



सिडबी के प्रधान कार्यालय, सिडबी टावर लखनऊ में सामान्य रख रखाव एवं हाउसकीपिंग सह विद्युतीय रख रखाव हेतु वार्षिक रख रखाव अनुबंध हेतु निविदा

**TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR GENERAL MAINTENANCE AND HOUSEKEEPING AND ELECTRICAL MAINTENANCE OF SIDBI'S HEAD OFFICE BUILDING AT SIDBI TOWER, LUCKNOW**

**(भाग II - तकनीकी बोली /PART II- Technical Bid)**

प्रस्तुत करने की अंतिम तिथि 21 जून, 2021 को सायं 3 बजे तक /  
LAST DATE OF SUBMISSION June 21, 2021  
UPTO 1500 Hrs.

को जारी किया गया :-  
Issued to :-

---

---

---

---

---

The Dy. General Manager  
Premises Vertical  
SIDBI TOWER,  
1<sup>st</sup> Floor, Premises Vertical,  
15 Ashok Marg  
Lucknow - 226001  
Phone No. 0522 4261 633/ 4261 685

## **1. Instructions to the Bidders**

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

- 1.1 Part-II of the tender document i.e. Technical Bid is to be read along with prequalification document (Part-I) and price bid (Part-III).
- 1.2 Part-II of the tender documents shall be taken into consideration of only eligible prequalified agencies selected after scrutiny of their applications, supporting documents vis-a-vis the prequalification criteria and other requirements as indicated in the Part-I of the tender document.
- 1.3 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.
- 1.4 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, Govt.
  - 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.
- 1.5 This document contains following Annexures which should be read and understood carefully while quoting the rates in the price BOQ i.e. Part III .
  - 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.
- 1.6 Benefits under the Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 will be applicable.
- 1.7 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 Tower**

**NON-TECHNICAL CONTRACT STAFF**

**1. Cleaning of office premises with following Manpower [Unskilled]**

(Strength indicated is minimum, however, contractor is required to increase the same based on the need and scope of work).

**Duty time:**

**Shift One - 07:00 Hrs to 15:00 Hrs**

**Total staff - 06 Nos. [Including One Lady Sweeper]**

- Staff for WHOLE DAY TOILET/ CLEANING/ MOPPING / TERRACE/ BASEMENT CLEANING.

**Shift Two - 12:00 Hrs to 20:00 Hrs**

**Total staff - 03 Nos. [Men & Women]**

- Staff FOR DAILY MORNING TOILET/ CLEANING/ MOPPING PLUS/TERRACE/Both Basement/Courtyard/Surrounding cleaning.

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 may be changed with the approval of SIDBI for efficient services / utilization of manpower.

**2. Water Boy - 03 Nos 09:30 Hrs to 17:30Hrs\* [Unskilled]**

**Total staff - 03 Nos.**

- Water Boy will be deployed for providing drinking water supply to Bank's staff or as may be decided by the Bank.
- \*Water boy can be given additional work of moving files from one desk to another etc. or any other office work.

For deduction purpose, @ Rs. 600/- per day per 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 may be changed with the approval of SIDBI for efficient services / utilization of manpower.

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

3. **Head Cleaning Staff - 1 No. [SemiSkilled]** Full time 6 days a week and shall be responsible for the monitoring all staff work and reporting to ACT/CT or Officials of Premises Vertical in the office premises.

For deduction purpose, @ Rs. 1,000/- per day shall be recovered in case the strength of the staff is less than as indicated. He should have atleast 3 years' experience in Facility Management Services of similar type of building. He should also be provided with a mobile phone.

4. **Gardener – 1 No. [Unskilled]**

Gardener Minimum wages Rates shall not be considered as per Agriculture but under Building Operation Head.

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.

**TECHNICAL CONTRACT STAFF**

5. **Electrician/ Wireman - 3 No. (08 Hours each x 3 shift duty), 7 DAYS A WEEK [Skilled]**

For deduction purpose, @Rs.750/- per shift (8 hours) shall be recovered in case the strength of the staff is less than as indicated. He should have valid electrical wireman license and possess minimum 5 years' experience of managing various mechanical & electrical installations. They should also be provided with a mobile phone.

