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SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

### NOTIFICATION FOR PRE-QUALIFICATION FOR COMPREHENSIVE PREMISES AND FACILITY MANAGEMENT SERVICES.

SIDBI (Employer) invites applications for Pre-qualification from reputed and established agencies, for rendering comprehensive Premises and Facility Management (P & FM) services for the office building complex “MSME Development Centre” at C-11, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai- 400151 and its staff quarters located at Mahim (29 flats), Goregaon (24 flats), Andheri (60 flats), Jogeshwari (25 flats), Powai (13 flats) and Vashi(40 flats) for a period of 2 (Two) years.

Agencies who are capable of undertaking similar works, fulfilling the following qualification criteria and are willing to participate in the Pre-qualification of the above work are requested to submit their applications **on or before September 25, 2014** for Pre-qualifications and tender documents.

1. The applicants should have main/branch office in Mumbai ( Certificate of Registration is required. The bidder should be a Public Limited or Private Limited company established under the Companies Act and should submit documentary evidence in respect of the following:-
  - I. been in existence at least for the past 5 (Five) years. (Enclose certificate to this effect along with copy of Memorandum & Articles of Association); (Not group of Firms/Companies). Joint Ventures / consortium bid shall not be accepted.
  - II. a minimum annual turnover (out of its P & FM services) of Rs.10 (Ten) crores for each of the past 3 financial years. (Enclose Certificate from Registered Chartered Accountant indicating the turn over out of its P&FM services for the past 3 financial years along with audited financial statement); (Bidder will enclose a copy of TDS and a copy of challan of service tax deposited for the last three financial years.)
  - III. executed at least two works of comprehensive P & F M services for building with an area of not less than 1.5 lakh sq. ft each for a minimum period of 2 year in the past five years preferably for Central Government / state Government / Public Sector Undertaking / Financial Institute / Autonomous Body/Banks/Large corporate/MNCs (Enclose proof of work order from client).

- IV. currently carrying out P & F M services of similar nature at least for 2 (two) PSU/Banks/large Multi-National Companies (MNC's) or established Indian corporate with a building of area not less than 1.5 lakh Sq.Ft (Enclose certificates/testimonials related with this work from the clients with residual validity of the contract for a minimum period of 6 months as on date of Notification).
- V. Should be either of the following:
- Two similar completed works for each job( single job offer from 2 party ) costing not less than Rs. 110 Lakhs (i.e., 4.58 lacs per month each job)
- OR
- One similar completed work for each job( single job offer from one party ) costing not less than Rs. 175 Lakhs (i.e., 7.30 lacs per month each job)
- VI. Having sufficient number of experienced personnel, technical know- how, equipments & machinery to complete the project well in time with superior quality of materials & workmanship as per standard specification). (Copy of valid registration and licenses with concerned Labour Authorities and valid ESI & PF registration to be attached. Copy of up to date remittances to ESI & PF Authorities to be also attached).
- VII. Should produce scheduled Bankers Solvency certificate for Rs.50 Lakhs obtaining not earlier than 3 months from the last date for the submission of tender.
- VIII. DESIRABLE INFORMATION REQUIRED WITH TECHNICAL BID
- a) Payment of wages to manpower should be through bank credit / cheque
  - b) ISO 9001-2008, ISO 14000, ISO 18000 certified integrated facility management company ( if applicable )
  - c) SA 8000 : 2001 certification regarding social accountability standards ( if applicable )
  - d) Safety Management System Certification (OMSAS 18001 : 2007) ( if applicable )
  - e) Labour /inter state migrant act registration
  - f) Satisfactory work completion certificate from different government/semi government/autonomous organizations. Desirable information required must be enclosed in a separate envelope marked as "Documentary Proofs for desirable information" and this envelop should be enclosed in technical bid envelop.

