



TENDER FOR PREMISES AND FACILITY MANAGEMENT
CONTRACT FOR SIDBI'S OFFICE BUILDING AT BKC, MUMBAI

LAST DATE OF SUBMISSION NOVEMBER 29, 2011
UPTO 1500 HRS.

Issued to :-

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

Tender Price - Rs.2000/- (non-refundable)

TENDER DOCUMENT FOR PREMISES AND FACILITY MANAGEMENT CONTRACT
FOR SIDBI'S OFFICE BUILDING AT BKC, MUMBAI

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VENDORS TO NOTE :

- 1) Pre-Bid Meeting with Vendors 19.11.2011 15:00HRS
at BKC Office
- 2) Last Date of submission of Tender 29.11.2011 UPTO 15.00HRS
- 3) Opening of Cover-I 29.11.2011 15:30HRS
- 4) Opening of Cover-II will be informed accordingly.

The offers shall be opened in presence of contractor's representatives (01 each), those who chose to be present.

TENDER DOCUMENT - Part I

NOTICE OF INVITATION OF TENDER

Small Industries Development Bank of India (SIDBI) invites tenders from Premises & Facility Management Service [PFMS] contractors for its office building located at Bandra Kurla Complex, G Block, Plot No.C-11, Bandra (East), Mumbai - 51.

The estimated cost for the work is around **Rs. 65 lacs per annum**.

Interested agencies may obtain the tender documents on payment of Rs.2,000/- (non refundable) Demand Draft drawn in favour of SIDBI, at the following address between November 10 to November 28, 2011 between 10.30 a.m. to 5.00 p.m. (Working days only i.e. from Monday to Friday).

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

This document can also be downloaded from our website www.sidbi.in. In case of downloading the tender documents, a demand draft of Rs.2,000/- (non refundable) drawn in favour of SIDBI, Mumbai towards the payment for tender document is required to be submitted along with tender. **No tender fee will be charged from the agency who had purchased the same tender earlier.**

Tender submitted without this fee shall be rejected.

- I. If any clarification is required by the tenderer, the same can be discussed during pre-bid meeting to be held on **November 19, 2011 at 03.00 pm** at the above address.
- II. Tenderers are advised to go through this tender document carefully as well as visit the Bank's office premises at BKC Mumbai and acquaint themselves both with the present site conditions and condition of the building, fittings & fixtures, etc. existing at site along with all other existing infra structure facilities available inside / outside the building before submission of their tender.



- III. The duly filled and sealed tender documents including complete set of supporting documents in two separate envelopes as indicated below, may be submitted to the **General Manager (Premises)**, SIDBI at the address indicated above.

Envelope 1

Complete set of Tender documents **Part I** as issued, duly filled in and signed by the tenderers on all pages (including Annexure B and Annexure C) alongwith all supporting documents, etc. and demand draft of Rs.2000/- in favour of SIDBI in case of tenders downloaded from website. Tenderers are advised to pay Earnest Money Deposit of **Rs.60,000/-** in the form of Demand Draft (DD) in favour of SIDBI payable at Mumbai. Cheque/Ban Guarantee in lieu of DD will not be accepted. EMD will not bear any interest.

Envelope 2

The Complete set of tender documents Part II (price bid - Annexure A) duly signed by the tenderer on all pages.

- IV. EMD will be forfeited in the event of any refusal or delay on the part of the successful tenderer 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 delay the commencement of work as per the contract. EMDs of unsuccessful tenderers will be refunded within 60 days from the date of opening of commercial bids. EMD of successful tenderer will be retained as security deposit (other than the Performance Bank Guarantee) and will be refunded after the termination of contract.
- V. Last date for submission of completed tender documents is **upto 3.00 p.m. on November 29, 2011.**
- VI. The offers submitted shall be valid for a period of **120 days** from the last date of submission of the tender.
- VII. SIDBI reserves the right to reject any / all tenders without assigning any reason thereof.
- VIII. Tenders received late on account of any reasons or received by courier / post will not be entertained at all.

Date :

General Manager

CONDITIONS OF CONTRACT

1. SCOPE OF WORK

PFMS contractors are required for manning and maintaining of office premises including various services at SIDBI, SME Development Centre, Plot No. C-11, G-Block, Bandra Kurla Complex, Mumbai such as electrical, housekeeping, plumbing, pest controlling, carpentry work, provision and care of indoor plants / flowers, removal of broken pots & provision of new pots for existing / new plants, laundry services, supply of water to officers, etc.

The scope also includes monitoring & coordinating services of other contractors engaged with i.e. Electrical Panel room, AC plants, pumps, lifts, DG Set, Building automation Management and security systems (BMS), Firefighting, water filters, Xerox, fax machines, etc. all under single point responsibility. The single point responsibility at the cost of contractor shall cover the following :-

- Cleaning of all common areas inside the office premises (i.e. Reception area at Ground floor, All passage area, Staircases 2 Nos. Lift lobbies on all floors, Lift cars containing of 4 stainless steel walls / granite floors, Both Ladies / Gents Toilets on all floors, Executive toilets, Electrical rooms on all floors, AHU Rooms on all floors). Glass canopies laid at entrance porch at Gr. Floor & at Executive lounge at 8th floor shall be cleaned regularly every week. Interior areas of office, work place, 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, washbasin, soap dispensers, pantry, etc. Basement floors may be washed once in a month and all the storage area must be cleaned.
- Quarterly cleaning of external façade of the office building. The external finishes of the building are structural glazing, Aluminium Composite Panel and Granite. The scope of external façade cleaning work covers cleaning of façade comprising of structural glazing, ACP and Granite. The approximate areas are 1150m², 1850m² and 780m² respectively. The entire external façade area is approx. 40,700 sq.ft.
- Building maintenance and cleaning - windows, aluminium frames, internal faces of glasses, granites, stills, stairwells, lobbies, WC areas and lighting system, internal & external pest control services, etc. Cleaning of all drainage pipelines (washbasin, sinks, urinals, etc.).
- Maintenance and servicing of all the doors, floor springs / door closures, furnitures and attending day to day miscellaneous carpentry work, electrical and plumbing work.

