,  
Bandra (East), Mumbai-400 051  
Phone No. 67531190**

**Envelope should contain :**

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Complete set of Tender documents (technical bid& price bid) as issued, duly filled and signed (with seal) by the bidders on all pages and also a Demand Draft (DD) towards Earnest Money Deposit amounting to ₹.50,000/- in favour of SIDBI.

IV. Bidders are advised to pay Earnest Money Deposit (EMD) of ₹.50,000/- by Demand Draft drawn in favour of SIDBI payable at Mumbai along with the tender without which the Bid will not be accepted.

EMD will not bear any interest.

V. EMD will be forfeited in the event of any refusal or delay on the part of the successful bidder to sign and execute the contract on acceptance of his tender. EMDs of unsuccessful bidders will be refunded within 60 days from the date of opening of commercial bids. EMD of successful bidder will be retained as security deposit and will be refunded after the completion of contract or after submission of Bank Guarantee

VI. Last date for submission of completed tender documents is **upto 3.00 p.m. on June 24, 2019.** Bids will be opened at **3:30 pm on June 24, 2019** in the presence of bidders who chose to be present.

VII. The offers submitted shall be valid for a period of 120 days (i.e. 04 months) from the last date for submission of tender (i.e. **June 24, 2018**).

VIII. SIDBI reserves the right to reject any / all tenders without assigning any reason thereof.

IX. Tenders received late account of any reasons or by courier/post will not be entertained.

Date :

**Dy. General Manager**

**APV**

**All the intending Agencies are also requested to note following important provisions-**

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1. SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, Gol.
2. 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).
3. 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%) from 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.
4. Further, such MSEs would also be entitled for tender sets free of cost and exempt 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.
5. 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.

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**General Conditions of Contract**

**1. Site of work / details of SIDBI Staff Quarters**

- i. **Raheja Majestic**, Plot No.161, TPS-III, Manmala Tank Road, **Mahim (W)**, Mumbai  
(29 Flats in one building)
- ii. **Meenaxi Apartment**, 'B' Wing, Gokuldham, **Goregaon (E)**, Mumbai  
(24 flats in one building)
- iii. **Building No.1&10**, Mass Housing Project, New Link Road, Opp. **Oshiwara** Police Station, Jogeshwari (W), Mumbai  
(25 flats in 2 buildings)
- iv. **Bldg No.3-A and 3-B**, Mass Housing Project, Adi Shankaracharya Road, Opp. **Powai** Lake, Andheri (E), Mumbai  
(13 flats in 2 buildings)
- v. **SIDBI Officers Apartments**, Plot No.25, Veera Desai Road **Andheri(W)**, Mumbai  
(SIDBI Building - 59 flats)
- vi. **SIDBI Officers Quarters**, Plot No.10 and 11, Sector 26, **Vashi**, Kopri, Navi Mumbai,  
(SIDBI Building - 40 flats)

**2. BROAD SCOPE OF WORK :**

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**The broad scope of works which are to be undertaken by the Agency selected are as under:**

I. **Repair & Maintenance :**

A. **Site of work (for Repair & Maintenance)**

*All the flats as mentioned in point no.1 (on the pre-page).*

B. **Inside the premises Repair & Maintenance includes the following:**

- a. Carrying out comprehensive civil, plumbing, carpentry and electrical repairs and any replacements if required as per following details.

- i) **Attending to Civil, Carpentry & Plumbing work inside the flats and premises shall include :** Repair and maintenance of doors, windows, locks, al-drops, door stoppers, door closures, handles, conditioning the fixed furniture provided in the flat by the Bank, mosquito nets panels, curtain rods, flush tank and caulk, water pumps, taps, jet spray, diverters, wall mixtures, ball caulk, showers, bottle traps, seat cover, internal piping, sinks / washbasin, miscellaneous need based related masonry, plumbing works etc. including necessary replacement with the same brand or as approved by SIDBI in the quoted cost.

In General, the Agency shall be responsible for maintenance of all the Civil, carpentry and plumbing items inside the flats as well as premises. **Please note that in Andheri and Vashi Flats, the common area of the buildings shall be maintained by the Agency**, in other premises the same shall be maintained by the respective society / condominium. The Agency is required to bear the charges of consumable such as washers, screws, pins, cement, fevicol, Teflon tapes, drilling bits etc., costing up to Rs 100/- per one job. Agency shall also use his own tools such as screw drivers, plyer, drill machine, hex saw, plainer, etc for attending to the day to day complaints.

- ii) **Attending to electrical work inside all the flats and premises shall include :-**

Repairs and maintenance of all electrical installations in the flats as well as premises owned by the Bank. The Agency is required to maintain MCBs and ELCBs (all capacities) chokes, capacitors, starters, switches, sockets, regulators, geysers (coil + thermostat + leakages etc.), calling bells, power and computer points, fans (bearings + windings + coil), holders, water pumps, distribution boards, street and compound lights, miscellaneous wiring etc. including necessary replacement of the same with the same brand or as approved by SIDBI in the quoted cost. Scope of

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work also includes minor day to day repair & maintenance of DG Set panel, Battery Charger, Fire-fighting panel, Pump panel, Lift panel, Lightning arrester, earth pit. The Agency is required to bear the charges of consumable such as tapes, capacitors, fuse, screws, indicator lamps, cable ties, connectors, lugs, drilling bits etc., costing up to ₹.100/- per one job.

The Bank / Flat occupant shall arrange only for materials and other consumables such as tube lights, bulbs inside the flats at their cost which the Agency is required to fix in the respective fittings. In case of Andheri and Vashi flats, the Agency shall attend to all electrical work in common areas whereas in case of other flats, the common area work will be attended by the respective society.