*All the pages should be numbered and there should be table of content on the top*

VII. Clarification if any required can be had from the office of the SIDBI office during working hours from 10 a.m. to 5.p.m

2. Interested eligible agencies may obtain the pre-qualification documents on payment of Rs.500/- (non refundable) in the form of Demand Draft in favour of SIDBI, at the following address between **August 28 to September 24, 2014 between 10.30 a.m. to 5.00 p.m. (Working days only).**

**The General Manager [Premises]**

**SME Development Centre, SIDBI  
Small Industries Development Bank of India  
5th Floor, Premises Department  
Plot No-C-11, 'G' Block,  
Bandra Kurla Complex,  
Bandra (East), Mumbai-400 051  
Phone No. 6753 1220 / 1146**

This document can also be downloaded from our website [www.sidbi.in](http://www.sidbi.in). In case of downloading the pre-qualification (PQ) documents, a demand draft of Rs.500/- (non refundable) drawn in favour of SIDBI, Mumbai towards the payment is required to be submitted along with the filled in PQ documents.

PQ documents submitted without this fee shall be rejected.

3. If any clarification is required by the contractor, the same may be obtained from Premises Department, SIDBI, Mumbai before the last date of submission of the filled in pre-qualification documents.
4. The contractors are hereby advised to ensure that they are satisfying the prequalification criteria before purchase/submission of the PQ Documents and tender documents. Applications of agencies which do not meet the prequalification criteria shall be rejected.
5. The contractors are also advised to visit the bank's office premises & quarters as detailed out, if required with prior appointment from Premises Department, SIDBI, Mumbai.
6. The duly filled and sealed PQ documents including complete set of supporting documents may be submitted to The General Manager(Premises), SIDBI at the address indicated above.
7. Last date for submission of completed PQ documents is **upto 3.00 p.m. on September 25, 2014.**
8. SIDBI reserves the right to reject any or all the applications without assigning reason thereof. SIDBI's decision on prequalification shall be final and binding.
9. Applications received late on account of any reason or by courier/post will not be entertained.

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**Pre-qualification Tender Document (Part-I)**

**SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA**

SME Development Centre, SIDBI, Small Industries Development Bank of India, 2<sup>nd</sup> Floor, Premises Department , Plot No-C-11, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051

**Tender for Pre-qualification of Agencies for  
Premises and Facility Management Service Contractors -For Office building**

P.Q. FORM ISSUED TO :

**Note:**

The right to reject any or all pre-qualification tenders / applications without assigning any reason thereof is reserved with SIDBI.

All the information given by the contractor must be submitted with documentary evidence such as Income Tax, Service Tax, PF Registration, ESIC Registration, Contract Labour Registration, Maharashtra State Tax Profession, Trades, Callings and Employment Act, Completion Certificates, etc. Please enclose all photostat copies.

Contractor should sign all the pages of document with authorised seal, as confirmation.

**STATEMENT OF CREDENTIALS**

NOTE: To be filled in and signed by the Proprietor / Partner / Authorised person of respective agency.

Incorrect or false information will disqualify the agency.

Contractor should support the information with necessary documents.

SIDBI reserve the right to assess capability and capacity of the agency, if necessary, by visiting the sites where they are currently providing similar services.

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1. **NAME OF THE FIRM** :

2. **DATE OF ESTABLISHMENT** :

3. **STATUS OF COMPANY** i.e.,  
**PARTNERSHIP /**  
**PROPRIETARY / PVT. LTD.** :  
**etc.**

4. **NAMES OF PROPRIETOR /**  
**PARTNERS / DIRECTORS** :

5. **AUTHORISED SIGNATORY** : (Please enclose authority letter /  
**Power of Attorney**)

<u>NAME</u>	<u>SIGNATURE</u>
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1) .....	.....
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2) .....	.....
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3) .....	.....
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6. **INCOME TAX NO. (PAN)** :  
(Please attach latest IT Clearance / Return Certificates)

7. **NAME OF THE BANKERS & THEIR FULL ADDRESSES** :

1) .....
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2) .....
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3) .....

4) .....