6. **Helper – 1 No. (08 Hours x 1 shift duty), 6 DAYS A WEEK (Unskilled)**

Helper shall be assisting the Electrician during day shift (10:00 hrs to 18:00 hrs).

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.

7. **Plumber – 1 No. (Skilled) – On Call Hour Basis**

For Eg. – If a plumber is called for a specific work which required total 08 hours of work by the plumber in the below mentioned sequence:

02 Hours on Day 1 (i.e. On 1st day attended the work only for 02 hours)

02 Hours on Day 2

04 Hours on Day 3

Then the contractor shall be reimbursed `784/- plus GST (Minimum wages for skilled manpower. **The rates shall be revised as per revision in the Central Minimum Wages from time to time**) as charges for the services of plumber or on actual basis of total manhour engaged for completion of the call. Profit as quoted by the contractor in the financial bid shall be added over and above the actual

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

manpower cost. Material, if any, shall be supplied by the Bank or to be billed by the contractor after obtaining prior approval of the Bank.

For deduction purpose, @ Rs.750/- per day shall be recovered in case the complaint pertaining to plumber is not attended within 48 hours of notice of the Bank. He should have a valid experience of 5 years in Plumbing work.

**8. Carpenter- 1 No. (Skilled) – On Call Hour Basis**

For Eg. – If a carpenter is called for a specific work which required total 08 hours of work by the plumber in the below mentioned sequence:

02 Hours on Day 1 (i.e. On 1st day attended the work only for 02 hours)  
02 Hours on Day 2  
04 Hours on Day 3

Then the contractor shall be reimbursed `777/- plus GST (Minimum wages for skilled manpower) as charges for the services of carpenter or on actual basis of total manhour engaged for completion of the call. Profit as quoted by the Contractor in the financial bid shall be added over and above the actual manpower cost. Material, if any, shall be supplied by the Bank or to be billed by the contractor after obtaining prior approval of the Bank.

For deduction purpose, @ Rs. 750/- per day shall be recovered in case the complaint pertaining to plumber is not attended within 48 hours of notice of the Bank. He should have a valid experience of 5 years in Carpentry work.

**9. Diploma Electrical Supervisor - 1 No. Full Time 6 days a week [Highly Skilled]**

To manage complete Civil Works set up or in case of emergency whenever required. He or She should also be provided with a mobile phone.

He or She will be responsible for monitoring all the technical staff/ Contractors and related works and reporting to SIDBI officer in the office premises. He or She will be responsible for all documentation and record keeping of all Electromechanical Engineering or maintenance related works of office and residential premises or other buildings at Lucknow.

For deduction purpose, @ Rs.1,500/- per day shall be recovered in case of absence.

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

**Notes:**

1. Contractor shall replace the manpower not acceptable to SIDBI with other suitable resources.
2. Office area cleaning work should commence at 7.00 AM and should be over by 9.30 AM on working days or otherwise instructed.



TENDER FOR AMC FOR GENERAL MAINTENANCE AND HOUSEKEEPING AND ELECTRICAL MAINTENANCE OF  
SIDBI'S HEAD OFFICE BUILDING AT SIDBI TOWER, LUCKNOW

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

3. 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.
4. 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.
5. Conveyance (for outside duty only) & overtime will be paid as decided by the Bank according to government/ internal guidelines.

\*\*\*\*\*

**Rate for supply of additional labours**

<b>Sl. No.</b>	<b>Activity</b>	<b>Rate admissible per day (all inclusive)</b>	<b>Remarks</b>
1	Supply of <b>unskilled workers (For full Time)</b>	As per Central Govt. Minimum Wages Act.	As and when required
2	Supply of <b>semiskilled workers (For Full Time)</b>	As per Central Govt. Minimum Wages Act.	As and when required
3	Supply of <b>skilled workers (For Full Time)</b>	As per Central Govt. Minimum Wages Act.	As and when required
4	Supply of <b>Highly skilled workers (For Full Time)</b>	As per Central Govt. Minimum Wages Act.	As and when required

**Note:**

The contractor is required to arrange for the required labour 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**