- b. Coordination with other service providers viz. electric power supply companies, lift companies and Municipality for attending to the complaints if required in the quoted cost.**
- c. The Agency is required to carry out a detailed survey of all the electrical and plumbing items fitted at various locations. **The Bank shall bear the cost of replacement of light fittings & fixtures [only of common area] once before handing it over to the successful Agency on joint survey. It may be noted here that the occupant will bear the cost of replacement of tubes, lights, etc. in the flats.**

**II. Housekeeping & Periodical Cleaning of Water Tanks :**

**A. Site of work (for Housekeeping & Periodical Cleaning of Water Tanks)**

- i. SIDBI Officers Apartments, Plot No.25,  
Veera Desai Road Andheri(W)  
Mumbai 400 051  
**(Entire SIDBI Building - 59 flats & refuge area)**
- ii. SIDBI Officers Quarters Plot No.10 and 11,  
Sector 26 Vashi, Kopri  
Navi Mumbai  
**(Entire SIDBI Building - 40 flats & refuge area)**

**B. Inside the premises cleaning includes the following:**

- a. Daily Cleaning of staircase, Staircase railing, Window glasses /iron grill wherever fixed and also in the staircase well, Common areas including common toilet, Dispensary and Gym Library etc. Parking area both on ground & Basement, Driveway, Terrace, Loft lobby, Refuge area, Entrance lobby, Lifts, Removal of Garbage (From Quarters & Common area at Vashi & Andheri Quarters premises).

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Gardening has to be taken care on daily basis. In the entrance lobby all Window glass panes, Window sills, Iron Grills in open area, Door Panels & Frames from outside the flat. Cleaning of Cob-webs (jale) etc. in the premises & the common area around. Dusting should be done every day so that dust accumulation may be avoided.

- b. Once a week (the day may be decided & informed to Banks Care taker) a regular cleaning shall be done of all the tube lights, CFLs, glass cover fixed over ceiling light fixture, Light lamp post along the boundary wall & over the main Gates (both at entry / exit location).
- c. Maintenance and upkeep of garden & plants in the complex by appointing an experienced gardener on need basis or as and when instructed by the Bank. Scope of work also includes daily watering, any day to day unskilled work in garden etc. Cost of new plants planted in the garden at the instructions of Bank and the cost of consumable materials like fertilizers & earth will be reimbursed by the Bank on submission of proper invoices by the Agency for the costs incurred. Agency has to make all the arrangements and only water shall be supplied by the Bank.
- d. All Water tanks (Overhead, underground, fire water tanks, etc.) to be cleaned twice a year (every 6 months).

Agency shall clean all the underground and overhead tanks on half yearly basis, and get the worksheet duly verified (signed) by respective Caretaker. Records of cleaning of tanks to be maintained and displayed on the tanks.

### **3. Period of Contract**

The contract shall be valid for a period of **12 months** commencing from the date of award of contract. However, Bank reserves its right to review the performance and terminate the same before completion of the said period in case the performance is not satisfactory. **The contract shall remain effective normally for one year. However, SIDBI reserves the right to extend the contract for another year after completion of One year (i.e., 12 months) with 5% increase in the rate (all inclusive) depending on satisfactory performance of the Agency.**

In case of termination due to poor performance, indecent behavior, the Bank may forfeit the EMD/ISD.

### **4. Performance Guarantee**

- a. Earnest Money Deposit (EMD) for the work is ₹. **50,000/- (Rupees Fifty Thousand Only)**.
- b. The EMD of successful Agency shall be returned on submission of Performance

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Bank Guarantee as follows. The Performance Bank Guarantee (BG) shall be 5% of contract value per year as security deposit. No charges shall be payable on this account. The BG should be in the format approved by the Bank and should be kept valid for a period of 12 months with a claim period of 6 months.

**No payment shall be released till the BG is submitted.**

The Bank Guarantee (BG) shall be encashed in case Agency fails to perform its duties satisfactory

**5. Compensation towards non-attentiveness**

Agency shall maintain a proper Record / Register indicating reasons for not attending to any complaint within time schedule, failing which appropriate compensation shall be recovered. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints will be as under:-

<i>S.No.</i>	<i>Nature of work</i>	<i>Max. Delay in attendance allowed</i>	<i>Penalty (if not attended within the given time)</i>
1	Repair/Replacements of <u>essential</u> Electrical, Plumbing & Carpentry items within the scope of work	1 days	₹. 200 /- per day
2	Repair/Replacements of <u>normal</u> Electrical, Plumbing & Carpentry items within the scope of work	2 days	₹. 200 /- per day
3	Repair/Replacements of Electrical, Plumbing & Carpentry items not in the scope of work	3 days	₹. 200 /- per day
4	Clearing Drainage Congestion – inside building	1 day	₹. 500 /- per day
5	Clearing Drainage Congestion – outside building	2 day	₹. 1000 /- per day
6	If the garbage is not lifted as per defined schedule	1 day	₹. 500 /- per day
7	If it is found that no action is been taken within one hour after the complaint of unclean premises and improper housekeeping	Per complaint	₹. 100 /-
8	Half yearly Cleaning of Water Tanks (every 6 months)	7 days	₹.200/-
		15 days	₹.500/-
		30 days	₹.1500/-
		More than 30 days	₹.1500 + ₹.100 per day for no. of days exceeding 30

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9	Staff without ID Card	1 day	100 /- per worker per day
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- For Misbehaviors' by the staff engaged by the Agency to Bank employee or visitors – ₹.1,000/- per incident
- Recurring of irregularities given above will attract Double the penalties amount mentioned