8. **WHETHER COMPANY IS SOLVENT** : YES / NO  
Details (Amount in Rs.....)  
(Please enclose latest Banker's Certificate)

9. **WORK CONTRACT TAX REGISTRATION No. :** .....  
**P.F Registration No** : .....

**ESIC Regn.** .....  
**Contract Labour Regn.**

10. **Service TAX REGISTRATION No.....**

(Please enclose copy of proof)

11. **ANNUAL TURN OVER** :

**Year 2011-124 (April to March) :**

**Year 2012-13 (April to March) :**

**Year 2013-14 (April to March) :**

(Please enclose audited statement / report certified by Chartered Accountant).

12. **ORDERS IN HAND** : (Please give details in Proforma-I)

13. **PAST WORK / ORDERS EXECUTED** : (Please give details in Proforma-II)

14. **DETAILS OF REGISTRATION / EMPANELMENT WITH THE BANKS, FINANCIAL INSTITUTIONS, PSUs etc.** : (Please give in Proforma-III)

15. Please state whether the company or contractor has paid compensation for

- a. Substandard workmanship
- b. Has met with legal suit of Govt. / Semi-Govt. Department
- c. Whether penalised in Govt. / Semi-Govt. Department

(Suppression of information will be viewed seriously and will be liable to total disqualification of the applicant).

16. **DETAILS OF PERSONNEL, EMPLOYED** : Details of key personnel, Engineers, Managers, Supervisors,

to be furnished in Proforma-IV Permanently employed by the agency

**REGISTERED OFFICE ADDRESS** : \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**TELEPHONE No.** : \_\_\_\_\_

**1. MUMBAI OFFICE ADDRESS :** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TELEPHONE No.** : \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PROFORMA - I**

**Details in respect of Orders in hand (above Rs.100 lakh)**

<b>S. N o.</b>	<b>Name of client with address</b>	<b>Short description of work</b>	<b>Name and contact No. of dealing officials</b>	<b>Value of order</b>	<b>Stipulated time for completion</b>	<b>Present status</b>



**PROFORMA - II**

**Details in respect of work completed during last 5 years - Above Rs.100 lakh**

<b>S.No.</b>	<b>Name of Client with address</b>	<b>Short description of work</b>	<b>Name &amp; Contact No. of Contact Person</b>	<b>Value of order</b>	<b>Stipulated time of contract period</b>	<b>Actual contract period</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

**PROFORMA - IV**

**KEY PERSONNEL PERMANENTLY EMPLOYED**

<b>S. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Qualification</b>	<b>Experience</b>	<b>Years with the Firm</b>	<b>Any other details</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

**PROFORMA - III**

**DETAILS OF REGISTRATION WITH OTHER PUBLIC SECTOR ORGANISATIONS /  
FINANCIAL INSTITUTIONS / BANKS :**

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

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## **Annexure to PQ Application**

SIDBI invites applications from experienced and reputed Premises & Facility Management Service [PFMS] contractors on “as is where is and comprehensive” basis for its office at Bandra Kurla Complex, G Block, Plot No.C-11, Bandra (East), Mumbai-400 051.

### **1. BROAD SCOPE OF WORK :**

**a. Office**: PFMS contractors are required for manning and maintaining various services at SIDBI office at Bandra Kurla Complex, Mumbai such as electrical, housekeeping, plumbing, pest control, carpentry, provision and care of indoor plants/flowers, laundry services, supply of water to officers, etc.

The scope also includes monitoring & coordinating services of other contractors viz. Electrical Panel room, AC plants, pumps, lifts, DG Set, Building automation Management and security systems (BMS), Firefighting, Acquaguards, Xerox, fax machines, etc. all under single point responsibility.

