



SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA
SIDBI Tower, 15, Ashok Marg, Lucknow – 226 001

Tender Document for Lot II

Name of Work - Annual Maintenance Contract for General Maintenance, Housekeeping and quarterly cleaning of SIDBI Officers' Residential flats at (i)16, MMM Marg, Lucknow and (ii) Arif Kings Apartment - B Wing, Mall Avenue, Lucknow.

Name of the Tenderer

Tender for Annual Maintenance Contract for Annual Maintenance and quarterly cleaning of SIDBI Officers' Residential flats at (i) 16, MMM Marg, Lucknow and (ii) Kings Apartment - B Wing, Mall Avenue, Lucknow.

General Terms and Conditions

- 1) The period of contract will be 12 months from the date of work order. **The contract shall remain effective normally for one year. However, SIDBI reserves the right to renew the contract upto another Two years with an increase of 5% of the initially quoted rates for first years and 10 % of the initially quoted rates for second year in the rate (all inclusive) depending on satisfactory performance of the contractor.**
- 2) Successful bidder shall deposit a security deposit equivalent to 6% of contract value (including EMD) in the form of Demand Draft drawn in favour of Small Industries Development Bank of India payable at Lucknow within a week from the date of issue of work order. The deposit will not carry any interest and will be refunded after completion of the contract. In the event of breach of contract by the contractor, the security deposit will be forfeited.
- 3) The maintenance charges shall be paid to the contractor after the end of each month. The contractor shall submit monthly bill along with a certificate from the Care Taker / concerned officer) indicating that, the whole work is carried out satisfactorily. Applicable taxes will be deducted at source. A copy of attendance register of workers, receipt of payments made to the workers (Cheque/ RTGS payments) shall be provided with the monthly bills. If observed that the payments being made are not as per labour law, Bank reserves the right to deduct required amount found eligible to be paid to the worker and pay the same directly to the worker. In that case bank may also impose suitable penalty to the contractor for non compliance of labour Law. SIDBI has the right to insists that the payment to the workers be made in presence of Bank's nominee.
- 4) Contractor shall provide receipt of deposition of P.F.,ESI etc. of workers from concerned department along with the monthly bill.
- 5) Rates quoted by the contractor shall be firm for the entire period of the contract.
- 6) The rates quoted shall include cost of all tools & tackle, manpower cost including wages(including P.F, ESI contribution Employee and Employer), liveries etc., taxes & duties (including applicable taxes such as services tax, Works contract Tax etc.), Insurance (if any) etc. payable to the appropriate authority. No extra payment over and above the rate quoted shall be made to the contractor in this respect.
- 7) **The contractor should comply with the requirements of latest Labour Acts and Minimum Wages Act, 1948 and its latest amendment including taking necessary insurance cover for its staff, if required. Minimum wages of labour to be paid as per the latest applicable central minimum wages.**
- 8) **The contractor is required to obtain and submit police verification report of his staff employed within one month from the award of contract at his own cost. Else, SIDBI reserves the right to withheld the payments and no plea in this regard shall be entertained.**

