



Small Industries Development Bank of India

प्रशासन एवं परिसर उद्-भाग, सिडबी आत्मा राम हाउस, 1 टोलस्टॉय मार्ग, नई दिल्ली – 110 001
Administration and Premises Vertical, SIDBI, Atma Ram House, 1, Tolstoy
Marg, New Delhi - 110001

नई दिल्ली/एनसीआर में सिडबी के कार्यालय भवन और आवासीय परिसरों के सामान्य रखरखाव और
हाउसकीपिंग और विद्युत रखरखाव के लिए वार्षिक रखरखाव अनुबंध के लिए निविदा

**TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR GENERAL MAINTENANCE AND
HOUSEKEEPING AND ELECTRICAL MAINTENANCE OF SIDBI'S OFFICE BUILDING AND
RESIDENTIAL PREMISES AT NEW DELHI/ NCR**

SPECIAL TERMS AND CONDITIONS

Instructions to the Bidders

All the intending Bidders are requested to note the following important provisions-

- 1.1 All the intending bidders, agencies should visit the site, go through the scope of work, schedule, manpower, intent, various compliance, etc. and quote accordingly in the price bid i.e. Part-III.
- 1.2 Provisions applicable for Micro and Small Enterprises (MSEs):-
 - a. SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI.
 - b. 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).
 - c. 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.
 - d. 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. 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.
- 1.3 This document contains following Annexures which should be read and understood carefully while quoting the rates in the price BOQ breakup sheet
 - a. **Annexure A-** Staff strength at site for various works.
 - b. **Annexure B-** Rate for supply of additional labours.
 - c. **Annexure C-** List, Type of Manpower and Wages.
 - d. **Annexure D-** Tentative list of raw material for housekeeping.
- 1.4 Benefits under the Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 will be applicable.
- 1.5 The Pre-Qualification Criteria (PQC) related to prior turnover and prior experience of the bidder will be relaxed if the bidder is Micro and Small Enterprises or Startups and meets the quality and technical specifications described in the tender, subject to submission of valid supporting documents by the bidder.

Staff Strength at SIDBI Office

NON-TECHNICAL CONTRACT STAFF

1. Cleaning Staff [Un-Skilled]

Total Staff: (4 Nos) One staff each for Ramprastha, Ghaziabad & C-40 and C-82, Inderpuri for CLEANING/ MOPPING of the common area of SIDBI quarters, two staffs in Office for cleaning of rest rooms/ washrooms and one staff each for guest houses located at Inderpuri, Surya Vihar, GK and Vasant Vihar.

₹ 600/- per day per cleaning staff shall be recovered in case the strength of the staff is less than as indicated above.

Shift Timings and the number of Staff to be deployed may be changed with the approval of SIDBI for efficient services/utilization of manpower.

2. Housekeeping Staff [Semi-Skilled & Unskilled]

Total staff: (30 Nos) [Men & Women]

- Staff for Cleaning/Mopping/providing drinking water supply, etc.

For deduction purpose, @ Rs. 600/- per day per cleaning staff shall be recovered in case the strength of the staff is less than as indicated.

Shift Timings and number of staff to be deployed is decided with the approval of SIDBI for efficient services / utilization of manpower.

3. Housekeeping Supervisor: 1 No. [Skilled] Full time 6 days a week and shall be responsible for the monitoring all staff work and reporting to Manager in the office premises.

For deduction purpose, @ Rs.750/- per day shall be recovered in case the strength of the staff is less than as indicated. He should be at least a Graduate with 3 years' experience in Facility Management Services of similar type of building. He should also be provided with a mobile phone.

4. Cooks cum caretaker : 4 No. [Skilled]

Four cooks cum caretaker in the skilled category for the four guest house at Inderpuri, GK – II and Vasant Vihar, New Delhi and Surya Vihar, Gurgaon. They will be eligible for relieving charges for Sundays and charges will be paid as per minimum wages. They should also be provided with a mobile phone.

For deduction purpose, @ Rs.750/- per day shall be recovered in case the strength of the staff is less than as indicated.

5. Drivers: 2 No. [Skilled]

Two drivers [in skilled category] for office cars. For deduction purposes, @₹750/- per day (8 hours) shall be recovered in case the driver is not available as indicated. They should have a valid driving

license and possess a minimum of five years of driving experience. They should also be provided with a mobile phone.

TECHNICAL CONTRACT STAFF

6. Wireman: 2 No. [Skilled] at Atma Ram House

For deduction purposes, @₹750/- per shift (8 hours) shall be recovered in case the wireman is not available as indicated. He should have a valid electrical license and possess a minimum of five years of managing various mechanical, **HVAC & electrical installations**. They should also be provided with a mobile phone.

7. Wireman: 2 No. [Skilled] one each at B-21,22, Ramprastha, Ghaziabad & C-40/82, Inderpuri

For deduction purposes, @₹750/- per day (8 hours) shall be recovered in case the wireman is not available as indicated. He should have a valid electrical license and possess a minimum of five years of managing various mechanical & electrical installations. They should also be provided with a mobile phone. Wireman shall also attend to electrical work in Bank's leased flats / Visiting officers Flat as and when required.

8. Assistant Plumber: 2 No. [Skilled] one each for Office at Atma Ram House and Bank quarter/ flats at Ramprastha, Ghaziabad, C-40/ 82, Inderpuri & Surya Vihar

For deduction purposes, @ ₹750/- per day (8 hours) shall be recovered in case the strength of the Staff is less than as indicated. He should have a valid experience of 5 years in Plumbing work. He should also be provided with a mobile phone.

9. Assistant Carpenter: 1 No. [Skilled] at Atma Ram House

For deduction purposes, @ ₹750/- per day (8 hours) shall be recovered in case the strength of the Staff is less than as indicated. He should have a valid experience of 5 years in Carpentry work. He should also be provided with a mobile phone.

10. Diploma Electrical Supervisor: 1 No. [Highly Skilled]

Educational Qualification :

He should be a Full-Time Diploma holder in Electrical Engineering with a minimum of 3 years post Qualification experience managing various mechanical & electrical installations in the office / commercial buildings.

Responsibility :

To manage complete electrical and mechanical setup or in case of emergency whenever required. He should also be provided with a mobile phone.