**Note:**

- i. The compensation / deductions as indicated above is a minimum and can be increased at the discretion of the Bank if there is no improvement in the performance. The Bank on its own discretion may also cap the total penalty upto 10% of the contract value.
  - ii. All the tools and tackles shall be Agency's responsibility.  
It is, essential that Agency should maintain a sufficient stock of frequently used materials at site and keep proper inventory / records.
  - iii. General Manager (Premises) shall be the final authority for decision in matters related to penalty (as indicated above) which cannot be challenged.
  - iv. **In case of emergency of work, the Agency shall attend to the complaints after normal working hours/ during night and no extra payment will be made for working on odd hours/night.**
- 6. The cost of replacement wherever applicable shall be paid on production of original bills/invoice (not estimate) for only on sanctioned work slips issued by the Bank to the Agency duly signed by the occupant and/or Care Taker. If any replacement / work is done without proper sanction the same will not be considered for payment. the Bank reserves its right to cross check the rates in the market & carryout the correction in the bill.**

Under any circumstances, charges for **scaffolding, centering, shuttering jhulla** and curing will not be paid extra for any works related to maintenance / repair / replacement.

All necessary tools for attending the maintenance and repair work shall be provided by the Agency to its staff.

Need for replacement of any item, shall be decided by the Bank's Engineer and the Agency should carry out the work without any dispute.

A register of complaints shall be maintained by the Agency at each location. The Agency's Bills should be prepared based on the actual joint measurements certified by the

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Bank's Engineer and accepted by the Agency. The Agency's bill enclosing the sanctioned work slips duly certified by the ACT / CT and Bank's Engineer only should be submitted to SIDBI, failing which the bill will not be accepted.

Agency shall follow the prescribed formats / procedures for receiving complaints, receiving the work slips duly sanctioned and preparation of bills etc., as stipulated by the Bank from time to time.

**7. Place of Work and Visit to Site**

Intending bidders shall visit the Officers Quarters and make themselves thoroughly acquainted with local site conditions, nature and requirement of work, conditions, and make arrangement of labour and material, etc. as required & indicated before quoting for the tender.

**8. Raw Materials & Consumables**

A. Agency shall use materials of standard quality/ brands (with the prior approval of SIDBI). Replacement of consumable items viz. tube lights, bulbs, CFS switch, socket, MCB, CP Fittings, etc. and some other unforeseen works entrusted beyond scope of work shall be done on actual basis on Maximum Retail Price or Purchase price (whichever is less) on production of bills, to be certified by Bank's Engineer / Caretaker. **No payments towards profits & over heads, conveyance, labour shall be made for materials used.**

B Tentative list of the raw materials used regularly at our sites is given in the **Annexure B**. The bidding agency should **fill the rates** (along with their price bid) for the supply of the raw materials as given in **Annexure B** which shall be duly verified by the Bank before award of the contract.

**Note : The rates filled in the Annexure 1 shall only be considered as quote rates and will not be considered while arriving at L-1 agency. The L-1 agency will be decided only by the rates quoted in the price bid for the required manpower. If rates quoted by the agency for the supply of the raw materials are found to be abnormal, the Bank reserves the right fix them on mutual consent or also reject the whole bid.**

C. Any **other new work** entrusted to the Agency shall be entitled for a profit and overheads of 10% (All inclusive) subject to production of necessary bills/ receipts / rate analysis.

SIDBI reserves the right to get repair works executed through other agencies at the risk and costs of the Agency, in case he denies the same.

**9. Rates, Taxes and Duties**

All the rates furnished in the tender shall be inclusive of all labour and material including all duties, royalties, Work Contract Tax (WCT) or any other taxes or local charges, if applicable. No extra claim on this account will in any case be entertained. New taxes and

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increase in existing tax if any, after award of work shall be paid on production of specific proof/ receipt/ challan etc. Applicable GST will be paid by the Bank.

**10. Personnel to be posted at various staff quarters**

A. The Agency shall always retain a minimum staff strength of experienced staff at site as given in **Annexure-A**. Necessary grooming should be done before posting the staff at site. **The Agency shall also comply with the provisions of all labour regulations.** Agency shall ensure payment of minimum wages as per contract cost to the staff deployed at site as per extant Govt. rules/ guidelines. Receipt of any complaint on this ground shall be viewed seriously. No additional payment shall be made if Agency keeps more staff at site for completing the pending work or if the staff strength is not able to perform satisfactorily as per contract provision.

B. Personnel provided by the Agency should be smart intelligent and with good bearings and the responsibility of the discipline will be that of the Agency.

All the persons to be provided should have good moral character and antecedent verification should be got done from the Police authority by the Agency and made available to SIDBI. No criminal case be pending against any of the persons employed by the Agency. **In this regard, Police verification should be carried out by the Agency on his own cost and should submit the verification certificates or other required documents like Aadhar Card, Ration Card, etc to SIDBI before posting the personnel.**

Only able bodied, physically fit, well trained, disciplined and honest personnel not below the age of 25 years and not above 50 years shall be deployed for performing the Repair & Maintenance duties by the agency.

C. The manpower engaged by the Agency at the SIDBI's premises may be screened by SIDBI. The manpower engaged by the Agency while working on the quarters will always wear **uniform & identity cards** issued by the Agency. They should also be provided with mobile phones which should be available round the clock.

SIDBI shall have the right to accept / replace any person without assigning any reason whatsoever and the substitute shall have to be provided by the Agency immediately.

D. **A register will be kept at site** on all the **six locations** showing attendance on day to day basis & which will be counter signed by the guard on duty the time when Agency's worker arrives & sign at site. The same shall also be signed by ACT/CT and shall be presented along with the Agency's monthly bill. After verification by AM/Mgr the register shall be sent back to respective quarters the very next day.