- Providing and arranging of flower / bouquets for cabins of senior officers viz. CMD, DMD, ED, CGMs and GMs with the approval of Bank.
- Washing of clothes, table cover, napkins and towels provided for executive dining as well as the towels provided for senior executives and toilets at the 7th and 8th floor levels. The frequency of washing shall be daily.
- Depositing Payments to local statutory authorities and service provider namely TATA Power, MTNL, Reliance Power, Municipality, MMRDA etc.
- Making arrangement for additional flower bouquets as and when required, cost of which shall be reimbursed on actual basis.
- Provision of supply of drinking water to all officers.
- Provision of trained lift man (1 No.) for smooth operations of the lift and coordination with the M/s.Olympus Elevators.
- Monitoring of air-conditioning system of the building during working hours (from 8.30 am to 6.30 pm.) Monday to Saturday or otherwise as instructed as well as coordination with M/s. Voltas.
- Monitoring of Electrical panels and other installations.
- Operation of diesel generator set, water pumps, related set up, of the building by appointing experienced and qualified staff including testing etc. and coordination with M/s. G.D. Anklesaria.
- Maintenance and upkeep of garden & plants in the premises and on various floor by appointing an experienced gardener. Scope of work also includes daily watering, dressing of lawns / plants, change of earth, provision of fertilisers, etc. Contractor has to make all the arrangements and only water shall be supplied by the Bank. Cost of new plants planted in the garden at the instructions of Bank will be reimbursed by the Bank. 120 nos. potted **plants (Indoor / Outdoor) of approved** quality shall be provided and maintained by the Contractor. Removal of broken pots & provision of new pots for existing / new plants shall be taken care by the agency.
- Periodical cleaning of drains – at least once in every six months.
- Supply of labour at the rates as indicated at Annexure C.
- Scope of work also includes replacement of taps, jet spray, valves, flush tanks, bottle traps, soap dispenser (also provision of new soap dispenser if they are not existing at any floors), waste pipes in case the same are not in serviceable conditions at the discretion of SIDBI.

- Scope of work also includes replacement of electrical switches, sockets (power /telephone /data), indoor / external light fittings / fixtures, 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.

2. Schedule of Work

A broad schedule of work shall be as follows:-

- Cleaning of office premises on a daily basis including wet mopping and scrubbing.
- Cleaning of toilets four times daily. It shall be responsibility of the Facility Management contractor to keep the same clean and dry during working hours.
- Removal and disposal of garbage twice a day.
- Kitchen and pantry cleaning daily and as and when required.
- Cleaning of lift cabins daily and polishing & as & when required.
- Monthly pest control at office should be carried out through reputed agencies in the field such as **Godrej, Pest Control India (PCI)** or approved equivalent WHO and Central Insecticide Board of India approved chemicals and should cover all insect, cockroaches, rodent, bed bug, termite etc. This work has to be carried out through specialised personnel / agency. The contractor is also required to take up fumigation works in basement and staircases monthly. If needed, additional pest control to be done whenever there is a complaint.

This service would cover the entire areas, and common usage areas such as staircases, lobbies, terraces, car parking space, drainages, documents room/ remote areas and equipment rooms. The frequency of these services shall be as per the normal practice and specific need of the Owner on as and when required basis.

The major services covered are as under:

- i) General Disinfestations
- ii) Rodent control
- iii) Termite and wood-beetle treatment

Apart from above services, the service provider will have to suitably disinfect drain outlets from the kitchen, canteen area and toilets by spraying with insecticide every Saturday and whenever necessary.

The Contractor shall

i) Take effective measures for Rodent and Disinfestations Control Services including fogging etc. in the area of contract.

ii) Use chemicals that are harmless to humans, machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area.

iii) The responsibilities for any damage to human / machinery by any chemicals used by the Contractor. Any damage caused to machinery/ books due to Rodent and disinfestations services in the areas covered during the period of contract shall be made good by the Contractor.

iv) Prior to carrying out the Pests and Rodent Control Services submit a detailed plan for approval of the Bank.

- Sweeping of common / open area as indicated above daily and washing the same weekly.
- Cleaning of upper and lower basements daily and washing the same monthly
- Cleaning of terrace daily including 2nd and 8th floor & refuge area at 7th floor.
- Water tank cleaning (over head and under ground) once in a six months
- Change of flower bouquets provided for senior officers on 2 days in a week.
- Mirror polishing for marble flooring of approx. Area of 6600 sqft to be done once in the quarter with approved chemicals and machines. This area covers in lift lobbies of all floor and common area of ground/ 1st/ Seventh & Eight floor.
- Garden and potted plants - upkeep and maintenance - daily
- Maintenance of all electrical, plumbing installations
- Routine Operation and providing toilet fresheners, liquid soaps and other cleaning material of approved quality in all toilets.
- Replacement of electrical and plumbing fittings (as detailed out in scope of work) if the same is not in serviceable conditions.

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

Contractor is required to maintain a proper schedule as well as record / quality management forms / work register with approval of Premises Department for the above



activities. All the stationery / photo copying etc., for the purpose, the contractor has to arrange on his own. Contractor shall provide necessary tools and equipments to his workers for performing their work. Contractor is also required to get the their record book / work register checked twice in a month from our CT / ACT looking after the works in the premises, the records shall be signed by CT / ACT.

The contractor is required to maintain all the essential services in entirety to make the office functional. (Please refer the Annexure A for quoting the rates).

3. Period of Contract

The contract shall be valid for a period of **2 years** commencing from the date of award of contract. However, Bank reserves its right to review and terminate the same before completion of the said period. The rate quoted shall be valid for period of two years without any increase.

3A. EMD & Security Deposit

(1) Earnest Money Deposit (EMD) for the work is **Rs.60,000/- (Rupees Sixty Thousand Only)**.