He will be responsible for the monitoring all technical staff, co-ordination with various contractors, agencies and other related works operating from SIDBI, ATMA RAM HOUSE office and will also look into residential premises at New Delhi / NCR. He will report to SIDBI officer and will be responsible for all documentation and record keeping of all Electrical/ Mechanical equipments and machines in offices and residential premises at New Delhi / NCR. If required, he will have to visit the sites also.

For deduction purpose, @ Rs.1,000/- per day shall be recovered in case of absence.

He should be at least Full Time Diploma holder in Electrical Engineering with minimum 3 years post Qualification experience of managing various mechanical & electrical installations in office / commercial buildings.

11. Diploma Civil Supervisor :1 No. [Highly skilled]

Educational Qualification :

He should be at least Full Time Diploma holder in Civil Engineering with minimum 3 years post Qualification experience of managing various Civil related works in office / commercial / residential buildings.

Responsibility :

- i) To manage complete Civil Works (Plumbing, Carpentry, general house keeping, Coordination with various AMC vendors etc.)/ Electrical works (Electrical Panels, Substation, Transformer , Coordination with various AMC vendors etc.) of entire premises (3 residential premises of New Delhi).
- ii) He should also be provided with a mobile phone.
- iii) He will be responsible for monitoring all the Housekeeping Staff/Technical-staff/ Contractors (whenever required as per the instructions of the Bank)
- iv) He will be responsible for all documentation and record keeping of all Civil /Electrical or maintenance related works of residential premises at Delhi NCR and day to day activities shall be reported to SIDBI officer in the office premises.
- v) With the help of Supervisor housekeeping, the Diploma Civil Supervisor/Diploma Electrical Supervisor supposed to monitor the following
 - a) Cleaning of Terrace/ passages/ lift lobby/ driveway/ stilt area/ Common Toilet at office
 - b) Coordination with various AMC providers viz., Water purifier/ Firefighting/ Pest Control/ Lifts/ Water Pumps etc at Banks residential premises
- vii) Monitoring of complaint register/software for disposal of complaints received for office as well as residential premises.

12. Catering Supervisor: 1 No. [Highly Skilled] 6 days a week [Highly Skilled]

The contractor shall appoint a catering Supervisor with catering background who should be available for attending to related service requirements of officers at office and visitors at Banks guest houses in Delhi/ NCR regions.

His qualification should be at least Diploma in Catering+2 year work experience, preferably in the institutional catering and, well versed in computer environment.

- I. Plan and coordinate all aspects of catering, management of guest house activities, service F&B activities and housekeeping.
- II. To coordinate event-specific details and special requests and develop plan to fulfil or exceed Bank's expectations.
- III. Use information on function sheets to coordinate comfortable stay/food services for Banks guest houses.
- IV. Maintain high sanitation and safety standards in all catering storage rooms and dining areas at office and guest houses.
- V. Proper cleaning and upkeeping of all linen items/furniture and equipment of the guest houses and pantry areas/ vending machines.
- VI. Acquire and maintain knowledge of current food and catering trends.
- VII. Maintain proper stock level of all catering equipment's/ at office and guest houses.
- VIII. Any requirement raised by guest must immediately be attended/resolved with shortest possible time.
- IX. Maintain adequate stock of consumables for tea/ coffee service in office.
- X. Related duties as assigned from time to time.

Notes:

- i. Contractor shall replace the manpower not acceptable to SIDBI with other suitable resources.
- ii. Office area cleaning work should commence at 7.00 AM and should be over by 9.30 AM on working days or otherwise instructed.
- iii. Cleaning staff should be available up to 20:00 hrs and shall also assist the Bank staff for misc. shifting of stationery, computers, files etc.
- iv. The penalty / 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.
- v. Conveyance (for outside duty only) & overtime will be paid as decided by the Bank according to government/ internal guidelines.

Annexure-B**Rate for supply of additional labours**

Sl. No.	Activity	Rate admissible per day (all inclusive)	Remarks
1	Supply of unskilled workers (For full Time)	As per Central Govt. Minimum Wages Act.	As and when required
2	Supply of semiskilled workers (For Full Time)	As per Central Govt. Minimum Wages Act.	As and when required
3	Supply of skilled workers (For Full Time)	As per Central Govt. Minimum Wages Act.	As and when required
4	Supply of Highly skilled workers (For Full Time)	As per Central Govt. Minimum Wages Act.	As and when required
Note: As per requirement, the manpower requirement may increase or decrease. The contractor is required to arrange for the required labours at a short notice on advice of the Bank. Payment shall be released only for the number of days actual work done and if this work is not covered in the contract.			

Signature and Seal:

ANNEXURE- C

List, Type of Manpower and Wages

Type of manpower	Nos.	Minimum Wages Rs.
Unskilled – Housekeeping Staff.	22	As per Central Government Minimum Wages Act.
Semi-skilled – Head Cleaning Staff/ Housekeeping Supervisor	12	As per Central Government Minimum Wages Act.
Skilled- Plumber	2	As per Central Government Minimum Wages Act.
Skilled- Carpenter	1	As and When required – Billed on call hour basis
Skilled- Electrician	3	As per Central Government Minimum Wages Act.
Skilled – HVAC technician	1	As per Central Government Minimum Wages Act.
Highly Skilled - Electrical Engineer (Diploma in Electrical Engg.)	1	As per Central Government Minimum Wages Act.
Highly Skilled - Diploma Civil Supervisor	1	As per Central Government Minimum Wages Act.
Highly Skilled - Diploma Electrical Supervisor	1	As per Central Government Minimum Wages Act.
Highly Skilled - Catering Supervisor	1	As per Central Government Minimum Wages Act.

Note:

- 1.11 Minimum wages payable to all categories of manpower shall be as per the Circular/Order issued by the Central Labour Commissioner from time to time.
- 1.12 The increase in labour rates, bonus, taxes etc. will be as per the Circular/Order issued by the Central Labour Commissioner from time to time.