The single point responsibility at the cost of contractor shall cover the following :-

- Cleaning of all common areas, interior areas of office, toilets, electrical rooms, floors, walls, columns, furniture, chairs, tables, litter bins, lifts, staircases, basements, terrace, parking, driveway, stores, telephone instruments, computers, partitions, mirrors, light fittings (internal & external), grills, diffusers, sanitary wares, washbasin, soap dispensers, pantry,etc.
- Building maintenance and cleaning - windows, aluminium frames, internal faces of glasses, granites, stills, stairwells, lobbies, WC areas and lighting system, internal & external pest control services, etc. Cleaning of all drainage pipeline (washbasin, sinks, urinals, etc.).
- Maintenance and servicing of all the doors, floor springs / door closures, furnitures and attending day to day miscellaneous carpentry, electrical and plumbing work.
- Providing and arranging of bouquets for cabins of senior officers viz. CMD, DMD, ED, CGMs and GMs with the approval of Bank (Cost to be borne by the contractor).

- Washing of clothes, table cover, napkins and towels provided for executive dining as well as the towels provided for senior executives and toilets at the 7th and 8th floor levels. The frequency of washing shall be daily.
- Depositing Payments to local statutory authorities and service provider namely TATA Power, MTNL, Reliance Power, Municipality, MMRDA etc.
- Making arrangement for additional bouquets as and when required, cost of which shall be reimbursed on actual basis.
- Provision of supply of drinking water to the senior officers upto DGM Grade.
- Provision of trained lift man (1 No.) for smooth operations of the lift and coordination with the M/s.Olympus Elevators.
- Operation of air-conditioning system of the building by appointing experienced and qualified operator during working hours or otherwise instructed as well as coordination with M/s. Voltas.
- Monitoring of Electrical 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. G.D. Anklesaria.
- Maintenance and upkeep of garden & plants in the premises and on various floor by appointing an experienced gardener. Scope of work also includes daily watering, change of earth, provision of fertilisers, etc. Contractor has to make all the arrangements and only water shall be supplied by the Bank. Cost of new plants planted in the garden at the instructions of Bank will be reimbursed by the Bank. 100 nos. potted **plants of approved** quality shall be provided and maintained by the Contractor.
- Periodical cleaning of drains - atleast once in a six months.
- Supply of labour at the nominated rates.
- Scope of work also includes replacement of taps, jet spray, valves, flush tanks, bottle traps, soap dispenser, waste pipes in case the same are not in serviceable conditions at the discretion of SIDBI.
- 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. MCB / ELCB / MCCB (All capacities) for internal lightings in case the same are not in serviceable conditions at the discretion of SIDBI.

## **2. Schedule of Work**

A broad schedule of work shall be as follows :-

- Cleaning of office premises on a daily basis including wet mopping and scrubbing
- Cleaning of toilets four times daily. It shall be responsibility of the Facility Management contractor to keep the same clean and dry during working hours.
- Removal and disposal of garbage twice a day
- Kitchen and pantry cleaning daily and as and when required
- Monthly pest control at office with WHO and Central Insecticide Board of India approved chemicals. This work has to be carried out through specialised personnel / agency.
- Sweeping of open area daily and washing the same weekly
- Cleaning of upper and lower basements daily and washing the same monthly
- Cleaning of terrace daily including 2nd and 8th floor
- Water tank cleaning (over head and under ground) once in a six months
- Change of bouquets provided for senior officers on 2 days in a week.
- Mirror polishing for marble flooring once in the quarter with approved chemicals and machines.
- Garden and potted plants - upkeep and maintenance - daily
- Maintenance of all electrical, plumbing installations
- Routine Operation and providing toilet freshners, liquid soaps and other cleaning material of goods approved quality in all toilets.
- Replacement of electrical and plumbing fittings ( as detailed out in scope of work) if the same is not in serviceable conditions.

Deep cleaning of all the areas as above shall be carried out on saturday / holidays. All cleaning materials / equipments to be provided by the Contractor.

Contractor is required to maintain a proper schedule as well as record / quality management forms / work register with approval of Premises Department for the above activities. All the stationery / photo copying etc., for the purpose, the contractor has to arrange on his own.