(2) The EMD of successful contractor shall be returned on submission of Performance Bank Guarantee as follows. The Performance Bank Guarantee (BG) shall be 5% of contract value per year as security deposit. No charges shall be payable on this account. The BG should 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.

No payment shall be released till the BG is submitted.

The Bank Guarantee (BG) shall be encashed and security deposit shall be forfeited in case contractors fails to perform his duties satisfactory.

4. Place of Work

Intending tenderers shall visit the SIDBI's office and make them self thoroughly acquainted with local site conditions, nature and requirement of work, present conditions of premises / fittings / fixtures, etc., and make assessment of labour and material, etc. required before quoting for the tender.

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

The building has 2 basements, ground and 8 upper floors with total built up area of 10500 sq.mt. (1,13,000 sq.ft.). The total carpet area of the floors including toilet, pantries, lift lobbies, etc. is 50,000 sq.ft. (approx.) while net usable carpet area for office is 40000 sq.ft.. The present staff strength in the building is around 225. The construction of the building was completed and occupied by the Bank since April 2005.

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

SCOPE OF SERVICES

The scope of services work for various contract maintained by others are as follows :-

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 mopping of tiles, vitrified floors, sidewalls and reception areas.
12. Emptying all waste paper baskets, ashtrays (if applicable 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.

B. Lift-operation

1. Operate the elevators
2. Monitor movement of visitors
3. Monitor movement of goods & ensure that the goods cause no damage to the elevators.
4. Handle emergencies.
5. Ensure that the elevators are not misused by carrying heavy items.

C) ELECTRICAL INSTALLATION WORKS

EARTHING

A.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 standing 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 its 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.

A.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 Meggar 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. Where no such regulation is in existence this shall be done once in two years.
- iii) All earthing systems shall, before electric supply lines or apparatus are energized, be tested for electrical resistance to ensure efficient earthing.



- iv) All earthing in systems shall be tested for effectivity on a dry day during dry season at least twice a year.
- v) All earthing 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	6.6KV & 11KV transmission lines supports	5
4	U.P.S. / EPABX	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	Megger Test	Remarks	Initials of electrician / A.C. & Maintenance Engineer
January					
February					
March					
April					
May					



June					
July					
August					
September					
October					
November					
December					

B. TRANSFORMER / SUB-STATION

B.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 sometime. 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.

C. 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

D. EMERGENCY LIGHTS

- i) The power plug points to be checked for proper single phase 230v supply is available.
- ii) The manufacturer's standard instruction shall be strictly followed

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)	Half yearly

E.2 FITTINGS

i)	Physical cleaning of luminaries (Fluorescent, incandescent fixtures) including the lamps	Half yearly
ii)	Checking of choke, etc. for over heating 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.	Half yearly
iv)	Check the load on the cable (with Ampere meter / Tong tester).	Half yearly

TROUBLE SHOOTING CHART (ELECTRICAL)

Control	Trouble	Probable causes	Corrective steps
1. Contacts	Chatter	i) Low voltage ii) Poor contact in control circuit	Check voltage. Check momentary voltage dip during starting. Check coil voltage rating. Check push button station (stop button contacts), auxiliary switch contacts and over load relay contacts. These can be tested with test lamp. If control circuit contacts are defective the



		iii) Defective or incorrect coil	<p>contactor will operate properly when these contacts are by passed. Check for loose connections in control circuits.</p> <p>Replace the defective coil. Coil rating must include system's nominal voltage frequency.</p>
	Welding	<p>i) Abnormal in rush of current.</p> <p>ii) Low voltage preventing magnet from sealing</p> <p>iii) Short circuit</p>	<p>Check for grounds and shorts in system as well as other components such as circuit breaker.</p> <p>Correct the voltage condition</p> <p>Remove the fault and check the fuse breaker size.</p>
	Short push button life and / Dr. over heating of contacts	<p>i) Filing for dressing</p> <p>ii) Discolored contacts, caused by insufficient contract pressure, loose connections etc.</p> <p>iii) Excessive jogging or cycling</p> <p>iv) Dirt or foreign materials on contact surface</p> <p>v) Short circuit</p> <p>vi) Sustained over-load</p>	<p>Do not file silver tips. Rough pots of discoloration will not harm tips or impair their efficiency.</p> <p>Replace contact springs, check contact carrier for deformation or damage.</p> <p>Clean and tighten connections.</p> <p>Eliminate excessive jogging or cycling</p> <p>Clean it with carbon tetrachloride</p> <p>Check the fuse of breakers and remove fault.</p> <p>Check for excessive motor load current.</p>
2. Coils	Open Circuit	<p>i) Mechanical damage</p> <p>ii) Burnt-out coil</p>	<p>Handle and store carefully. Do not handle coils by the leads.</p>

		due to over voltage or defect.	Replace the coil
	Overheated Coil	<p>i) Over-voltage or high ambient temperature</p> <p>ii) Wrong coil</p> <p>iii) Shorted turns caused by mechanical damage</p> <p>iv) Under voltage failure of magnet to seal in</p> <p>v) Intermittent duty coil energized too long</p>	<p>Check application and circuit</p> <p>Check rating (Voltage and frequency), if incorrect, replace with proper coil</p> <p>Replace the coil</p> <p>Correct the system's voltage and install new coil.</p> <p>Check application.</p>
3. Magnets and other mechanical parts	Worn out or broken parts	i) Too much cycling. Dust and dirt or mechanical misuse.	Replace the part and correct the cause of damage.
-	Noisy magnet (humming)	<p>i) Defective coil</p> <p>ii) Magnet faces not meeting correctly.</p> <p>iii) Dirt, oil or foreign materials on magnet faces.</p> <p>iv) Low voltage.</p>	<p>Replace the coil.</p> <p>Replace magnet assembly. Humming magnet armature and rotating by 180 Deg.</p> <p>Clean magnet faces with carbon tetrachloride.</p> <p>Check system's voltage and voltage dips while starting.</p>
	Failure to pick-up and / or seal	<p>i) Low Voltage</p> <p>ii) Open or shorted coil</p>	<p>Check system's voltage and voltage dips while starting</p> <p>Replace the coil</p>