2 Broad Responsibilities and scope of work

2.11 SCOPE OF WORK

- 2.1 2.1.1 Coordination and monitoring of the office building's HVAC system during working hours Monday to Saturday or otherwise instructed as well as coordination with Blue Star & Toshiba.
- 2.2 Monitoring of Electrical panels, UPS and other installations through wireman and Diploma engineer.
- 2.3 Operation of the diesel generator set, water pumps, related setup, of the building by appointing experienced and qualified Staff including testing etc. and coordination with DG AMC vendor.
- 2.4 Supply of additional manpower as and when required at the rates as indicated in **Annexure B**.
- 2.5 Scope of work also includes repairs of taps, jet spray, valves, flush tanks, bottle traps, soap dispensers, waste pipes in case the same are not in serviceable conditions at the discretion of SIDBI. Replacement of these items will also be in the Scope of the Contractor. However, the item's cost will be paid separately. Aftermarket verification/item will be arranged. Material may also be arranged by SIDBI directly.
- 2.6 Scope of work also includes repair/ 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. However, the item's cost will be paid separately. Aftermarket verification/ item will be arranged. Material may also be arranged by SIDBI directly.
- 2.7 An annual inspection of HT & LT electrical installations at office/ quarters by Electrical Inspector and obtaining a necessary certificate.
- 2.8 Scope of work related to annual inspection includes Liasoning, coordination with inspector whenever called for, testing and inspection of earth pits, lightning arrestors, rising mains as follows:
 - a) IR values of main distribution board, distribution panels and obtain clearance from an engineer,
 - b) Testing & inspection of earth pits and submit reports once a year,
 - c) Testing & inspection of LA and submission of reports once in a year,
 - d) Testing, inspection and submission of reports once in a year for rising mains,
 - e) IR value and submission of the report once in a year for incoming cables to the main distribution board,
 - f) IR value report and inspection of Main distribution panel once in a year,
 - g) IR value report and inspection of DBs once in a year.
- 2.9 PFMS contractor is required for manning and maintaining of office premises & quarters at New Delhi-NCR such as electrical, housekeeping, plumbing, carpentry, supply of water to officers, etc.

3. Schedule of Work

A broad schedule of work shall be as follows:-

- 3.1 Cleaning of office premises on a daily basis including wet mopping and scrubbing.
- 3.2 Cleaning of toilets four times daily including posting checklist. It shall be responsibility of the Facility Management contractor to keep the same clean and dry.
- 3.3 Removal and disposal of garbage daily. (if not done, penalty of Rs. 2000/- per day will be imposed).
- 3.4 Kitchen and pantry cleaning daily and as and when required.

- 3.5 Cleaning of Lift cabins and polishing as and when required.
- 3.6 Sweeping of open area daily and washing the same weekly.
- 3.7 Cleaning of A and B Block basements daily and washing the same monthly.
- 3.8 Cleaning of terrace daily including refuge area at A and B Block.
- 3.9 Water tank cleaning (overhead and underground) once in a quarter including disinfection treatment.
- 3.10 Mirror polishing for marble flooring of Area of 250 sqmtr (approx.) to be done once in the quarter with approved chemicals and machines. This area covers all lift lobbies at all floors and staircase, common area at ground/ 1st floor.
- 3.11 **Facade Cleaning** – The frequency should be at least four (04) times in a year as mentioned in a price bid.
 - Device and implement comprehensive façade cleaning system for the building covering its various elevational features at all levels with façade finishings like glass, Aluminum Composite Panel (ACP), GRC Jalli and double height entrance ceilings, all bands, light fittings etc. The scope also covers installing the necessary equipments and other accessories, providing trained manpower for carrying out the cleaning services including maintenance and upkeep of the system/equipments.
 - All the equipments which are required for the cleaning of the site needs to be installed. The area such as bottom of the jalli area covered with the ACP needs to be cleaned.
 - The perpendicular jalli of front side to be cleaned which is connected with L-shape jalli upto 6th floor.
 - Apart from this all the glass facade panels, ACP needs to be cleaned. The packing material with the ACP and nails fixed, for replacing the glass needs to be removed, while cleaning the glass facade.
The automatic sliding doors needs to be cleaned daily.
 - The scope also covers installing the necessary equipments and other accessories, providing trained manpower for carrying out the cleaning services including maintenance and upkeep of the system/equipments. All the external surfaces should be cleaned.
 - Pre-monsoon/ monsoon activity- Silicone Sealant application work has to be carried out in the building pre-monsoon (and during monsoon, if required in case the leakages are not stopped)

The work includes supplying, fitting and fixing external Weather Silicone sealant of approved make and brand for fixing of groove line between the glasses, Aluminium channels and other gaps in the whole building facade with the help of either scaffolding or wire rope trolleys taking safety precautions as per Govt. norms. The silicone sealant application in the whole building façade structure has to be carried out before the onset of monsoon every year. If leakages are observed from the façade structure during monsoons, the contractor will have to carry out the work again as per the Bank's instruction without any additional cost to the Bank. Cleaning Charges to be quoted by using any suitable system such as using Gondola System/Cradle /spider man system/ Scaffolding system with necessary

- specialised manpower for the Facade curtain wall, GRC Jalli including ACP cladding and internal area of Front canopy/ Main Entrance of Glass partition of the building.
- 3.12 Maintenance of all electrical, plumbing installations- daily.
 - 3.13 Routine Operation and providing toilet fresheners, liquid soaps and other cleaning material of approved quality in all toilets-daily.
 - 3.14 Replacement of electrical and plumbing fittings (as detailed out in scope of work) if the same is not in serviceable conditions- as and when required.
 - 3.15 Deep cleaning of all the areas as above shall be carried out on Saturday / holidays. All environment-friendly cleaning materials / equipments to be provided by the Contractor.
 - 3.16 Contractor is required to maintain a proper schedule as well as record / quality management forms / work register with approval of Premises Vertical for the above activities. All the stationery / photocopying etc., for the purpose, the contractor has to arrange on his own. Contractor shall provide necessary tools and equipments to his workers for performing their work.
 - 3.17 The contractor is required to maintain all the essential services in entirety to make the office functional. (Please refer the Price bid/BOQ for quoting the rates).
 - 3.18 **Cleaning Campaign:** - Bank, from time to time, on the instructions and directions received from Department of Financial Services organizes various Swachhata campaign. This campaign requires cleaning of public places, buildings, monuments etc. Contractor shall help Bank in organizing such campaigns and also provide man and material for the same. During this campaign the cleaning inside the premises shall be more intense. The contractor shall provide necessary before and after photographs of area cleaned during the campaign.

4. Period of Contract

4.1 The contract shall be valid for a period of **24 months** commencing from the date of award of contract. However, Bank will carry out performance review at the end of 2nd year and contract will be extended only after satisfactory performance review. Bank reserves the right to review and terminate a part or whole contract before completion of the said period.