<b>Type of manpower</b>	<b>Nos.</b>	<b>Minimum Wages Rs.</b>
Unskilled – Housekeeping Staff, Water Boys.	14	As per Central Government Minimum Wages Act.
Semi-skilled – Head Cleaning Staff	01	As per Central Government Minimum Wages Act.
Skilled- Plumber and Carpenter	01 each	As and When required – Billed on call hour basis
Unskilled Electrician	01	As per Central Government Minimum Wages Act.
Skilled- Electrician	03	As per Central Government Minimum Wages Act.
Highly Skilled - Electrical Supervisor (Diploma in Electrical Engg.)	01	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.
- 2.11 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**

### **2.1 SCOPE OF WORK**

- 2.1.1 General Maintenance and Housekeeping contractors are required for manning and maintaining of SIDBI Head Office at SIDBI Tower, 15 Ashok Marg, Lucknow. The brief scope includes maintenance of various services such as electrical, housekeeping, plumbing, pest control, carpentry, provision and care of outdoor and indoor plants/flowers, laundry services, supply of water to officers, etc.
- 2.1.2 The single point responsibility at the cost of contractor shall cover Cleaning of all common areas including canopy glass laid at entrance porch at Ground Floor (GF), interior areas of office, working places, toilets, electrical rooms, floors, walls, columns, furniture, chairs, tables, litter bins, lifts, staircases, basements, terraces at all level, parking, driveway, stores, telephone instruments, computers, partitions, mirrors, light fittings (internal & external), grills, diffusers, sanitary wares, washbasins, sinks, soap dispensers, pantry etc. Basement floors and HVAC sump may be washed once in a month and all the storage area must be cleaned.
- 2.1.3 Building maintenance and cleaning - windows, Aluminium frames, internal faces of glasses, granites, stills, stairwells, lobbies, toilets, pantries and lighting system, internal & external pest control services, etc. Cleaning of all drainage pipelines (washbasin, sinks, urinals, etc.).
- 2.1.4 Deep Cleaning as also regular/general cleaning of Granite Stone Façade, Cleaning of external structural glazing, ACP, Italian marble polishing, Stone Cladding with necessary tools, plants and scrubbing material etc.
- 2.1.5 Maintenance and servicing of all the doors, floor springs / door closures, furnitures and attending day to day miscellaneous carpentry, electrical and plumbing work.
- 2.1.6 Washing of towels provided for senior executives. Alternatively, Bank may also install paper dispenser at all the toilets by replacing towels.
- 2.1.7 Depositing Payments to local statutory authorities and service provider viz. Electricity Department, Nagar Nigam, LDA or other statutory office etc. whenever required. No separate conveyance will be paid.
- 2.1.8 Provision of supply of drinking water to all officers/ Staff members.
- 2.1.9 Coordination and monitoring of HVAC system of the building during working hours Monday to Saturday or otherwise instructed as well as in coordination with M/s. Voltas
- 2.1.10 Monitoring of Electrical panels, pumps and other installations through wireman.
- 2.1.11 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 DG AMC vendor.
- 2.1.12 Periodical cleaning of drains - at least once in six months.
- 2.1.13 Supply of additional manpower as and when required at the rates as indicated at **Annexure B**.
- 2.1.14 Scope of work also includes repairs 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. Replacement of these items will also be in the scope of contractor. However, the cost of the item will be paid separately after market verification / item will be arranged.

2.1.15 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 cost of the item will be paid separately after market verification/ item will be arranged.

### **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/ 1<sup>st</sup> floor.
- 3.11 **Façade 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

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

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 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 Garden and potted plants - upkeep and maintenance (including replacement according to the season) – daily.
- 3.13 Maintenance of all electrical, plumbing installations- daily.
- 3.14 Routine Operation and providing toilet fresheners, liquid soaps and other cleaning material of approved quality in all toilets-daily.
- 3.15 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.
- 3.16 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.
- 3.17 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.
- 3.18 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).

#### **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 1<sup>st</sup> 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 DD along with Part-I of the tender (Envelop-1).