		<p>iii) Wrong coil</p> <p>iv) Mechanical obstructions</p> <p>v) Poor contact in control circuit</p>	<p>Check coil voltage rating which must include system's nominal voltage and frequency.</p> <p>With power off, check for free movement of contact and armature assembly. Remove foreign objects or replace the contractor.</p> <p>Check and rectify.</p>
	Failure to drop out	<p>i) Gummy substance on pole faces, or in mechanism</p> <p>ii) Voltage not removed from control circuit</p> <p>iii) Worn out or rusted parts causing binding eg. Coil guides linkages, etc.</p> <p>iv) Residual magnetism, due to lack of air gap in magnet path.</p> <p>v) Improper mounting of starter</p>	<p>Clean with carbon tetrachloride</p> <p>Check control circuit</p> <p>Replace the contractors</p> <p>Replace the contractors</p> <p>Remount the starter as per installation instructions.</p>
4. Overload relays	Tripping	<p>i) Sustained overload</p> <p>ii) Incorrect heater, or ambient temperature varies a good deal</p> <p>iii) Motor and starter in different ambient temperature</p> <p>iv) Loose</p>	<p>Check for grounds, shorts or excessive motor current.</p> <p>Select the correct size heater.</p> <p>Install motor and starter nearer each other, make temperature same for both or use ambient compensated overload.</p> <p>Clean and tighten.</p>

		connection on heater screws on lead wires.	
	Failure to trip	i) Mechanical binding, dirt corrosion, etc. ii) Wrong heater or heaters omitted and jumped wired used. iii) Relay previously damaged by short circuit. iv) Motor and relay in different ambient temperatures.	Replace overload and heater. Check ratings and heater tables and apply proper heater. Replace overload relay and heater. Install motor and relay nearer each other, make temperature same for both or use ambient compensated overloads.

F) DG SET

It shall be checked for their proper working condition once a week. Sufficient stock of diesel shall be kept. A log book showing details of weekly inspection / running purchase and use of diesel, etc. shall be maintained. A cross check of quantity of diesel consumed and running time of generator set shall be carried out quarterly.

G) Plumbing

Plumber's Job responsibility is:

1. Maintain all supply and drainage pipes, ensure that there is no chokage and the system is working at self cleansing velocity without surcharging at the Manholes / Inspection chambers.
2. Maintain all valves, taps, floats and other plumbing and sanitary / fittings along the perimeter wall free from leakages.
3. Maintain all fixtures (cistern, basin, commode, urinals, taps, etc.) and pipes in the toilet.
4. Ensure that the pressure of water supply for the fire fighting system is maintained at the required level.
5. Check supply and drainage to and from water cooler and water filter.
6. In co-ordination with the upkeep personnel, help to control pests by opening the drainage chambers if any, adjacent to the building, to spray insecticides as and when required.

7. Before each monsoon, check and clean and storm water drain and pipes of silt, debris and dry leaves.

8. Clean all waster tanks, at least twice every year, and disinfect, specially, before the start of the rainy season.

9. Test the drinking water clinically every month for potability and take corrective measures, at best efforts basis, to the best of our ability if the impurity level is high.

10. The plumber shall in the course of his duty shift:

- Monitor the water level
- Place order for tanker water when required if directed by the bank.
- Maintain a day-to-day record of tanker water supply whenever ordered for.

H) FIRE PROTECTION SYSTEM

PFMS shall be responsible for observing and maintaining the following:

H-1. WET RISER SYSTEM

- i) Check and clean hydrant valves, hose reels fire shafts and replace parts, if any, immediately. Keep the system in working condition at all times.
- ii) Inspect the system for any leakage with special attention to fittings, valves, pipelines, joints, air valves and set them right immediately, if required.
- iii) Check the fuel tank of diesel engine driven fire pump and maintain log book duly signed by supervisor.
- iv) Check the batteries for proper charge, level of electrolyte and good terminal connections and maintain log book.
- v) Check the level of the water in the static water tank for fire fighting purposes.
- vi) Check the automatic working of all pump and maintain log book.

Weekly

- i) Check the gland pickings
- ii) Check the lever of water in the priming tank and replenish it, if required.
- iii) All metal parts should be cleaned by grass.

Monthly

- i) Check the automatic operation of the hydrant system.

- ii) Operate all the hydrant valves and check washers, plugs, couplings, nozzles, etc.
- iii) Check C.I. Valve gland packing and adjust / replace, if required.
- iv) Check rubber hoses giving special attention to couplings, washers, plugs and canvas jacket and swivel arrangement of the rubber hose reel.

Quarterly

- i) Drain the Wet Riser System thoroughly. Set it to the required pressure. Check the air valves for efficient functioning. Check the operation of various pressure switches by stimulating conditions. Clean all contact areas of pressure switches.
- ii) Unroll the hose reels completely. Allow the water to pass through the rubber tubing / canvas hoses. Check for leakage, wash and dry them without subjecting to the direct sunrays. Re-roll the hose reels properly. French chalk powder to the rubber tubing shall be applied before re-rolling.

Half yearly

- i) Check all contacts and termination points of cables on starter and switches and motor side and tighten all loose connections.
- ii) Check and ensure that all fuses are in good condition and contact surfaces are free from pitting.
- iii) Megger the electrical system for effective insulation resistance.
- iv) Check current drawn by motors to ensure that it is not beyond the rated value.
- v) Check earthing system for its effectiveness
- vi) Service all the valves.
- vii) Inspect suction pipe, intakes and foot valve to ensure that they are free from obstructions, foreign materials, etc.
- viii) clean the static water storage tanks six monthly while doing so sufficient separate storage arrangements or standby arrangements are made during the cleaning operation to meet any emergency etc.