After completion of contract period, the contractor will continue with the arrangement for a reasonable period at the discretion of SIDBI at the quoted rates till a new contractor is appointed.

5. EMD & Security Deposit

5.1 Earnest Money Deposit (EMD) for the work is payable by mode and medium as mentioned in the GeM bid document.

5.2 The EMD of successful bidders shall be returned on submission of Performance Bank Guarantee (BG) of amount as mentioned in GeM bid document towards 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 24 months with a claim period of 6 months. EMD will be forfeited in the event of any refusal or delay on the part of the successful bidder to accept the Bank's offer for award of work or sign and execute the contract on acceptance of his tender. EMD shall also be liable for forfeiture in case the contractor delays the commencement of work or fails to perform his duties satisfactorily as per the contract. BG Should be submitted within 15 days from award of contract. **No payment shall be released till the BG is submitted.**

5.3 EMDs of unsuccessful bidders will be refunded within **60 days** from the date of opening of commercial bids or earlier as decided by the Bank.

6. Place of Work

6.1 Intending bidders shall visit the SIDBI's office at Atma Ram House, 1, Tolstoy Marg, New Delhi – 110001 and make themselves thoroughly acquainted with local site conditions, nature and requirement of work, present conditions of premises / fittings / fixtures, etc., and make assessment of labour, etc. required before submitting the tender.

6.2 A brief on the office building and various characteristics is as given below.

6.2.1 The office building has 16 floors, out of which SIDBI acquires four full floors and three partial floors with a total carpet area of approx. 20,000 sq. ft. The building was occupied by the Bank in 2018.

6.2.2 The Building has been provided with mechanical and Electrical System for HVAC, Firefighting, Lifts, Security, etc

7. ROLES & RESPONSIBILITIES OF CONTRACTOR

It is the sole responsibility of the General Maintenance and Housekeeping (CONTRACTOR) to ensure that the operation, monitoring, maintenance and repairs are performed to the highest standards.

7.1 Scope and Responsibilities

The CONTRACTOR is fully responsible for safe operation, effective maintenance of electrical, mechanical, plumbing, sanitation, Housekeeping, Health/Hygiene etc.

7.2 Operations (excluding HVAC Plant)

CONTRACTOR shall be fully responsible for operation of pumps, equipment and or its accessories and controls in accordance with its requirements and function and keep systems working at all times.

CONTRACTOR shall be responsible for observing and maintaining the electrical installations of plant in accordance with state electricity board, electrical inspectorate and other local bodies at all times.

7.3 Records of inspection operation and maintenance/repairs, etc.

The PFMS Contractor shall provide printed comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, temperatures, pressures, humidity, power consumption, starting, stopping times of various equipments, daily record of unusual observations.

7.4 Maintenance and repairs

It is the sole responsibility of PFMS Contractor to ensure that the operation, maintenance and repairs are performed to the highest standards. The PFMS shall submit to the Bank, the preventive maintenance schedules wherever called for.

7.5 Electrical Load Factor

He should also monitor the load factor of the sanctioned demand, optimize the power factor by surrendering the excess demand to achieve economical energy costs.

7.6 Breakdown Maintenance

Out of breakdown calls received, CONTRACTOR shall give priority to the critical areas, which shall be decided by Bank's representative in restoring the services with the minimum down time. In critical areas such as office areas, servers, utility areas, CONTRACTOR shall ensure round the clock functioning of the services.

7.7 Shifting of Goods/materials/ loose furnitures/ modular workstations. No additional payment will be made of shifting work of small nature.

7.8 Cost of replacement

7.8.1 Contractor 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.

7.8.2 The cost of replacement, wherever applicable shall be paid for only on sanctioned work slips issued by the Bank to the Contractor. If any replacement is done without proper sanction, the same will not be considered for payment.

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

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

7.8.5 Electrical Work: Cost of unserviceable electrical fittings/fixtures 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. No other charges such as conveyance and labour shall be payable. However, the contractor required to obtain necessary approval from Premises Vertical, SIDBI, before proceeding with the replacement. The contractor is required to bear the charges of consumable such as tapes, capacitors, fuse, drilling bits etc., costing up to Rs.150/- per one job.

7.8.6 Plumbing Work: Cost of unserviceable plumbing fittings such as taps, valves, jet sprays, spindles, flush tank, soap dispensers including pump, bottle traps, and waste pipes, replaced shall be reimbursed on actual basis on production of bill/ invoice and after verification of the rates in the market. No other charges such as conveyance and labour shall be payable. However, the contractor required to obtain necessary approval from Premises Deptt, SIDBI, before proceeding with the replacement. The contractor is required to bear the charges of consumable such as washers, screws, pins, cement, fevicol, Teflon tapes, drilling bits etc., costing upto Rs.150/- per one job.

Any other work entrusted to the contractors shall be entitled for a profit and overheads of 10% (All inclusive) subject to production of necessary receipts / rate analysis. SIDBI reserves the right to get such works executed through other agencies at the risk and costs of the contractors, in case he denies the same.

8. Raw Materials

Contractor shall use materials of standard quality (with the prior approval of SIDBI) for cleaning. Tentative list of materials is appended as **Annexure-D**. **The contractor shall provide material strictly as per the makes mentioned in the Annexure.** The contractor shall quote monthly rate of materials required for cleaning/ sanitation etc. in the sheet of price break up provided in GeM bid document. **The rates quoted should be reasonable and in consonance with the actual material required. SIDBI reserves the rights to reject the bids with absurd and impractical material rates.**

The contractor shall provide the following materials / services, the cost of which shall be included in the rate and no extra amount shall be paid for the same :

1. Vacuum Cleaner
2. All cleaning materials viz. Brooms, Dusters, Phenyl, Soap, Brasso, Cleaning Chemicals etc. same should be of reputed quality and Brand approved by Bank's Representative.
3. Liquid soap for soap dispensers, Naphthalene balls, toilet freshners, toilet rolls and Room freshners to be replaced as necessary including the cost of the same. Same should be of reputed quality and Brand approved by the Bank.
4. Washing of all towels. A penalty of Rs.50/- per towel per day shall be charged for towels found dirty by concerned caretaker / Officer.