The workers / staff engaged should wear ID Cards provided by the Agency. Any indecent behavior / suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be imposed on the Agency. The Agency is also required to submit the list of the workers with photo ID, educational qualification, address proof etc. before deputing the workers.

E. Agency shall be solely responsible for the credentials / acts of his staff / workers.

Agency is required to make timely payment to his staff including to various statutory

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authorities, and ensure payment of minimum wages as prescribed by Central Govt. for various category of staff, work.

Frequent changes in the Manpower is not entertained by the Bank. The Bank on its own discretion can deduct a sum of upto ₹.5,000/- per trade per year if any frequent changes of Manpower are carried out without due reason.

The staff engaged by the Agency will report daily on assigned sites viz Raheja Majestic in Matunga, SIDBI Officer Apartment in Andheri & Vashi (as per the discretion of the Bank) and will move to other site on requirement. **No local conveyance charges shall be paid by the Bank as the same is to be included in the quoted rates.**

**11. The Agency shall follow and adhere to all Statutory Laws and rules of Government and other authorities. The Agency shall keep SIDBI indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the SIDBI in connection with any claim that may be made by any workmen. The Agency shall also execute an indemnity bond, in the approved format, in this regard.**

The Agency is required to submit Pay Slips, PF Slips, ESIC Slips, etc as and when asked by SIDBI as a proof of conforming to the Statutory Laws and Rules of Government and other authorities.

## **12. Insurance**

The AGENCY shall keep SIDBI, its servants or agents indemnified against claims, actions or proceedings brought or instituted against SIDBI, its servants or agents by any of Agency's employees or any other third party in connection with relating to or arising out of the performance of the services under the agreement. The Agency is also required to obtain the third party insurance for each incident as follows:-

- a. Personal injury - ₹. 2.00 lakhs
- b. Property Damage - ₹. 2.00 lakhs
- c. Death/Disability - ₹. 5.00 lakhs

Besides, all employees of Agency should be covered under ESIC scheme.

**If the Agency fails to comply with the above provisions, SIDBI reserves its right to deduct suitable amount from the Agency's payment and pay the insurance company.**

**13. The Bank shall not be bound to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reasons thereof.**

**14. If Bank decides to place work order for additional scope of work in the same premises or**

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amend the original contract for additional scope of work in the same premises, the Agency shall be bound to accept the same at rates contained in the original work during the currency of the contract.

**15.** Bidder shall quote his rates for all items of work described in the price bid.

**16. Termination of Contract**

If the Agency fails to perform any of the obligations under this contract or if the Bank is dissatisfied with the services, the Bank may terminate the services of the Agency by giving a 30 days notice in that regard. In that case, the Agency shall vacate the premises within a period of one month of written notice. Bank should not be held liable for any cost, damage, expenses or any loss whatsoever that the Agency may suffer on being served with the notice and termination of contract. However, the Agency is required to give 3 month's notice in case he do not want to continue the contract. In this case, Bank shall forfeit the security deposit and shall award the contract to new agency.

**17. Payment**

The bill shall be prepared by the Agency in the form prescribed on **monthly** basis and submitted by the 7<sup>th</sup> day of every month. Bills will be settled by SIDBI within 10 working days after receipt of bill with complete details and all documents. The complete bill, in proper form, must be duly accompanied by details of work carried out in that **month** and must show deduction for all previous payment.

**Note :** The following duly signed Supporting Documents are required to be submitted by the agency along with the monthly bills for the release of payment :

- i) **Attendance sheet** of the all workmen posted by the agency in the billing period at SIDBI's sites duly signed by the respective Bank's Caretakers at the Residential Complexes.
- ii) **Bank statement copies** of all the workmen duly signed by the respective workmen (at least for the minimum number of staff mentioned in this document) posted by the agency in the billing period at SIDBI's sites as a proof of payment as per the prevailing Central Minimum Wages by GOI.
- iii) **Copies of the Insurances** taken by the Agency as per the clause no. 12 of this document which are valid for period of billing.
- iv) **PF Challan/ECR** copy for all the workmen (at least for the minimum number of staff mentioned in this document) posted by the agency in the billing period at SIDBI's sites.
- v) **Undertaking Statement** from the agency stating its compliance with all the statutory requirements mentioned in this document during the period of billing.

**18. Safety Management**

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The Agency shall initiate and maintain safety management programme to protect its employees from hazards through procedures, practices and regular inspection of the work areas, materials, equipment, information and training necessary for safe work performance

**19. Emergency telephone Nos**

The Agency shall provide an emergency telephone number for normal and out of hours operations with a maximum of two hour response time during any breakdowns to essential utility services.

**20. Single point Contact**

The Agency should provide a **single point of contact** who will coordinate with the Bank and his/agency's staff and arrange to attend the services/complaints promptly/timely and who coordinates with the Bank for bills/payments.

**21. Compliance with all Statutory requirements**

The Agency shall comply with all statutory requirements prescribed by the local as well as central government authorities from time to time. The Agency shall produce all the relevant statutory documents for inspection by SIDBI and the government authorities.

**22. Subletting the work**

The Agency cannot sublet the work without the prior permission of SIDBI. However, if it has to depute specialized agencies for the particular work. It shall be entirely Agency's responsibility to pay such agencies on time without any implication on the work.

**23. Stationery**

The Agency has to bear the cost of equipments, stationery, telephone, etc. required for proper execution of the work. If found using SIDBI's material, bank may recover an appropriate amount from the Agency's bills.