Annually

- i) Test the gauges on the installation by comparing them with a test gauge.

H-2 SPRINKLER SYSTEM

Routine:

- i) Check main controlling valve, inspect for any leakages in fittings, valves, pipelines, joints, air valves to get designed water pressure in the system.
- ii) Check the level of water in the static water tanks to ensure that the tanks are full at all times.

- iii) Check the reading on pressure gauges with reference to standard reading and maintain log book.
- iv) Clean and check the piping to ensure that is free from any damage, corrosion, dust and other foreign materials, etc.

Weekly

- i) Check flow – alarm device. The small valve, controlling the water supply to alarm device shall be in open position.
- ii) Test the alarm by operating gang bell.
- iii) Start the pump by opening test valve to ensure dependability of the pump, bearings, stuffing box, suction pipe and strainers.

Monthly

- i) Clean the sprinkler glass bulbs with spirit.
- ii) Inspect and service the installation valve.

Quarterly

- i) Drain the sprinkler system thoroughly and set and set it to the required pressure.

Half yearly

- i) Inspect suction pipe, intakes and foot – valve s to ensure that they are free from obstructions, foreign materials, etc.
- ii) Clean the tanks thoroughly
- iii) Test the system by actuating one of the sprinkler heads
- iv) Test the gauges on the installation by comparing them with a test gauge.

For pressure switches, pumps and other similar gadgets, instructions listed out in the case of wet riser system shall apply.

H-3 FIRE BRIGADE INLETS (BREACHER CONNECTION)

The fire brigade inlets are provided on the external of the compound / building at convenient place for the local fire engines to pump water into the installation / tank by lapping external source.

Routine

- i) Clean and check the water inlets for any damages
- ii) Ensure that the water inlets are covered with blank caps

Quarterly

Pass water under pressure through the inlets. Check for any leakage in the pipe line and the non-return valve. Drain the pipe line.

H-4 FIRE FIGHTING PUMP INSTALLATIONS

In order to maintain the fire pumps in operating conditions it shall ensure that installations are tested periodically keeping in view the following guidelines.

- i) The approach to the fire pump room shall be kept near and clear of debris, etc. The approach shall be adequately illuminated.
- ii) The key of the Fire Pump Room shall be easily available at the time of emergency.
- iii) The Fire Pump Room shall be kept near and clean and shall not be used for any other purpose. No other material except fuel and lubricants, spares for the engine and the pump, shall be stored in this room. An emergency lamp in good working condition shall always be available in the room.
- iv) It shall be ensured that the fuel tank is always full and a stock of fuel equivalent to the capacity of the tank shall be available in the pump room. The engine oil shall be checked periodically and replaced, if necessary. A log book for recording receipt and consumption of fuel engine oil shall be maintained by the person operating the pump.
- v) If the pump-set fails to function on any day, immediate action shall be taken to get it repaired and commissioned, keeping the down time to minimum.
- vi) The person responsible for operating the pump shall maintain a Log Book containing the information about the date and time of operating of fire pump, details of defects if any noticed with time and date action taken to set right the defects, the time of which the pump set was put back into operation.
- vii) All Log Books shall be produced before the Assistant General Manager / Deputy General Manager once a month.
- viii) As far as possible the procedure laid down in the Tariff Advisory Committee's Fire Fighting Manual shall be followed for operation and maintenance of the fire fighting pumps and installations.

H-5. FIRE EXTINGUISHERS

- a) Carbon Di-oxide Extinguisher

Routine Quarterly

- i) Clean the body, horn and wheel-locking pin
- ii) Weight the extinguisher. If the weight of the contents is reduced by more than 10% it shall be sent for recharging.
- iii) Clean and polish the body with wax
- iv) Check tube, horn, joints, locking pins. Apply chalk powder for the tube externally.

Whenever the extinguisher is sent for recharging, it shall be ensured that the same is pressured tested by the gas charging company by subjecting it to a pressure up to 210 kgs. / cm².

- b) Other Extinguishers if any

Periodical maintenance as per manufacturer's specification

All the fire fighting installations shall be maintained in perfect serviceable condition so that their utility in emergency is availed of. The Facility Manager shall be over all in charge of such installations and he in turn shall get himself well acquainted with the use and operations of these equipments and train all Security Service Personnel as well as those of staff members desirous of learning their operations, if need be, by

requisitioning the services of local Fire Brigade personal / agencies who supply and service periodically such units.

Fire is everybody's concern and as such all members of staff must be made aware of Fire hazards and fire fighting installations provided in the premises and their operation to fight fire in its incipient stages. A fire sense is required to be imbibed in each and every staff member.

H-6 FIRE ALARM / PUBLIC ADDRESS SYSTEM

S. No.	Description	Daily	Quarterly
	Fire Alarm System		
1	Acknowledge all the alarms	Yes	
2	Check the supply voltages phase neural, phase earth & neutral earth		Yes
3	Check the battery voltage and its backup made operation		Yes
4	Check the fire and other alarm condition		Yes
5	Check functioning of all hooters		Yes
6	Check and ensure that all interlocks with AHU's and access doors are working		Yes
7	Clean detectors depending on the analogue value of detectors		Yes
8	Clean all the detectors in the system		
	Public Address System		
1	Ensure power to amplifier is on	Yes	Yes
2	Check the functionality of amplifiers		Yes
3	Ensure music volume is at desired level		Yes
4	Check the functionality of speakers		Yes
5	Check functionality of CD changer		Yes
6	Clean the lens of the CD changer		

6. ROLES & RESPONSIBILITIES OF PFMS

It is the sole responsibility of the Premises & Facility Management Services (PFMS) to ensure that the operation, monitoring, Maintenance and repairs are performed to the highest standards.

6.1.1 Scope and Responsibilities

The PFMS is fully responsible for safe operation, effective maintenance of electrical, mechanical, plumbing, sanitation, Health/Hygiene, pest, rodent & termite control, etc.

6.1.2 Operations

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

PFMS 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.

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

The PFMS 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.