5. Shifting of furniture / computers / peripherals and other movable items within the premises as & when required.

9. Manpower / Staff

9.1 The contractor shall always employ a minimum strength of experienced staff at site for efficient and smooth operation as given in **Annexure-A**. Necessary grooming/training of staff should be done before posting the staff at site. The provisions of all labour legislations shall also be complied by the contractor. Receipt of any complaint on this ground shall be viewed seriously. No additional payment shall be made, if the contractor deploys more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per contract provisions.

9.2 The workers / staff employed should wear colour code uniforms, pant+ shirt+ shoes +cap+ gloves+ Mask for male and suit / saris+ aprons +cap +gloves +Mask for ladies staff. Cost of the uniform will be borne by the agency. Any indecent behavior / suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be levied on the contractor or other suitable legal action may be taken against the staff and/or the agency. The contractor is also required to submit the list of the workers with photo ID, educational qualification, address proof etc. before deputing the workers. He is also required to carry out police verification of his staff at his cost before posting at site.

9.3 Contractor shall be solely responsible for the credentials / acts of his staff / workers.

9.4 Contractor is required to submit daily labour report duly signed by Asst. Care Taker/ Care taker to the Bank and other reports (Operation & maintenance service) in desired format from time to time.

9.5 Contractor is required to make timely payment to his staff including various statutory authorities as per applicable minimum wages notified by the Central Govt. The Bank reserves a right to check the same at any point of time.

10 Compensation towards non-attentiveness / delay

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

Nature of work	Time of completion from the date of complaints	Penalty for delay beyond stipulated time of completion (Rs.)
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Clearing Drainage Congestion - inside building	1 day	1,000/- per day
Clearing Drainage Congestion - outside building	1 day	2,000/- per day
Replacement of electrical and plumbing items from the scope of work	2 days	1,000/- per day
Replacement of electrical and plumbing items not in the scope of work	2 days	1,000/- per day
Attending to breakdown of CCTV system	1 day	1,000/- per day
If the garbage is not lifted as per defined mode & scheduled	1 day	1,000/- per day
Staff not in Uniform/ without I Card	1 day	200/- per worker per day
If it is found that no action is been taken within One hour after the complaint of Unclean premises and improper housekeeping	per complaint	200/-
Misbehaviours by the housekeeping staff to Bank employee or visitors by CONTRACTOR agency	per incident	1,000/- 1st incident & termination on 2 nd incident.
Recurring of irregularities given Double the penalties amount Mentioned except misbehaviour activity.		

10.2 It is, therefore, essential that contractor should maintain a sufficient stock of frequently used materials at site and keep proper inventory / records. Levy of compensation as above shall not absolve the contractor from his responsibilities.

10.3 Further, a sum of Rs. 500/- (minimum) per incidence shall also be charged as compensation towards non completion of the any other routine activities indicated in the scope of work. Maximum Ceiling on penalty /Compensation towards non attentiveness /delay shall be 10% of the total monthly bill amount. General Manager (Premises) shall be the final authority for decision in such matters which cannot be challenged.

11 Emergency work

It shall be contractor's responsibility to attend to emergency works in time. No extra payment will be made for working on odd hours / emergency works.

12 Additional work

12.1 If employer decides to place work order for additional scope of work in the same premises or amend the original contract for additional scope of work in the same premises, the contractor shall be bound to accept the same at rates accepted in the original work during the currency of the contract.

As regards additional labours deployed by the contractors on advice of the Bank, the payment shall be made as per the minimum wages notified by Central Govt. which shall not exceed the rates given in **Annexure B**.

12.2 Non completion of any activity shall attract a levy of penalty up to **150%** of the value quoted by the contractor or actual value incurred by the Bank whichever is more.

13 Payment of Minimum wages

The Contractor shall pay applicable minimum wages to its employees/staff posted at sites as notified by the Central Govt. from time to time. Necessary undertaking in this regard shall be submitted by the contractor to the Bank every month along with the bills. The Bank reserves the right to check and verify the records/proof of such payments.

14 Rates, Taxes and Duties

Any other tax except GST (at applicable rates) in respect of this contract shall be payable by the Contractor. The Bank will not entertain any claim whatsoever in this respect.

15 Payment Terms

15.1 The bill shall be prepared by the contractor in the form prescribed by SIDBI on monthly basis after completion of month and will be settled by SIDBI within 15 working days after deducting necessary TDS, taxes, retention money etc. The 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. On completion of monthly service, all supporting documents like EPF, ESI deductions, register of wages Form XVII, proof of wages payment and other statutory documents as required by the Bank should be submitted along with the bill, failing in which, the contractor will be liable for appropriate penalty.

15.2 The Contractor's Bills should be prepared based on the actual joint measurements certified by the Bank's Engineer and accepted by the Contractor. The Contractor'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.

15.3 Monthly Bill to be submitted by the 1st week of every Month & the same will be checked and passed within 15 days from date of receipt of bill along with all the supporting documents. SIDBI may release part payment if the bill is incomplete as also to deduct suitable amount as penalty/compensation for the activities not completed.

15.4 The contractor is responsible for making timely payment to his employees / sub-contractors approved by SIDBI. It is the responsibility of the contractor to submit the proof of payment along with the monthly bills else appropriate penalty will be levied as deemed to be fit.

15.5 In case of failure, the Bank reserves the right to cancel a part of contract or whole contract and award to suitable agency at the risk and cost of contractor.

15.6 The contractor should submit Monthly bill payment format approved by SIDBI along with enclosures while submitting the monthly bills. The contractor must submit Salary slips, PF Statement, ESIC Statement etc. of all the employees engaged along with the monthly bills else the bill will not be processed.

15.7 All the staff employed by the contractor at SIDBI site should have Bank A/C for direct credit of salary. No other mode of payment will be acceptable.

15.8 Salary of all the employees engaged by the contractor in SIDBI should be credited before 10th of every month.

16 Compliance with all Statutory requirements

16.1 The Contractor shall comply with all statutory requirements like labour laws, ESIC, Insurance, PF etc., prescribed by the local as well as central government authorities from time to time and submit a monthly report along with all the required proof of compliance to the employer along with the monthly invoice. The contractor shall produce all the relevant statutory documents for inspection by the employer and the government authorities.

17 Insurance

17.1 The Contractor shall keep the employer, its employees/officials/servants or agents indemnified against claims, actions or proceedings brought or instituted against the employer, its employees/officials/servants or agents by any of the contractors' employees or any other third party in connection with relating to or arising out of the performance of the services under the agreement.