5.2 The EMD of successful bidders shall be returned on submission of Performance Bank Guarantee (BG) of Rupees ..... Lakh 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 headoffice at SIDBI TOWER, 15, Ashok marg, Lucknow, 226001 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 building is having glass façade combined with Aluminum Composite Panel (ACP), GRC Jalli cladding. In addition to the above, half circular canopy, Automatic glass door with double height spider fixed glass and SS railings are provided as elevational features. The peripheral area of the building is basically for parking requirements. The approximate façade area of various finishing is:

**Glass façade:** 12,000 sft (1100 sqmt)

**Aluminum composite panel:** 12000 sft (1200 sqmt)

**GRC Jalli:** 6100 sft (560sqmt)

**Entrance glass with automated door :**400 sft (40 sqmt)

The building is having the service core with toilets, pantry area and lift. Two wings are connected by a central staircase core and having 3 passenger lifts and single basement with service core area of AC plant, sump tanks, fire pumps, pump rooms, Fan rooms, LT panel room, transformers, storeroom etc. are housed. The basement is having mechanical ventilation through ventilation ducts & fans. Apart from this, two fire

**TENDER DOCUMENT Part II- Technical Bid  
(To be completed and submitted in Envelope No-2)**

escape staircases are in the both wing of Building. The service core including the staircase, lift lobby and toilets are having marble and kota stone flooring and toilet walls are with ceramic tile with full height dadoing. In case of ground floor and lift lobby is having Italian Marble flooring/cladding. Staircase is with marble/kota stone flooring.

The interior finishing of the office area is basically, vinyl flooring, Floor carpet, vitrified tiles & wooden flooring. The cabin partitions are fully/semi glazed & solid. In addition to the pantry rooms available in single wings in service core, there is a canteen at 2<sup>nd</sup> floor and dining provision at 2<sup>nd</sup>/7<sup>th</sup> floor.

The terrace is having the Lift machine room, Chiller Towers, Overhead Tanks and Exhaust fans for the staircases etc.

As single point responsibility, the Contractor shall employ modern systems and services of high quality, integrating all functions necessary to support the above objective of the Bank by deploying competent, trained and experienced work force under a well-structured system, using "Modern Management Techniques and well established / ISO certified standards and procedures".

## **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 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 CONTRACTOR to ensure that the operation, maintenance and repairs are performed to the highest standards. The CONTRACTOR 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**

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.

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.

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.

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.

**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.

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**

PFM&S Contractor shall use materials of standard quality (with the prior approval of SIDBI) for cleaning.

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

## **9. Manpower / Staff**

10.1 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.

10.2 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.**

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

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

10.4 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.

10.5 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 under :-

<b>Nature of work</b>	<b>Time of completion from the date of complaints</b>	<b>Penalty for delay (Rs.)</b>
<b>Clearing</b> Drainage Congestion - inside building	1 day	1,000/- per day
<b>Clearing</b> Drainage Congestion - outside building	1 days	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
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/-



**TENDER DOCUMENT Part II- Technical Bid  
(To be completed and submitted in Envelope No-2)**

Misbehaviours by the housekeeping staff to Bank employee or visitors by CONTRACTOR agency	per incident	1,000/- 1st incident & termination on 2 <sup>nd</sup> 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 (from the date of ..... ) 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 energy audit reports, audit reports, inspection reports and service report 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 1<sup>st</sup> 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**

17.1 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**

18.1 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.

18.1 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

18.3 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**

19.1 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 as well as **SWATCH BHARAT ABHIYAAN**.

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**

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, 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 Lucknow, 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.

4. 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.

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

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.

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**

1. Cleaning immediate periphery around the building
2. Cleaning the entire common area
3. Cleaning of office spaces
4. Sweeping and mopping of staircases, lift lobbies, passages etc.
5. Cleaning of glass panes, windows and other glass surfaces
6. Disposal of garbage
7. Cleaning of elevators
8. Polishing of metal surfaces
9. Weekly washing down of the compound area, driveways and basement of the building
10. Weekly scrubbing and cleaning of walls, floors and removal of cobwebs
11. Damp moping of tiles, vitrified floors, sidewalls and reception areas.
12. Emptying all waste paper baskets from the office premises.
13. Cleaning of glass table tops, cabin doors, cabin partitions and glass accessories.
14. Wipe clean all boards of meeting rooms, conference rooms, workstations, etc.
15. Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.
16. Vacuuming of all rugs, carpets and blinds.
17. Thorough cleaning and sanitization of toilets, bathrooms and wash basins.
18. Keeping all surfaces free of grime, soap mud and smudges.
19. 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

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

- 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



**TENDER DOCUMENT Part II- Technical Bid  
(To be completed and submitted in Envelope No-2)**

- 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 arises on call basis. Payment will be released as per skilled basic category on per day actual hour of work basis to complete/ resolve the call.