6.1.4 Maintenance and repairs

It is the sole responsibility of PFMS 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.

6.1.5 Energy Audits

PFMS shall carry out periodical energy audits as stipulated by local electrical inspectorate and electricity boards. He should also monitor the load factor of the sanctioned demand, optimize the landing factor by surrounding the excess demand to achieve economical energy costs.

6.1.6 Breakdown Maintenance

Out of breakdown calls received, PFMS 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, PFMS shall ensure round the clock functioning of the services.

7. SCHEDULE OF EQUIPEMNT

Electrical Installation

The package consists of the following :-

- 2 Nos. H.T. indoor vacuum circuit breakers
- 1 No. 1000 KVA V9674/3 indoor dry type
- 2 Nos. ACB Panel 2500 ATPN Manual non draw out



Main Distribution Board-Incomer-2000A-2 nos & 800A-2 nos, Bus Coupler-2000A-3 nos, Outgoing- 630A-3 nos, 400A-5 nos, 200A-5 nos, 125A-1 no, 100A-10 nos & 63A-1 no, 1000 ampere ACB and bus coupler, feeder pillar, DG & Auxilliary panel.

- 1 No. 1200 ampere ACB for air conditioning main.
- 1 No. 600 ampere rising main (normal)
- 1 No. 400 ampere rising main (emergency)

Ventilation fan panels 06 Nos. for upper and lower basement. (2 in upper, 4 in lower basement).

Capacitor Control Panel 145 KVAR 2 Nos.

UPS 30 KVA – 3 Nos.

3 Nos. sets of 2 volts, 125 ohms 60 cells each set battery cells and 2 Nos. battery chargers.

Earth pit 12 Nos.

Lighting fixtures – Dark light, 2x36W CFL, GE D/I P R-300 HF, 2'x2' -287 Nos.-INDOOR

Telecommunications

- 1 EPABX having capacity of 200 analouge & 72 digital intercom & 3 ISDN PRI lines.
- 3 Field MDD of 100 pairs- Datacenter & Dealing Room
- 9 Field MDD of 50 pairs @ each floor.

Diesel Generator Plant

Diesel Generator set of 500 KVA, water cooled engine, 604 BHP. 1500 RPM with alternator rated 415 V, 50 Hz. 3 Phase, 0.8 Power factor and supplied with 990 litres fuel tank with acoustic insulation incl. FRP cooling tower of 281000 K.Cal/Hr heat rejection capacity & AMF Panel 800 amperes 4 Pole ACB 1 No.

LIFTS

Particulars of lift service

Sr. No.	Particulars	Type of lifts			Remarks
		Executive	Staff/ Common	Passenger	
1	Capacity	13 persons 884 KG	13 persons 884 KG	8 persons 408 KG	Passenger Lift: Has 11 stops: Gr.
2.	Number of lifts	1 No.	2 Nos.	1 Nos.	

3	Speed	1.5 mtr. Per second	1.5 mtr. Per second	1.75 mtr. Per second	to 7 th opens front & LB, UB and 8 th fl. Opens rear side
4	Travel	30.1 m	30.1 m	41 m	
5	Floor travel	Ground floor to 8 th floor	Ground floor to 8 th floor	Upper / Lower basement to 8 th floor	
6.	Hoist way	2500mm (W) x 1950 mm (D)	2500mm (W) x 1950 mm (D)	1900mm (W) x 1650 mm (D)	

FIRE PROTECTION SYSTEM

Pumps :

Fire Hydrant Pump – 1 No. (Electric driven)

Type : ET-4
 Head : 88 m
 Capacity : 10.8 M3/Hr
 Speed : 2900 rpm
 Motor : Mather+Platt – 3 ph induction motor

Fire Hydrant Jockey Pump – 1 No. (Electric driven)

Type : ET-19
 Head : 88 m
 Capacity : 10.8 M3/Hr
 Speed : 2900 rpm
 Motor : Mather+Platt – 3 ph induction motor

Sprinkler System Pump – 1 Nos. (Electric driven)

Type : ET-4
 Head : 88 m
 Capacity : 10.8 M3/Hr
 Speed : 2900 rpm
 Motor : Mather+Platt – 3 ph induction motor

Sprinkler Jockey Pump – 1 No. (Electric driven)

Type : Monoblock
 Head : 40 m
 Capacity : 900 lit/minute
 Motor : Mather+Platt – 3 ph induction motor

Booster Pump – 1 No. (Electric driven)

Type	:	ET-26L
Head	:	88 m
Capacity	:	10.8 M3/Hr
Speed	:	1800 rpm
Motor	:	Mather+Platt – 3 ph induction motor

Diesel driven pump (common for hydrant / sprinkler system)-Greaves make

Type	:	YDC-Mk-3
Head	:	88 M
Speed	:	1800 rpm
Engine Type	:	3YDC MK 3

Landing valves –

6 Nos. at lower basement

06 Nos. Court yard hydrants

1 hydrant risers at East and West Wing have – 1 Nos. landing valve

1 Nos. – Hose reel drum with 30 m long 20 mm dia high pressure reinforced rubber

1 Nos. – Branch pipe lined hose with shut off nozzle

2 Nos. –Canvas hose of 15 m long 63 mm dia controlled percolation hoses with instantaneous coupling.

Sprinkler system

Sprinkler-599 nos., Smoke & Heat Detector-354 nos

At LB, UB, Gr. To 8th floor connected to G.1. Pipes, 'C' Class with necessary isolation valve, flow switches and flushing / drain valve at all floors. Sprinklers are thermo sensitive glass bulb actuated type and shatters at 68 degree C temp. Types of sprinklers are pendant type.

Portable Extinguishers

- 1) Dry chemical power (DCP) type to capacity 5 kg / 10 kg.
- 2) CO2 type fire extinguisher of capacity 4.5 kg. / 9 kg.
Buckets painted Red.

Fire Detection System

System consists of Integrated Fire Detection and early warning system.