17.2 The contractor is also required to obtain the third party insurance for each incident other than ESIC as follows:-

- a. Personal injury - Rs. 3.00 lakh
- b. Property Damage - Rs. 3.00 lakh

17.3 Besides covering all employees of contractor under ESIC scheme, the contractor shall also require to obtain a workman compensation policy for an amount at least Rs. 2 Lakh per employee and covering all the staff during the contract period deployed at site. If contractor fails to comply with the above provisions, SIDBI reserves its right to deduct suitable amount from the contractor's payment and to pay directly to the insurance company for purchase of Insurance scheme as detailed above.

18 Indemnity

18.1 The contractor 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 Contractor shall also execute an indemnity bond in favour of SIDBI, in the format approved by SIDBI, in this regard.

19 Occupational Health and Safety

19.1 With regards to occupational health and safety, the Contractor shall adhere to the following:

- Issue Identity cards and uniform dress with caps to all of his employees.
- Comply with applicable local regulatory requirements.
- Comply with applicable Bank's requirements specified in the contract and appendices.
- Police verification of workmen/staff posted at site on half yearly basis.
- Correct all health and safety non-compliance's in a timely manner, and where there is an immediate danger to health or life, to stop work immediately.

19.2 Be liable for liabilities arising due to non-compliance of contractor employees, agents or subcontractors with applicable requirements

20 Safety Management

- 20.1 Initiate and maintain safety management programs to protect contractor's employees from hazards through procedures, practices, and regular inspection of the work areas, materials, equipment and work practices and to protect employer's employees exposed to similar hazards.
- 20.2 Provide suitable material, equipment, information and training necessary for safe work performance.
- 20.3 Maintain records including but not limited to contractor's employees' training, hazard assessments, communications, permits, licenses and accidental investigations.
- 20.4 In instances, where such work is carried out, implement permit to work programs, including but not limited to hot work, cold work, entry into confined spaces, work on fire suppression systems and work on high voltage and live electrical equipments.

21 Emergency telephone Nos.

The contractor 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 like cable fault, burst water mains etc.

22 Head Cleaning Staff/ Housekeeping Supervisor

Contractor shall employ and post experienced Head Cleaning Staff for proper supervision, coordination and monitoring the work in the premises as per the man power requirement. They shall be provided with a Mobile and accessible for 24 hours.

23 Subletting the work

The contractor shall not sublet the work without the prior permission of the Bank. However, he may be required to depute specialized agency/ies for a particular work, approval of which may be sought from the Bank before appointing. It shall be entirely contractor's responsibility to pay timely such agency/ies without any

implication on the work. **However, for Electrical Maintenance, the contractor may sublet the work to licensed electrical contractor, after obtaining prior permission from the Bank, in case the contractor is not licensed contractor of Public Works Department (PWD).**

24 Stationery

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

25 Termination of Contract

The Bank may terminate the Contract, by not less than thirty (30) days' written notice of termination to the Bidder/Agency, to be given after the occurrence of any of the events specified in paragraphs (i) to (iii) of this Clause and sixty (60) days' in the case of the event referred to in (iv) below or even without assigning any reason:

- i. if the Bidder/Agency fails to meet the performance obligations under the Contract.
- ii. if the Bidder/Agency becomes insolvent or bankrupt.
- iii. If the Bidder/Agency, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing or in executing the Contract.
- iv. if as a result of Force Majeure, the Bidder/Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

For the purpose of this clause:

- i. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.
- ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Purchaser.

26 Arbitration

1. Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, as amended from time to time, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists).
2. All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Chief General Manager, APV, SIDBI. The venue of Arbitration shall be New

Delhi, India and the arbitration proceedings shall be conducted in the English language. The award of the arbitrator so appointed shall be final and binding on both the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.3. Indian laws shall govern this contract.

3. The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the parties of their respective obligations pursuant to this Contract..

27 Integrity Pact

In order to avoid corrupt practice by following a system that is fair, transparent and free from any influence/prejudice dealing prior to, during and subsequent to the currency of contract, an Integrity Pact shall be signed between the bidder and the employer (SIDBI) on the standard format attached as *Proforma-IV to Part-I* of the tender.

28 Confidentiality

- i. The contractor will be exposed by virtue of the contracted activities of internal business information of Bank, affiliates, and / or business partners. Disclosures of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the consultant, premature termination of the contract, or legal action against the vendors for breach of trust.
- ii. In case the selected contractor acts is extending similar services to multiple customers, contractor shall take care to build strong safeguards so that there is no co-mingling of information, documents, records and assets related to services within the ambit of this tender and subsequent purchase order.
- iii. The contractor shall not, without the written consent of the Bank, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the Bank in connection therewith, to any person(s).
- iv. The contractor shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement.
- v. The selected vendor shall submit a non-disclosure agreement on non-judicial stamp paper of appropriate value as per the format enclosed.

29 SPECIFICATIONS/ FURTHER DETAILS

A. Housekeeping

- i. Cleaning immediate periphery around the building
- ii. Cleaning the entire common area
- iii. Cleaning of office spaces
- iv. Sweeping and mopping of staircases, lift lobbies, passages etc.
- v. Cleaning of glass panes, windows and other glass surfaces
- vi. Disposal of garbage
- vii. Cleaning of elevators
- viii. Polishing of metal surfaces
- ix. Weekly washing down of the compound area, driveways and basement of the building
- x. Weekly scrubbing and cleaning of walls, floors and removal of cobwebs
- xi. Damp moping of tiles, vitrified floors, sidewalls and reception areas.
- xii. Emptying all wastepaper baskets from the office premises.
- xiii. Cleaning of glass table tops, cabin doors, cabin partitions and glass accessories.
- xiv. Wipe clean all boards of meeting rooms, conference rooms, workstations, etc.
- xv. Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.
- xvi. Vacuuming of all rugs, carpets and blinds.
- xvii. Thorough cleaning and sanitization of toilets, bathrooms and wash basins.
- xviii. Keeping all surfaces free of grime, soap mud and smudges.
- xix. Quarterly Facade Cleaning including Glass and ACP with necessary equipments/materials/safety provisions.

B. ELECTRICAL INSTALLATION WORKS EARTHING

B.1 Requirement

- i) It shall be ensured that the following equipments 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 it's 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.