**Material Brand-**Following consumable materials shall be supplied by the Agency for day to day cleaning:

Floor Cleaner - CLEANSO  
Bathroom Cleaner cum Sanitizer - R1 TASKI  
Hard Surface Cleaner - R2 TASKI  
Glass Cleaner - R3 TASKI  
Toilet Bowl Cleaner - R6 TASKI  
Spiral Emerald for steel shine-up

Agency shall provide quality materials/equipments/chemicals of reputed brands like **Taski/Haylide/Diversy or equivalent or of higher standard**, suitable for Green

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TENDER FOR FACILITY MANAGEMENT SERVICES  
[REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY)  
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Housekeeping.

The following materials are in scope of Agency which are to be replaced periodically:

Dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear Broom, Brush, Swabbing cloth, Washing brush, Mop stick, Coconut broom, Dust cleaning stick, dust collector brush, soft broom, WC round brush, Rubber wiper, cotton swab, Toilet/ kitchen, vacuum pump, nylon scrubber, vacuum cleaner, metal broom, shovel, Glass duster, Big Plastic drum, Ladder, garbage trolley, Cost of laundry charges of the linen and any other materials required for cleaning but not covered are in scope of Agency.

The following machineries are in scope of Agency:

Wet/ dry vacuum cleaning machine, Lawn mower machine with roller and necessary tools & tackle for horticulture works.

Note: The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issue to the staff daily as required. Computerized records shall be maintained which shall be open to inspection by Bank during working hours.

24 The Agency shall also be bound to discharge obligations as provided under various statutory enactments including the Employee s Provident Fund & Miscellaneous Act, 1952, Employees Pension Scheme, 1995, ESI Act 1948, Contract Labour (Regulation and abolition) Act, 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Workmen's Compensation Act 1923 , Works Contract Act, 1999 and other relevant Acts, Rules and Regulations in force and as amended from time to time and are in force in the Central Govt. where the scope of supply under this Contract are executed. Also, the Agency shall ensure that its employee(s) / labourers refrain from smoking / consuming alcohol and other intoxicant substance or carrying any inflammable substances etc., inside the premises, while on duty. The Agency shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. Staff deployed by the Agency shall perform their duties at the premises of Bank with due diligence and take all precautions to avoid any loss or damage to the property / person.

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TENDER FOR FACILITY MANAGEMENT SERVICES  
[REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY)  
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**OTHER CONDITIONS OF CONTRACT**

**A. REPAIR & MAINTENANCE**

For all Residential complexes of SIDBI in Mumbai

Working Days : Monday to Sunday, both Days inclusive.

Working Hours : From 0945 hrs to 1745 hrs

*Note : The Agency should comply with all the labour laws. Any weekly offs to the Manpower should be managed by the Agency by ensuring that the weekly offs of the personnel coming in the same skill set type are not clashing. The agency is also liable to post an extra personnel as a replacement to the personnel on the weekly offs with no extra cost, if the need arises. The agency should as far as possible ensure that the full manpower (as mentioned in Annexure-A) is present at the sites on all days.*

**B. HOUSEKEEPING & GARDENING**

For the Residential complexes at Andheri & Vashi.

Common area including staircase, lobbies, utility rooms, compound, and common washroom etc. & the entire building are being considered for comprehensive Housekeeping Service .

Working Days : Monday to Sunday, both Days inclusive.

Working Hours : From 0800hrs to 1600 hrs

*Note : The Agency should comply with all the labour laws. Any weekly offs to the Manpower should be managed by the Agency (by ensuring that the weekly offs are not clashing, by posting extra personnel, etc) and he should ensure that the full manpower (as mentioned in Annexure-A) is present at the sites on all days.*

**THE SERVICES COVERED ARE**

1. Electrical Systems Cleaning

- Clean all light fittings in common areas as and when necessary.
- Keep the D.G room clean
- Periodical cleaning of LT Panel Room

Materials will be supplied by the Agency, or will be charged at cost.

2. Daily Activities

- Thorough check of work force by supervisors for uniform, appearance, Cleanliness and attendance before the start of work.
- Emptying of all garbage baskets and central collection of garbage waste. Emptying of Common Area as often as possible.

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TENDER FOR FACILITY MANAGEMENT SERVICES  
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- Periodic cleaning and mopping of the lifts, entrance and the floor lobbies and Toilet block (5-6 times a day), Staircase & Refuge area sweeping daily. This cleaning would only involve sweeping and mopping of the floor and removal of dust and cobwebs from the wall and ceiling and dusting and cleaning of doors and windows. The equipment in the room would be cleaned by the persons operating them.
- Regular cleaning, dusting and mopping of common area, Scheduled cleaning / dusting of electrical and other fitting fixtures in the common area

3. Weekly Jobs:

Review of the daily work schedule.

- Polishing of all metal as per defined or fixed schedules  
Removal of cobwebs and stains from walls and ceilings.  
Mopping of the building stairways. Cleaning of artificial plants, if any.
- Collect paper waste for disposal to garbage collector .
- Thorough cleaning of common area, toilets with soap water and disinfectants. Implement Planned Preventive Maintenance Schedule and maintain the same

4. Landscaping/ Horticulture

- Complete Garden maintenance
- Maintenance of the planters
- Soil and manure would be added regularly to keep the plants healthy (cost of the consumables would be on re-imburement basis and at actual) Seeds for seasonal flowerbeds would be supplied at actual cost
- All the gardeners would be equipped with necessary tools and pesticides. Prune and trim hedges and plants
- Weed lawns and mow them regularly Spray pesticides regularly
- Watering the plants

Reporting

The Agency will submit the reports as per the frequency and formats advised and agreed between BANK and Bidder.