**30. SCHEDULE OF EQUIPEMNTS**

**Electrical Installation**

The package consists of the following: -

1. 11 KV H.T. Pane I- 1No
2. 11KV Double Pole Structure - 1 No
3. 11/0.4 KV , 800 KVA Transformer - 1 No
4. 500 KVA DG Set - 1 No
5. 320 KVA DG Set - 1 No
6. Main LT Panel - 1 No
7. Emergency LT Panel - 1 No
8. All other LT Panels, cablings (HT&LT), internal wiring, rising main, DBs, Light and Power Points, etc.
9. Water lifting pumps - 4 Nos.
10. Sump pump - 2 Nos.
11. Electrically operated Gates - 2 Nos.
12. Cooling Towers with pumps for DG sets - 3 Nos.
13. Control circuit of all pumps in automatic mode.

#### **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 & other consumable shall be provided by the Bank. ***A record of operation (Log Book) 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.

#### **Maintenance of Electrical Fan Motor of cooling Tower for DG set (three nos.)**

Contractor has to maintain the above fan motors including it's periodical oiling & greasing. In case of any electrical fault / breakdown, contractor has to repair/ rewind the motors within 48 hours. The Contractor will be reimbursed the cost of rewinding / materials/ labour for rewinding /repair etc at the mutually agreed cost, on production of bills which shall be subject to verification. However, no labour payment shall be admissible for minor repairs. In case of delay beyond 48 hours, a fine of `500/- per day of delay or part thereof shall be imposed.

#### **Maintenance of Electrically operated gates ( two nos. )**

Contractor has to maintain the above gates including periodical oiling & greasing. In case of any electrical fault in the gates the contractor has to repair the same within 48 hours. The Contractor will be reimbursed the cost of rewinding / materials/ labour for rewinding / major repair etc at the mutually agreed cost, on production of bills which shall be subject to verification. However, no labour payment shall be admissible for minor repairs. In case of delay beyond 48 hours, a fine of `200/- per day of delay or part thereof shall be imposed.

**LIFT**

Sr. No.	Particulars	Description of lifts		
		Lift no. 1	Lift no. 2	Lift no. 3
1	Capacity	13 persons 884 KG	13 persons 884 KG	13 persons 884 KG
2	Speed	1.5 mtr. Per second	1.5 mtr. Per second	1.5 mtr. Per second
3	Travel	28.0 m	28.0 m	21.0 m
4	Floor travel	Ground floor to 8 <sup>th</sup> floor	Ground floor to 8 <sup>th</sup> floor	Ground floor to 6 <sup>th</sup> floor
5	Hoist way	2600mm (W) x 1840 mm (D)	2600mm (W) x 1840 mm (D)	2600mm (W) x 1820 mm (D)

**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



TENDER FOR AMC FOR GENERAL MAINTENANCE AND HOUSEKEEPING AND ELECTRICAL MAINTENANCE OF  
SIDBI'S HEAD OFFICE BUILDING AT SIDBI TOWER, LUCKNOW

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

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



### **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 Head Office building at SIDBI Tower, 15 Ashok Marg, Lucknow.”** as per scope defined in the Tender No. 314/2022/1631/HO1/Premises **dated May 30<sup>th</sup>, 2021** for Small Industries Development Bank of India, having its Head office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, (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



TENDER FOR AMC FOR GENERAL MAINTENANCE AND HOUSEKEEPING AND ELECTRICAL MAINTENANCE OF  
SIDBI'S HEAD OFFICE BUILDING AT SIDBI TOWER, LUCKNOW

**TENDER DOCUMENT Part II- Technical Bid**  
**(To be completed and submitted in Envelope No-2)**

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 ...

---

\*\*\*\*\*