B.2 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 Megger 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.
- iii) All earthing systems shall, before electric supply lines or apparatus are energized, be tested for electrical resistance to ensure efficient earthing.
- iv) All earthings in systems shall be tested for affectivity on a dry day during dry season at least once a year.
- v) All earthings 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:

S.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	11KV transmission lines supports	5
4	U.P.S. / EPABX/ Lift	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 / Maintenance Engineer
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

C TRANSFORMER / SUB-STATION

The building is having power supply from Madhyanchal Vidyut Vitaran Nigam Limited (MVVNL) with Transformer under Bank's scope. Contractor is required to coordinate with them as also ensure following precautions.

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) Remove dust from external surface monthly.
- v) Check up winding temperature daily (when indicator is provided).
- vi) Clean the coils and remove any deposits within the ventilation passage through which cooling air flanks.
- vii) General – General superficial conditions of the connecting cable on sides, cables joint box, etc. shall be checked half yearly.

- viii) 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.
- ix) A Log Book for transformer readings shall be maintained.
- x) The over load if any shall be only for specific duration as per manufacturers standard and remaining period rated load.

D 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 House keeping 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 equipments 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

E 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:

E.1 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)	Yearly

E.2 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

E.3 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.	Yearly
iv)	Check the load on the cable (with Ampere meter / Tong tester).	Yearly

F) Plumbing

Plumber's Job responsibility shall be to attend to defects as and when complaint is received. However, the plumber shall undertake daily inspection of all fitting and fixtures, pipelines in ducts, underground chambers, drain etc. for preventive maintenance.

30 SCHEDULE OF EQUIPEMNTS

Electrical Installation

The package consists of the following: -

- i. 11 KV H.T. Pane I- 1No
- ii. 11KV Double Pole Structure - 1 No
- iii. 11/0.4 KV , 800 KVA Transformer - 1 No
- iv. 500 KVA DG Set - 1 No

- v. 320 KVA DG Set - 1 No
- vi. Main LT Panel - 1 No
- vii. Emergency LT Panel - 1 No
- viii. All other LT Panels, cablings (HT<), internal wiring, rising main, DBs, Light and Power Points, etc.
- ix. Water lifting pumps - 4 Nos.
- x. Sump pump - 2 Nos.
- xi. Electrically operated Gates - 2 Nos.
- xii. Cooling Towers with pumps for DG sets - 3 Nos.
- xiii. Control circuit of all pumps in automatic mode.

ELV Installation:

1. CCTV System consisting of three DVR's, 3 Monitors and 50 cameras along with cable networks.

DG Set Operation (Two DG Set of 500 KVA & 320 KVA Capacity)

In case of non-availability of main power supply, DG Sets already installed shall be operated & continuous power supply to the entire building has to be ensured. Diesel & Diesel & another consumable shall be provided by the Bank. ***A record of operation (Logbook) of DG Sets is to be maintained.*** Cleaning & maintenance of cooling towers of the DG Sets are to be done regularly. The DG sets and DG room shall be kept clean.

Diesel will be provided by SIDBI through a Petrol Pump in the area at the cost of SIDBI. However, transportation of diesel from petrol pump to the premises and the cost of transportation will be contractor's responsibility. Contractor shall maintain a log book giving the details of diesel consumption. Contractor shall also coordinate with AMC provider engaged by SIDBI in case of any break-down of DG set.

31. FORMATS RECOMMENDED FOR USE FOR OPERATION, MAINTENANCE & REPAIR RECORDS

Sr. No.	Description of Format	Remarks
1	Daily Report	To be submitted by the Contractor
2	Monthly Consumable / spares Consumption Statement	To be submitted by the the contractors every month
3	Daily Attendance Sheet	To be submitted by the Contractor

S No	NAME OF RECORD (As applicable including coordination with other agencies)
1	Customer Complaint Register/ Job Request Register for the CONTARCTOR
2	Monthly Report Format for O & M Team
3	Daily Report for Electrical Services
4	Water Level Daily Report

5	Housekeeping Schedule
6	Work Instructions for House Keeping Team
7	Checklist for Toilet
8	Checklist for Common Areas
9	Performance Slip
10	Annual Maintenance Schedule
11	Check List for Periodical Audit
12	Break Down Complaint Register
13	Spares Register
14	Periodic Preventive Maintenance
15	Schedule for Electrical Systems
16	Schedule for Fire Protection System
17	Schedule for DG Sets
18	Key Register
19	Checklist – Diesel Generator – Weekly, Monthly, Quarterly, Half Yearly, Annually
20	Checklist – Water Pump – Weekly
21	Checklist – Ventilation Fan – Monthly, Quarterly, Half Yearly, Annually
22	Checklist – General Plumbing – Monthly

Annexure - D

Tentative list of raw material for Housekeeping

हाउसकिपिंग कार्य के लिए उपयोग की जाने वाली वस्तुएँ की अस्थायी मासिक सूची (सिड्बि टावर हेतु)					
क्र०सं०	विवरण	इकाई	प्रयोगात्मक मात्रा	मासिक उपयोग किए जाने की आवृत्ति	टिप्पणी
1	ओडोनिल (टॉइलेट एयर फ्रेशनेर)	नग	72	मासिक/आवश्यकतानुसार	गोदरेज़/ओडोनिल
2	गोदरेज एयर पाकेट	नग	50	मासिक/आवश्यकतानुसार	गोदरेज़/ओडोनिल
3	रूम फ्रेशनेर	नग	15	मासिक/आवश्यकतानुसार	गोदरेज़/ओडोनिल
4	पोछा	नग	13	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
5	डस्टर (टेबल)	नग	16	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
6	यूरिनल मैट	नग	25	महीने में दो बार/आवश्यकतानुसार	स्टैंडर्ड मेक
7	टिशू पेपर	नग	32	महीने में दो बार/आवश्यकतानुसार	स्टैंडर्ड मेक
8	पेपर रोल	बंडल	15	महीने में दो बार/आवश्यकतानुसार	स्टैंडर्ड मेक
9	हैंडवाश	नग	24	मासिक/आवश्यकतानुसार	डेटॉल /पतंजलि/सेवलोन
10	कोलिन	नग	6	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
11	कोलिन	गैलन	3	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
12	निप वाशिंग पाउडर	पैकेट	6	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
13	वाशिंग पाउडर	नग	6	मासिक/आवश्यकतानुसार	व्हील/सर्फ एक्सेल /पतंजलि
14	स्क्रब पैड (शगुन)	नग	50	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
15	हार्पिक(टॉइलेट क्लीनर)	गैलन	1	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
16	फेनायल	गैलन	2	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
17	फेनायल (गोली)	पैकेट	10	प्रतिदिन	स्टैंडर्ड मेक
18	ब्राश पालिश	डिब्बे	3	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
19	वाइपर	नग	5	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
20	चोक पम्प	नग	4	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
21	शीट ब्रश	नग	4	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
22	डस्टर प्लेट	नग	4	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
23	सिस्टेर्न हार्पिक	नग	50	प्रतिदिन	हार्पिक
24	झाडू (फूल)	नग	8	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
25	सिंक झाडू	नग	10	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
27	झाबा जूना	बंडल	12	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
29	वाशिंग ब्रश	नग	6	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक
30	फ्लोर क्लीनर	लीटर	20	मासिक/आवश्यकतानुसार	लाइज़ोल / डेटॉल / प्रेस्टो
31	टाइल्स क्लीनर	लीटर	5	मासिक/आवश्यकतानुसार	लाइज़ोल / डेटॉल / प्रेस्टो
32	शू पॉलिश	डिब्बे	2	मासिक/आवश्यकतानुसार	चेरी / बाटा / कीवी
33	राक्सेन पालिश	डिब्बे	2	मासिक/आवश्यकतानुसार	स्टैंडर्ड मेक