The contractor is required to maintain all the essential services in entirety to make the office functional.

A Brief on the office building and various services provider is as given below.

The building has 2 basements, ground and 8 upper floors with total built up area of 10500 sq.mt. (1,13,000 sq.ft.). The total carpet area of the floors including toilet, pantries, lift lobbies, etc. is 50,000 sq.ft. (approx.) while net usable carpet area for office is 40000 sq.ft.. The present staff strength in the building is around 225.

The Building has been provided with State of Art Mechanical and Electrical System for Airconditioning, Building Management, Fire Fighting Lifts, Security, etc. so as to control / monitor various functions of the systems sitting in a BMS control room located on the Ground Floor.

The scope of work for various service contractors is as follows :-

Sr. No.	Name of contractor	Scope of work
1	M/s. Olympus Elevators (Lifts)	<p><b>During Defect Liability Period (DLP) -</b></p> <ol style="list-style-type: none"> <li>1. Attending defects at his cost including consequent losses.</li> <li>2. Operation and maintenance</li> <li>❖ Operation of the installation during DLP from the date of handing over minimum one technician to be posted at site at Contractor's cost.</li> </ol> <p><b>During Annual Maintenance Contract (AMC)</b></p> <ol style="list-style-type: none"> <li>1. Comprehensive Maintenance of Lifts</li> <li>2. To submit schedule of maintenance</li> <li>3. P / M history card to be prepared</li> <li>4. Status Report</li> <li>5. Painting - 4th year</li> <li>6. Break down to be attended in 1 hour</li> </ol>
2	M/s. Voltas Ltd. (Airconditioning work)	<p><b>Defect Liability Period (DLP)</b></p> <ol style="list-style-type: none"> <li>1. To attend defects at their cost including consequent losses.</li> <li>2. To carry out preventive / breakdown maintenance.</li> <li>3. Operation of HVAC System in totality with skilled technicians / operators as required by client.</li> <li>4. Providing training for operation and maintenance of the system to the persons nominated by SIDBI during last 60 days of DLP.</li> </ol> <p><b>Annual Maintenance Contract (AMC) - 4 Years</b></p> <ol style="list-style-type: none"> <li>1. To attend all defects / complaints and repairs / replace parts at their own cost.</li> <li>2. Routine servicing / overhauling etc. atleast quarterly and drill / check up of the system (monthly).</li> <li>3. Routine preventive maintenance schedule to be</li> </ol>

		<p>submitted.</p> <ol style="list-style-type: none"> <li>4. History card for Plant &amp; Machinery should be made available.</li> <li>5. Monthly status report</li> <li>6. Painting in 1st and 4th year</li> <li>7. Manpower for Defects</li> </ol>
3	Outs Fire (Fire fighting work)	<p><b>Defects Liability Period (DLP)</b></p> <ol style="list-style-type: none"> <li>1. To attend all the defects at their own cost including consequent losses.</li> <li>2. Operation of the FF&amp;FD system every month in totality with skilled technicians / operators.</li> <li>3. Training for operation of the system to the persons nominated by SIDBI.</li> </ol> <p><b>Annual Maintenance Contract (AMC)</b></p> <ol style="list-style-type: none"> <li>1. Non Comprehensive to attend all the defects / complaints and repair / replace required parts at his cost.</li> <li>2. Routine drill (atleast once a month) / check-up of the system and carrying out necessary servicing / overhauling of the system periodically (once in a quarter).</li> </ol>
4	M/s. G. D. Anklesaria & Co. (DG Set)	<p><b>Defects Liability Period (DLP)</b></p> <ol style="list-style-type: none"> <li>1. To attend all the defects at their own cost.</li> <li>2. Routine drill atleast once a month, check up the system and carry out necessary overhauling and replacing defective parts for smooth and uninterrupted functioning of the system.</li> </ol> <p><b>Annual Maintenance Contract (AMC)</b></p> <ol style="list-style-type: none"> <li>1. Non Comprehensive AMC</li> <li>2. Routine drill atleast once a month, check up the system and carry out necessary overhauling and replacing defective parts for smooth and uninterrupted functioning of the system.</li> </ol>