TENDER FOR FACILITY MANAGEMENT SERVICES  
[REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY)  
AND HOUSEKEEPING] AGENCIES

**LETTER OF OFFER**

Date:

To

**The Deputy General Manager [APV]  
SWAVALAMBAN BHAVAN  
Small Industries Development Bank of India (SIDBI),  
5<sup>th</sup> Floor, Premises Vertical,  
Plot No-C-11, 'G' Block,  
Bandra Kurla Complex,  
Bandra (East), Mumbai-400 051**

Dear Sir,

**Contract for FACILITY MANAGEMENT SERVICES  
in SIDBI's staff quarters at Mumbai**

Having visited the SIDBI's Staff Quarters located at Matunga (W), Andheri (W), Goregaon (E), Oshiwara and Powai in Mumbai, Vashi in Navi-Mumbai, Leased flats (Dormitory) in Thane and examined the contract documents, specifications and scope of work to be carried out, I / we hereby offer to take up the subject work and submit herewith our offer for the same. Further, I / we herewith deposit ₹. **50,000/-** as **Earnest Money Deposit** (EMD) as per the Terms of Contract and our offer. In the event of my / our tender being accepted, I / we agree to enter into and execute the necessary contract agreement required by you. I am / we are aware that the Bank intends to carry out the entire work as covered in the scope of this tender with utmost diligence. I / we agree to carry out the work with due diligence and in time bound manner. As required by you, I / we are returning herewith the tender documents duly filled in and signed by us at each page in token of our acceptance of the provisions in the documents in two sealed envelopes.

Thanking you,

Yours faithfully,

Signature and Seal :

Address :

*Signature & Stamp of the Agency*

TENDER FOR FACILITY MANAGEMENT SERVICES  
[REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY)  
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**Annexure-A**

**Minimum Staff Strength at various quarters**

**1. Technical Staff (7 DAYS A WEEK)**

Electrician - 3 Nos. Plumbers - 2 Nos. Carpenter - 2 Nos.

**One Electrician, One Plumber & One Carpenter will report daily at SIDBI Officers Quarters in Andheri, One Electrician & One Plumber will report at Raheja Majestic Condominium in Matunga and One Electrician & One Carpenter will report at SIDBI Officers Quarters in Vashi and thereafter they would be required to move to other locations as per requirement.**

**2. Housekeeping Staff (7 DAYS A WEEK)**

5 Nos (3 nos at Andheri & 2 nos at Vashi).

**3. Gardening Staff (Part-time basis)**

2Nos (1nos at Andheri & 1nos at Vashi).

The service of staff also includes cost of consumables repairs, replacement etc. as clarified in scope of work.

The strength indicated as above is a minimum and the Agency is required to increase the same at the advice of SIDBI in case pending works are more.

For deduction purpose, @ ₹.1000/- (for technical staff) per day (8 hours) & ₹. 750/- (for non-technical staff) per day (8 hours) per person shall be recovered in case the strength of the staff is less than as indicated. Technical staff should have valid trade license with experience of 6 years or person with minimum 10years experience of maintenance / repairs of various residential properties.

**Note**

- 1. The Agency may engage extra staff to cater to the Weekly – Offs of the regular staff and ensure that the minimum nos of staff are present at the sites on all 07 days in a week. No extra charges shall be paid for the same.**
- 2. If required the Agency should provide additional manpower on the sites in the same quoted rates.**
3. No other payment shall be made for doing the works described in scope and schedule of work. No escalation on quoted rates shall be paid.
4. Non completion of any activity shall attract a levy of compensation @ 150% of the value quoted by the Agency or actual value incurred by the Bank whichever is more.
5. All required tools and materials for Repair & Maintenance etc. shall be arranged in sufficient quantity by Agency at his own cost.
6. The Agency shall be solely responsible for protection of his material as well as the material

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TENDER FOR FACILITY MANAGEMENT SERVICES  
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handed over by the Bank.

7. The Agency shall be solely responsible for protection of Bank's property.
8. The Agency cannot sublet any part work without prior permission of the bank.
9. The Agency is responsible for making timely payment to his employees / sub Agency.  
Else the Bank reserves its right to pay the same and recover it from Agency's payment,  
in case need arises.
10. Materials will be supplied by the Agency, or will be charged at cost.

Signature and Seal :