- 9) The contractor shall be solely responsible for all injury to the workmen and for all damages caused to the building, DG set and other properties that may occur due to negligence, carelessness, accidental or any other reasons whatsoever. The contractor shall fully indemnify SIDBI and hold SIDBI harmless in respect of all and any such expenses arising from all such injury or damages to any person(s) or property as aforesaid and also in respect of any claim made in respect of injury or damage under any act of compensation or damage consequent upon such claim.
- 10) Before quoting, the bidder may visit the site and make himself familiar with the site, nature and conditions of work involved.
- 11) In case of unsatisfactory service, SIDBI reserves the right to terminate the contract by giving 15 days notice and forfeit the security deposit. Decision of SIDBI in such matters shall be final and cannot be challenged.
- 12) The contractor or his authorized representative shall be present at site every day and closely supervise/ monitor the entire work entrusted to him and report the progress of work/ repairs etc. that needs to be taken up, to the caretaker/ concerned officer regularly.
- 13) The successful Bidder shall be required to give an undertaking with the monthly bills in the enclosed format that he is making regular payments to his employees as per the Minimum Wages Act, ESI, EPF Act and complies all other applicable labour laws/ statutes.
- 14) The contractor is required to carry out additional minor repair/replacement works. No labour payment for the same shall be made as it is deemed to be included in the quoted cost. The material charges, if any, shall be paid to the contractor on reimbursement basis subject to production of pucca bills/cash memos and after verification from market. Contractor is to take up such works only after obtaining due approval of authorized official(s) of Premises Vertical, SIDBI. SIDBI's decision in all such matters shall be final and binding on the contractor.
- 15) The contractor is required to provide a mobile phone to his site supervisor (atleast 1 no.), so as to contact him as and when needed. Else, penalty of Rs 1000 per month would be applicable.
- 16) The contractor shall maintain necessary records / registers for stock and consumption of materials, etc. as advised by the Premises Department
- 17) Insurance - The contractor should take adequate insurance cover as per the extant rules / acts for its staff. In case the contractor fails to take necessary insurance cover, SIDBI may obtain such insurance cover and adjust the amount from contractor's bills, deposits, etc. without any recourse to the contractor.
- 18) The man power of the deployed should be well experienced and trained in fire safety operations. If the same is not found satisfactory, Bank can ask for their replacement without any obligations.
- 19) All workers should be provided with uniform and they should be all the time in uniform while in office premises.

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SCOPE OF WORK

A. Cleaning and upkeep of common areas

a. Common area shall mean full area of the courtyard, driveway, stilt, staircase, corridors of all the floors and terrace.

b. Cleaning & upkeep would mean brooming and sweeping of the aforesaid defined common areas and swabbing of the staircases, BMO room/ common use Flat and corridors of all the floors once in a day (morning).

c. All necessary manpower, brooms, swabs, cleaning agents, tools, and equipment shall be provided by the contractor and the work shall be carried out under strict supervision.

d. The top and horizontal portion of boundary and parapet walls should be cleaned weekly.

e. All dust and garbage shall be collected from bins at regular intervals from all the floors and disposed off in Municipal garbage bins. The contractor shall make necessary arrangement with the municipality for the purpose. However the applicable Municipality/ Nagar palika monthly charges for garbage collection will be paid by the Bank directly to Municipality/ Nagar palika.

B. Maintenance of potted plants, green patches & plants/trees of common areas in the premises

a. Maintenance and development of green patches, plants & trees with adequate watering, trimming, manuring and providing necessary fertilizers, etc.

b. The cost of materials including plants, fertilizers etc. including man power required for undertaking the job shall be borne by the contractor. The nature/types of plants shall be approved by the Bank.

C. Operation of water pumps/tube well

a. The contractor shall ensure continuous water supply round the clock in the SIDBI Apartments by operating existing water pumps at regular intervals.

b. The scope of work includes cleaning of water tanks (underground & overhead) every three months (quarterly) with necessary cleaning materials to be provided by the contractor.

c. Water Supply Pumps - Pumps should be checked daily. The water supply pumps should be monitored once in a day. Pump automation should be checked at least once in two days. Greasing and oiling of pumps to be carried out as per manufactures recommendation. As required repair and maintenance works of pumps shall be arranged/managed by the contractor so that continuous water supply in the entire building round the clock is to be ensured.

d. Water supply lines- All the water supply lines should be inspected once in 15 days and leakage/ seepage/ any other defect observed in pipe line to be rectified. Cost of material if any provided/ changed will be reimbursed to the contractor on producing pucca bills and verification of rates.

e. Checking and repairing all leakages in all water supply, sanitary, drainage lines including traps and fittings.

f. Checking and monitoring of softener plant including periodical changing of salt and cleaning/flushing of the plant.

D. Genset Operations

a. It is the responsibility of the contractor to ensure availability of continuous electric supply to the flats & common areas / facilities by operating the existing DG set whenever UPSEB power supply is not available.

b. 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.

E. Cleaning of Electrical Chimney installed in Kitchen

a. For MMM Marg Building -Contractor shall coordinate with M/s Faber (Chimney cleaning contract service provider & OEM of chimney responsible for providing life time warranty of chimney) such as making complains related to chimney, follow-up with M/s Faber for providing required mandatory cleanings of chimney at required interval. However, Bank will have a chimney cleaning contract directly with M/s Faber and payments in this regards will be made directly by the Bank to M/s Faber.

b. For King's Apartment-Contractor will clean the filters of the electric kitchen chimney/exhaust fan and mesh every alternate month including oiling and greasing of Chimney fans.