Integrated system consists of the following



Analog addressable Ionisation smoke detectors
 Analog addressable Thermal detectors
 Analog addressable photo electric cum Thermal detectors

Addressable monitor module. Addressable control module, Analog addressable main fire control panel, Enunciator, voice evacuation and massager including hooters, sirens, etc.

A public address system complete with Amplifiers, wall mounted ceiling mounted ceiling mounted speakers, microphone suitable for connecting to the voice evacuation and message system.

Connectivity to the Building Automation System like AHU, staircase and shaft pressurizing fans.

Fire alarm system consist 1 No. Addressable fire alarm control panel with 6 loops. The panel is intelligent, addressable with 8 analog loops with battery back up of 4 hrs. each loop handling 125 detectors.

8.0 FORMATS RECOMMENDED FOR USE FOR OPERATION MAINTENANCE & REPAIR RECORDS

Sr. No.	Description of Format	Remarks
1.	Daily Report	To be submitted by PFMS Contractor
2	Monthly Consumable / spares Consumption Statement	To be submitted by the PFMS every month
3	Daily Attendance Sheet	To be submitted by PFMS Contractor
4	Monthly Assessment of Annual Maintenance Contractor performance for the month	Issued by the Bank Officer

his	NAME OF RECORD
1	Customer Complaint Register
2	Monthly Report Format for O & M Team
3	Job Request Register for PFMS
4	Daily Report for Electrical Services
5	Water Level Daily Report
6	Housekeeping Schedule
7	Pest Control Schedule
8	Work Instructions for House Keeping PFMS Team
9	Checklist for Toilet
10	Checklist for Common Areas
11	Performance Slip
12	Pest Control Log Book
13	Annual Maintenance Schedule
14	Check List for Periodical Audit

15	Break Down Complaint Register
16	Spares Register
17	PFMS – Periodic Preventive Maintenance
18	PFMS Schedule for Electrical Systems
19	PFMS Schedule for Fire Protection System
20	PFMS Schedule for DG Sets
21	Key Register
22	PFMS Checklist – Chiller - Weekly
23	PFMS Checklist – Chiller – Monthly
24	PFMS Checklist – Chiller – Quarterly
25	PFMS Checklist – Chiller – Half yearly
26	PFMS Checklist – Chilled Water Pump – Monthly
27	PFMS Checklist – Chilled Water Pump – Quarterly
28	PFMS Checklist – Chilled Water Pump – Half Yearly
29	PFMS Checklist – Air Handling Unit – Monthly
30	PFMS Checklist – Air Handling Unit – Quarterly
31	PFMS Checklist – Air Handling Unit – Half Yearly
32	PFMS Checklist – LT Panel
33	PFMS Checklist – Transformer – Monthly
34	PFMS Checklist – Transformer – Quarterly
35	PFMS Checklist – Transformer – Half Yearly
36	PFMS Checklist – Capacitor Panel
37	PFMS Checklist – Distribution Panel
38	PFMS Checklist – Bus Duct / RMS
39	PFMS Checklist – Battery Charger
40	PFMS Checklist – Battery
41	PFMS Checklist – BMC water report
42	PFMS Checklist – Earth Pits
43	PFMS Checklist – Diesel Pump – Hydrant – Weekly
44	PFMS Checklist – Diesel Pump – Hydrant – Monthly
45	PFMS Checklist – Diesel Pump – Hydrant – Quarterly
46	PFMS Checklist – Diesel Pump – Hydrant – Half Yearly
47	PFMS Checklist – Main Pump – Hydrant – Weekly
48	PFMS Checklist – Main Pump – Hydrant – Monthly
49	PFMS Checklist – Main Pump – Hydrant – Quarterly
50	PFMS Checklist – Main Pump – Hydrant – Half Yearly
51	PFMS Checklist – Main Pump – Sprinkler – Weekly
52	PFMS Checklist – Main Pump – Sprinkler – Monthly
53	PFMS Checklist – Main Pump – Sprinkler – Quarterly
54	PFMS Checklist – Main Pump – Sprinkler – Half yearly
55	PFMS Checklist – Jocky Pump – Hydrant – Weekly
56	PFMS Checklist – Jocky Pump – Hydrant – Monthly
57	PFMS Checklist – Jocky Pump – Hydrant - Quarterly
58	PFMS Checklist – Jocky Pump – Hydrant - Half Yearly
59	PFMS Checklist – Jocky Pump – Sprinkler - Weekly
60	PFMS Checklist – Jocky Pump – Sprinkler - Monthly
61	PFMS Checklist – Jocky Pump – Sprinkler - Quarterly
62	PFMS Checklist – Jocky Pump – Sprinkler - Half Yearly
63	PFMS Checklist – Booster Pump – Weekly
64	PFMS Checklist – Booster Pump – Monthly
65	PFMS Checklist – Booster Pump – Quarterly
66	PFMS Checklist – Booster Pump – Half Yearly
67	PFMS Checklist – Sprinkler – Monthly & Quarterly

68	PFMS Checklist – Sprinkler – Half Yearly
69	PFMS Checklist – Fire Cut Out – Monthly & Yearly
70	PFMS Checklist – Fire Extinguisher – Monthly & Yearly
71	PFMS Checklist – Diesel Generator – Weekly
72	PFMS Checklist – Diesel Generator – Monthly
73	PFMS Checklist – Diesel Generator – Quarterly
74	PFMS Checklist – Water Pump – Monthly
75	PFMS Checklist – Water Pump – Quarterly
76	PFMS Checklist – Water Pump – Half Yearly
77	PFMS Checklist – Ventilation Fan – Monthly & Quarterly
78	PFMS Checklist – General Plumbing – Monthly
79	PFMS Checklist – Water Pumps – Monthly
80	PFMS Checklist – Water Management System – Monthly
81	Electrical Reading Card
82	Water Reading Card
83	Daily Report
84	Corrective Action Record
85	Preventive Action Report

9. Raw Materials

Tenderer shall use Branded quality materials / chemicals / detergents of standard quality / make for cleaning and other allied purposes. If the materials are not of desired quality, the contractors are required to replace the same on the instructions of the Bank.