**TENDER FOR FACILITY MANAGEMENT SERVICES  
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**Annexure-B**

<b><u>RATES FOR SUPPLY ITEMS AT SIDBI QUARTERS</u></b>				
<b>S.No.</b>	<b>Item</b>	<b>Make</b>	<b>Qty.</b>	<b>Rate (in Rs.)</b>
<b>TYPE OF ITEM - PLUMBING</b>				
1	Sink Cock ( Kitchen Tap Set )	Astrabath	01 Set	
2	Sink Cock ( Kitchen Tap Set )	Jaquar	01 Set	
3	Sink Cock Spindle ( Kitchen Tap Set )	Jaquar	01 pcs	
4	Sink Cock Spindle ( Kitchen Tap Set )	Astrabath	01 pcs	
5	Kitchen Sink Weast coupling 6" (Jali)	General	01 pcs	
6	Waste Pipe 3 fit	Kohinor	01 pcs	
7	Nonidrop (Jali)	Flora type	01 pcs	
8	Kitchen Mixer Set,( Spindle 2,Right and Left )	Jaquar	01 Set	
9	Washbasin 18x14	Cera	01 pcs	
10	Washbasin Tap Pillor cock	Astrabath	01 pcs	
11	PVC Connector Pipe 2 fit	Astrabath	01 pcs	
12	PVC Connector Pipe 1.5 fit	Astrabath	01 pcs	
13	Angle Cock	Astrabath	01 pcs	
14	Angle Cock	Sico	01 pcs	
15	Anchor Fastener 6" Right & left	General	01 set	
16	Waste Coupling 6"	General	01 pcs	
17	Waste Braket 12"	General	01 Set	
18	Waste Braket 6"	General	01 Set	
19	Waste Braket 8"	General	01 Set	
20	Soap Dish S.S.	Lipka	01 pcs	
21	Washbasin Mixer Set,Spindle 2 pcs right and Left	Jaquar	01 set	
22	S.S.Connector 2pcs Righ and Left	Astrabath	01 set	
23	Mixer In site Chand Tara Lock	General	01 pcs	
24	Mixer Angle Cock 2 pcs Right and Left	General	01 set	
25	Mixer Angle Cock Spindl 2 pcs Right and Left	Astrabath	01 set	
26	Mixer Angle Cock Spindl 2 pcs Right and Left	Sico	01 set	
27	Mirror Fensi	General	01 pcs	
28	Mirror Self	General	01 pcs	
29	W.C.	Cera	01 pcs	
30	W.C.Seat Cover	General	01 pcs	
31	W.C.Seat Cover Hinges ,Right & Left	General	01 set	
32	Flush tank 5 Ltrs.	J.P.	01 pcs	
33	Flush tank Bend Pipe	General	01 pcs	
34	Flush tank PVC Ballcock	General	01 pcs	
35	Flush tank Handle	General	01 pcs	
36	Flush tank Saypan	General	01 pcs	

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**TENDER FOR FACILITY MANAGEMENT SERVICES**  
**[REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY)**  
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37	Flush tank Saypan Wiser	General	01 pcs	
38	W.C. 2 in One Bib cock (Tap)	Astrabath	01 pcs	
39	W.C. Single Bib cock (Tap)	Astrabath	01 pcs	
40	W.C. Single & Two In one Bib cock Spindle	Astrabath	01 pcs	
41	Jet Spray Set, (Jetspray,Jet Pipe,1.5 mtrs.Jet Hook S.S.)	Fossil	01 Set	
42	Jet Spray	Foshik	01 pcs	
43	Jet Spray Pipe,1.5 mtr.	Lipka	01 pcs	
44	Jet Spray Hook S.S.	Lipka	01 pcs	
45	Mixer Dry Water Set	Jaquar	01 set	
46	Mixer Dry Water concealed Spindle Right & Left Side	Jaquar	01 set	
47	Mixer Dry Water concealed Spindle Right	Jaquar	01 pcs	
48	Mixer Dry Water concealed Spindle Left Side	Jaquar	01 pcs	
49	Mixer Dry Water Centre Spindle	Jaquar	01 pcs	
50	Top Shower Set	Lipka	01 set	
51	Shower Top	Lipka	01 pcs	
52	Shower Arm 15"	General	01 pcs	
53	Hand Shower Set ( Hand Shower,Pipe,Hook.)	Lipka	01 set	
54	Hand Shower Pipe 1.5 mtrs.	Lipka	01 pcs	
55	Hand Shower	Lipka	01 pcs	
56	Hand Shower Hook S.S	S.S.	01 pcs	
57	Flush Valve concealed	Siple	01 set	
<b>TYPE OF ITEM - ELECTRIC</b>				
1	Fan Ceiling Set 48"	Orient	01 set	
2	Fan Regulator Socket Type	CPL	01 pcs	
3	Exhaust Fan 9.5x 9.5	Orient	01 set	
4	Exhaust Fan 12 x 12	Orient	01 pcs	
5	Metal Fan 4x4 for Bathroom	Orient	01 set	
6	6 Model Plate Set	CPL	01 set	
7	2 Model Plate Set	CPL	01 set	
8	4 Model Plate Set	CPL	01 set	
9	4 Model Plate	Roma	01 pcs	
10	16 Model Plate	Roma	01 pcs	
11	3 Model Plate	Roma	01 pcs	
12	2 Model Plate	Roma	01 pcs	
13	1 Model Plate	Roma	01 pcs	
14	6 Amp.Switch	Roma	01 pcs	
15	6 Amp.Socket	Roma	01 pcs	
16	16 Amp Switch	Roma	01 pcs	
17	16 Amp Socket	Roma	01 pcs	
18	16 Amp 3 Pin Top use for Gyser	Roma	01 pcs	
19	32 Amp Switch Socket Type use for Gyser D.P.Switch	Roma	01 pcs	
20	2 Way Switch 16 Amp	Roma	01 pcs	
21	Door Bell Ding Dong 7 x 4	Anchor	01 pcs	
22	Door Bell Switch	Roma	01 pcs	
23	Tube light Set 40 W. 4 fit	Surya	01 set	