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**Premises and Facility Management (P & FM) services for SIDBI's staff quarters  
Located at Mahim (29 flats), Goregaon (24 flats), Andheri (60 flats), Jogeshwari (25  
flats), Powai (13 flats) and Vashi(40 flats)**

**Annexure to PQ Application**

SIDBI invites applications for pre-qualification from experienced and reputed Premises & Facility Management Service [PFMS] contractors for Facility Management (Maintenance and Repair / Replacement) Contract for its Staff Quarters at following locations on 'As is where is and comprehensive basis'.

i) Raheja Majestic, Plot No.161,  
TPS-III, Manmala Tank Road,  
Mahim (W),

**Mumbai (29 flats in one building of 41 flats)**

ii. Meenaxi Apartment, 'B' Wing,  
Gokuldham, Goregaon (E),  
**Mumbai(24 flats in a society)**

iii. Building No.1&10, Mass Housing Project  
New Link Road  
Opp. Oshiwara Police Station,  
Jogeshwari (W)

**Mumbai(25 flats in 2 societies)**

iv. Bldg No.3-A and 3-B,  
Mass Housing Project,  
Adi Shankaracharya Road  
Opp. Powai Lake  
Andheri (E), Mumbai  
**(13 flats in 2 societies)**

v. SIDBI Officers Apartments  
25, Veera Desai Road  
Andheri(W)  
Mumbai 400 051

**(SIDBI own Building - 59 flats )**

vi. SIDBI Officers Quarters  
Plot No.10 and 11, Sector 26  
Vashi, Kopri  
Navi Mumbai **(SIDBI own Building -  
40 flats)**

**BROAD SCOPE [TENTATIVE] OF WORK :**

- a. Deep Cleaning and pest control on quarterly basis for common area and flats.
- b. Cleaning of staircase, common areas including dispensary and gymnasium, parking, driveway, garbage removal (Quarters plus Common area) and gardening on daily basis (For Andheri and Vashi Quarters only).
- c. Water tanks to be cleaned twice a year (For Andheri and Vashi Quarters only).
- d. Carrying out comprehensive civil and plumbing, electrical repairs and replacements as per following details.

i) Attending to civil & plumbing Work Inside the flats and premises shall include :-

Repair and maintenance of sliding windows, doors, locks, aldrops, door stoppers, door closures, handles, conditioning the furniture provided in the flat by the Bank, mosquito nets, 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 and painting works etc. including necessary replacement with the same brand or as approved by SIDBI in the quoted cost.

In General, the contractor shall be responsible for maintenance of all the Civil as well as plumbing items inside the flats as well as premises.

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

Carrying out repairs and maintenance of all electrical installations in the flats as well as premises owned by the Bank. The contractors are 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.

The contractor is also required to maintain and bear the cost of replacement of bulbs, tubelights / halogens etc. in the common area.

The Bank / Flat occupant shall arrange only for consumable such as tubelights, bulbs inside the flats which the contractors are required to fix in the respective fittings.

e) Coordination with other service providers viz. electric power supply companies, lift companies and Municipality for attending to the complaints.

f) Maintenance and upkeep of garden & plants in the premises (Andheri and Vashi) by appointing an experienced gardener. Scope of work also includes daily watering, change of earth, provision of fertilisers, etc. Contractor has to make all the arrangements and only water shall be supplied by the Bank. Cost of new plants planted in the garden at the instructions of Bank will be reimbursed by the Bank.

The contractor is required to carry out a detailed survey of all the electrical and plumbing items fitted at various locations.

g) Liaisoning with local bodies including making payments to statutory bodies. Bank shall reimburse the payments for water charges and electrical bills on production of valid receipts. No other charges shall be payable.

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