F. Lifts

a. Contractor shall coordinate with the AMC service provider of the lifts installed in the complex in case of any break-down of lifts for getting prompt service.

G. Maintenance of Fire Fighting and Fire Alarm System

Contractor shall periodically operate the entire fire fighting and fire alarm system and keep it in running condition as give below -

1. Fire Alarm System - Main panel and secondary to be tested with Acknowledge, Alarm switch. During testing the panel should be operated on battery. Testing should be done once in two weeks.

2. Manual call boxes should be tested with key switch once every four week. On fire signal, the hooters should go onto sounder mode for the respective floor. After testing the key should be removed.
3. Fire Hydrant System - First aid hose reel shall be tested by swinging it on its support and partly opening the hose and discharge of water for 60 second. Each hose shall be tested. There shall be no leakage from MS pipe or from clips holding rubber pipe or even from rubber hose pipe or its nozzle assembly. Hose pipe should be rolled back after testing. This should be done once in 4 weeks.
4. RPL hose pipe shall be tested with branch pipe. The jet shall be operated for at least 2 minutes. Hose shall be dried before rolling. This should be done once in 4 weeks. Hose shall be opened and reverse rolled every fortnight.
5. Each Pump should be tested for at least 60 seconds every day. Discharge of water should be from Hydrant or through a test line. Unnecessary sound and vibration should be noted and corrected.
6. Pump automation should be checked once a week.
7. Voltage and current should be recorded prior to testing once a week.
8. Greasing to be carried out as per manufacturers recommendation. **Cost to be included in AMC.**
9. Pump sets including foundation shall be cleaned with dry cloth and subsequently with kerosene dipped brush once a month.
10. Close and open all valves in Pump House to remove internal coating on the seat. Wherever possible, where an outlet is available after the location of the valve, then the outlet should be opened and the valve should be closed. No water discharge should be seen through the valve. This is to be done once in a week.
11. Underground & Overhead Fire Tanks shall be drained and cleaned of any debris, muck and slime, once a year.
12. Any line rupture affecting the pump should be repaired within 12 hours. Other repairs should be carried out within 24 hours free of cost. However, cost of replacement of parts/materials shall be reimbursed by SIDBI on actual basis on producing pucca bills and verification of the rates. A penalty of Rs 200 per hour will be charged as per the decision of the Bank for delay in attending the problem by the contractor for reasons attributable to the contractor.
13. Portable fire extinguishers - All extinguishers shall be checked and cleaned once every two weeks.

H. Others

- a. Maintenance of plumbing works, rectification of leakages, carpentry repair, etc., within the apartments shall be carried out free of cost (including cost of consumables) with an experienced plumber/ carpenter. However, cost of replacement of parts/materials shall be reimbursed by SIDBI on actual basis.

- b. All electrical works within the apartments shall be maintained by the contractor including replacement of consumables. However, the cost of parts/material replaced (except Tubelights & bulbs which will be provided by the occupants) shall be reimbursed by SIDBI on actual basis.

Maintenance of electrical/plumbing/carpentry repair in common area shall be done by the contractor including replacement of consumables. The cost of replacement of parts / materials shall be reimbursed by SIDBI on actual basis. All fused lights in common area shall be replaced by the contractor. However, bulbs, tube lights & CFLs **shall be provided by SIDBI** and contractor shall maintain a register to keep record of replacements of the same.

- c. For reimbursement of the cost of parts / materials replaced by the contractor, the contractor should submit original bills for purchase of the parts / materials replaced duly signed by the occupants of the flats/ caretaker for common area. Payments shall be made after verification of rates by SIDBI.
- d. The contractor shall provide one electricians/ technician round the clock (in shifts) daily (including holidays) in the complex who should attend operation of DG set, pump, Inspection/ repair of fire fighting system and electrical repairs in the flats. Duty hours of all other personnel shall be eight hours including holidays.
- e. All the works shall be supervised by a supervisor. The supervisor and all the workers shall also wear identity cards and proper uniform while they are in the complex.

(Signature of contractor)