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**TENDER FOR FACILITY MANAGEMENT SERVICES**  
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24	Tube light Choke 40 W. Electrical	Surya	01 pcs	
25	Ceiling Holder	Anchor	01 pcs	
26	Adaptor Holder	Anchor	01 pcs	
27	LED Tube light 12 w.2 Fit	Syska	01 set	
28	LED Tube light Set 22 W. 4 Fit	Syska	01 set	
29	MCB 40 Amp 4 Pole	Legrand	01 pcs	
30	ELCB 63 Amp 4 Pole	Legrand	01 pcs	
31	Tripper (MCB) 10 Amp	Legrand	01 pcs	
32	Tripper (MCB) 16 Amp	Legrand	01 pcs	
33	MCB / ELCB 63 Amp 2 Pole	Legrand	01 pcs	
34	Tripper (MCB) 25 Amp	Legrand	01 pcs	
35	Tripper (MCB) 9 Amp	Legrand	01 pcs	
36	Fan Hook With Cycle S.S.	S.S.	01 pcs	
37	Ceiling Ross	Anchor	01 pcs	
38	6 Amp Socket	Anchor	01 pcs	
39	6 Amp Switch	Anchor	01 pcs	
40	16 Amp combined Board	Anchor	01 set	
41	Ceiling Holder (Angle Holder)	Anchor	01 pcs	
42	Bell Switch	Anchor	01 pcs	
43	PVC Tap	General	01 pcs	
44	Fan Ceiling Set 48"	Crompton	01 set	
45	Fan Ceiling Set 24"	Crompton	01 set	
46	Fan capacitor 2.5	Hevals	01 pcs	
47	Fan capacitor 3.5	Hevals	01 pcs	
48	Fan Regulator Switch Type	Roma	01 pcs	
49	LED Blub 9 W.	Syska	01 pcs	
50	Blub 60 W.	Surya	01 pcs	
51	Wire 2.5 Sq. MM	Policap	Per mtrs.	
52	Wire 4 Sq. MM	Policap	Per mtrs.	
53	Anchor Fastener	General	04 pcs	
54	Thermostat	General	01 pcs	
55	Thermostat Coil 15 ltrs.	General	01 pcs	
56	Auto Cut Off Thermostat Combo	General	01 pcs	
<b>TYPE OF ITEM - CARPENTRY</b>				
1	Main Door Latch Lock	Godrej	01 pcs	
2	Sliding Lock	General	01 pcs	
3	Bathroom Handle Lock	General	01 pcs	
4	Bed Room Lock	Godrej	01 pcs	
5	Hand Drop ( Kundi) Brass	Brass	01 pcs	
6	Tower bolt	S.S	01 pcs	
7	Door Stopper S.S.	S.S.	01 pcs	
8	Cupboard Lock Magnet 3 no.	General	01 pcs	
9	Knob Handle S.S fensi	General	01 pcs	

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TENDER FOR FACILITY MANAGEMENT SERVICES  
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10	Main Door Handle S.S.	S.S.	01 pcs	
11	Drawer Channel 18"	Hitech	01 pcs	
12	Drawer Lock	Godrej	01 pcs	
13	Cupboard Hinges 4"	S.S.	01 pcs	
14	L. Hinges 3 "	S.S.	01 pcs	
15	L. Bihari Hinges Havy	General	01 pcs	
16	Door Hinges 4" Godrej	Godrej	01 pcs	
17	Window S.S.Jali	General	Per Sq.fit	
18	Window Plastic Net Jali	General	Per Sq.fit	
19	Sliding Wheel / Bearing	General	01 pcs	
20	Sliding Corner	S.S.	01 pcs	
21	Curtain Rod Steel	Havy	Per.fit	
22	Curtain Rod Aluminium	General	Per.fit	
23	Curtain Socket Steel	S.S.	1 set	
24	Curtain Socket Aluminium	General	Set	
25	Curtain Central Socket Steel	General	1 set	
26	Curtain Central Socket Aluminium	General	1 set	
27	PVC Rassi/Rope	General	Per Mtrs.	
28	Hook S.S.	General	01 pcs	
29	Door Buffer 4"	General	01 pcs	
30	Cupboard Handle	General	01 pcs	
31	Cupboard Sliding Glass 1.5 X 5 .5 fit	General	01 pcs	
32	Bathroom Window Glass 6 " x 24"	General	01 pcs	
33	Bathroom Window Glass 4 " x 24"	General	01 pcs	
34	Towel Rod 2 fit Ciplly S.S.	Lipka	01 pcs	
35	Towel Rod Ring	Lipka	01 pcs	
36	Medicine Box 16 X 18	General	01 pcs	
37	Medicine Box 14 X 16	General	01 pcs	
38	Sarfras Kadi S.S.	S.S.	01 Sert	
39	Ebro Tape 30 mtrs lanth	General	Per Roll	
40	Velcro Tape 10 mtrs	General	Per Roll	
41	Screw 1"	Baba	Per Box	
42	Screw 1.5"	Baba	Per Box	
43	Screw 2"	Baba	Per Box	
44	Screw 3"	Baba	Per Box	
45	Channel for Cupboard 12"	Godrej	01 pcs	
46	Channel for Cupboard 16"	Link	01 pcs	
47	Ply - Commercial	General	01 pcs	
48	Ply - Marine	General	01 pcs	
49	Laminate	Sunmica	01 shett	

TENDER FOR FACILITY MANAGEMENT SERVICES  
[REPAIR/ MAINTENANCE (ELECTRICAL, PLUMBING & CARPENTRY)  
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**Price Bid**

Description	Nos	Rate per month (in ₹.)	Rate per year (in ₹.)
Electrician (7 days a week)	3		
Carpenter (7 days a week)	2		
Plumber (7 days a week)	2		
Housekeeping Staff (7 days a week)	5		
Gardener (Part-time)	2		
<b>Net Total</b>			
Add for GST @ _____			
<b>Grand Total</b>			

Description	Area	Rate per cleaning (in ₹.)	Rate per year (in ₹.)
Water Tanks Cleaning	Andheri		
	Vashi		
<b>Net Total</b>			
Add for GST @ _____			
<b>Grand Total</b>			

**Total Annual Outgo to the Bank for the AMC:**

**Note:**

1. The wages payable to the workmen should be as per the Central Govt. notifications which are revised from time to time.
2. The agency should provide the Bank Statement of his workmen every month having credited the salary as per Central Govt. rules. Any malpractice on this aspect will be viewed seriously including levy of penalty and termination of contract.

Signature & Stamp of the Agency