**Items used for housekeeping work
tentative monthly list (for SIDBI Tower)**

Sr.No	Particulars	Unit	Tentative Qty.	Monthly Frequency	Remarks
1	Odonil (toilet Air Freshener)	No's	72	Monthly/as per requirement	Godrej/odonil
2	Godrej Air Pocket	No's	50	Monthly/as per requirement	Godrej/odonil
3	Room Air Freshener	No's	15	Monthly/as per requirement	Godrej/odonil
4	wiping cloth	No's	13	Monthly/as per requirement	Standard Make
5	Duster (Table)	No's	16	Monthly/as per requirement	Standard Make
6	Urinal Matt	No's	25	Twice a month/as per requirement	Standard Make
7	Tissue Paper	No's	32	Twice a month/as per requirement	Standard Make
8	Paper Roll	Bundle	15	Twice a month/as per requirement	Standard Make
9	Handwash	No's	24	Monthly/as per requirement	Dettol/Patanjali/savlon
10	Collin(Glass cleaner) dispenser	No's	6	Monthly/as per requirement	Standard Make
11	Collin(Glass cleaner)	Gallen (10 Ltr)	3	Monthly/as per requirement	Standard Make
12	Nip Washing Powder	packet	6	Monthly/as per requirement	Standard Make
13	Washing Powder	No's	6	Monthly/as per requirement	wheel/Patanjali/surf excel
14	Scrub paid	No's	50	Monthly/as per requirement	Standard Make
15	Toilet cleaner	Gallen (10 Ltr)	1	Monthly/as per requirement	Standard Make
16	Phenyl	Gallen (10 Ltr)	2	Monthly/as per requirement	Standard Make
17	Phenyl tops	packet (1 dozen)	10	Daily	Standard Make
18	Brass polish	Box	3	Monthly/as per requirement	Standard Make
19	wiper	No's	5	Monthly/as per requirement	Standard Make
20	Choke Pump	No's	4	Monthly/as per requirement	Standard Make
21	Sheet Brush	No's	4	Monthly/as per requirement	Standard Make
22	Duster Plate	No's	4	Monthly/as per requirement	Standard Make
23	Cistern Harpic tablet	No's	50	Daily	Harpic
24	Broom (Phool)	No's	8	Monthly/as per requirement	Standard Make
25	Broom (Seek))	No's	10	Monthly/as per requirement	Standard Make
27	Dish wash Brush (Jhaba Jhhuna)	Bundle	12	Monthly/as per requirement	Standard Make
29	Washing Brush	No's	6	Monthly/as per requirement	Standard Make
30	Floor Cleaner	Ltr.	20	Monthly/as per requirement	Lizol / Dettol / Presto
31	tiles Cleaner	Ltr.	5	Monthly/as per requirement	Lizol / Dettol / Presto
32	Shoe Polish	Box	2	Monthly/as per requirement	Cherry / Bata / Kiwi
33	Raxan Polish	Box	2	Monthly/as per requirement	Standard Make

Non-Disclosure Agreement

(Sample Format – To be executed on a non-judicial stamped paper of requisite value)

WHEREAS, we, _____, having Registered Office at _____, (hereinafter referred to as the CONTRACTOR, which expression shall include its successor and permitted assignees) are agreeable to execute “**Tender for Annual Maintenance Contract for General Maintenance and Housekeeping and Electrical Maintenance of SIDBI’s Office at Atma Ram House, 1, Tolstoy Marg, New Delhi – 110 001**” as per scope defined in the GeM Tender No. _____ **dated Dec. 01, 2023** for Small Industries Development Bank of India, having its Head office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001 and inter alia an office at Atma Ram House, 1 Tolstoy Marg, New Delhi-110001 (hereinafter referred to as the BANK) and,

WHEREAS, the CONTRACTOR understands that the information regarding the Bank’s Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the CONTRACTOR understands that in the course of submission of the offer for the said Tender and/or in the aftermath thereof, it may be necessary that the CONTRACTOR may perform certain jobs/duties on the Bank’s properties and/or have access to certain plans, documents, approvals, data or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the CONTRACTOR agrees to all of the following conditions, in order to induce the BANK to grant the CONTRACTOR specific access to the BANK’s property/information, etc.;

The CONTRACTOR will not publish or disclose to others, nor, use in any services that the CONTRACTOR performs for others, any confidential or proprietary information belonging to the BANK, unless the CONTRACTOR has first obtained the BANK’s written authorisation to do so;

The CONTRACTOR agrees that information and other data shared by the BANK or, prepared or produced by the CONTRACTOR for the purpose of submitting the offer to the BANK in response to the said tender, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK;

If a court finds any provision of this agreement invalid or un-enforceable, the remainder of this agreement shall be interpreted so as best to affect the intent of the parties.

The CONTRACTOR shall not, without the BANK’s written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the CONTRACTOR for the purpose of submitting the offer to the BANK and/or for the



performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Yours sincerely,

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Seal ...