As regards maintenance, replacement of consumable items shall be done as defined in the scope of work. Also, no conveyance / labour charges / transportation charges will be payable for maintenance and replacement works. If contractor do not take up such works, SIDBI reserve the right to take up the same through other agency at the risk and cost of contractor.

For the items not covered in the scope of work, the contractor shall be reimbursed actual cost of materials on production of bills/cash memos, rate analysis and after verification in the market. A nominal overhead and profit of 10% on procurement cost shall be payable for such items. No additional payment shall be released for labour / conveyance, transportation, etc.

Decision of the Bank in this matter shall be final and binding on the contractor.

Material Brand- Following consumable materials shall be supplied by the PFMS contractor for day to day cleaning. At the time of procuring the material the items & quantity shall be got checked by the contractor through our CT / ACT stationed at office premises & entire material shall be brought at site at one go & shall be stored in the room told by the CT / ACT the room will be allotted by Premises Deptt. The quantity as being specified should be available at site by every 5th day of the month. The remaining material of the previous month shall be removed from site by the contractor & fresh quantity shall be procured every month for which bills shall be produced for the records of Premises Dept.

List of cleaning Materials & Aids at SIDBI's office building at BKC, Mumbai

Sl.No.	Items	Sl.No	Items
1	PHENYL	17	BRASSO
2	DETERGENT	18	CLEANZO/ PHNYL
3	VIM	19	R1 (Bathroom cleaner)
4	MULTI-CLEANER	20	R2 (Glass cleaner/Colin)
5	ROOM SPRAY (PREMIUM)	21	R4 (Furniture cleaner)
5	AUTO SPRAY	22	R6 (Toilet cleaner)
5	ODONIL	23	Bath room cleaning acid
8	Urinal CUBES	24	D-7 (Stainless steel polish)
9	Naphelene BALLS	25	DETTOL ANTISEPTIC
10	Sodium Hypochlorite	26	Tissue Box – PRIMIER for cabin use
11	Hand Wash Liquid	27	Dust Bin
12	Toilet Roll paper	28	Bucket , Mug
13	Hand Towel-Big	289	Floor mat
14	Hand Towel-Small	30	Bleaching Powder
15	Hand Towel-Tissue Paper	31	Garbage Bag
16	Rubber pump	32	Hit/ Baygon/ Mortein Spray

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

10. Compensation towards non-attentiveness / delay

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 :-

Nature of work	Time of completion from the date	Compensation for delay
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	of complaints	
Clearing Drainage Congestion - inside building	1 day	Rs.500/- per day
Clearing Drainage Congestion - outside building	2 days	Rs.1000/- per day
Replacement of electrical and plumbing items from the scope of work	2 days	Rs.500/- per day
Replacement of electrical and plumbing items not in the scope of work	2 days	Rs.500/- per day

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.

Further, a sum of Rs.200/- (minimum) per incidence shall also be charged as compensation towards non completion of the routine activities indicated in the scope of work. General Manager (Premises) shall be the final authority for decision in such matters which can not 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. Rates, Taxes and Duties

All the rates furnished in the tender shall be inclusive of all labour and material including all duties, royalties, service tax, Work Contract Tax (WCT) or any other taxes or local charges, if applicable. No extra claim on this account will in any case be entertained. New taxes and increase in existing tax if any, after award of work shall be paid on production of specific proof/ receipt/ challan etc.

The Contractor shall be fully and exclusively responsible for the payment (and liable for all consequences in the event of default) of any and all taxes, duties, cess, levies, VAT, service tax, works contract tax etc now or hereafter imposed, increased or modified from time to time in respect of the above job and all contributions and taxes for unemployment compensation, insurance and old age pensions and amenities now or hereafter imposed by any law of the Government/local bodies which are imposed with respect to or covered by the wages, salaries or other compensation paid to the persons employed by the Contractor. Bank shall have no liability whatsoever concerning the employees / labourers of the Contractor. The Contractor shall keep Bank indemnified against all losses or damage or liability arising out of or imposed in the case of employees.

The Contractor agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties, octrois, royalties etc. now or hereafter imposed, increased, or modified, and all sales tax duties, octrois, royalties etc. now in force and thereafter increased, imposed or modified from time to time in respect of works and materials and all contribution and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Governmental authority or other local authorities

which are imposed with respect to or covered by the wages, salaries, or other compensations paid to by the persons employed by the Contractor or by his sub - Contractor and the Contractor shall be responsible for the compliance with all obligations and restrictions imposed by the Labour Law or any and the Contractor further agrees to comply, and to secure the compliance of all sub-Contractors, with all applicable Central, States, Municipal and local laws and regulations and requirements of any Central, State or Local Governmental or other agency or authority. Contractor further agrees to defend, indemnify and hold harmless from any liability or penalty which may be imposed by the Central, State or local authorities by reason of any violation by Contractor or sub-Contractor of such laws, regulations or requirements and also from all claims, suits or proceedings that may be brought against Bank arising under growing

out of, or by reason of the work provided for by this contract, whether brought by employees of the sub-Contractor by third parties, or by Central or State Government authority of any administrative sub-division thereof, or other local authorities.

13. Manpower / Staff

The contractor shall always employ a minimum strength of experienced staff at site as given in **Annexure-B**. Necessary grooming should be done before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint on this ground shall be viewed seriously. No additional payment shall be made if contractor keep more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per contract provision.

The workers / staff employed should wear colour code uniforms, pant+shirt+shoes+cap+gloves for male and suit / saris+aprons+cap+gloves for ladies staff. Any indecent behavior / suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be levied on the contractor. The contractor is also required to submit the list of the workers with photo ID, educational qualification, address proof etc. before deputing the workers.

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

Prohibition

The Contractor shall ensure that its employee(s) / labourers refrain from smoking / consuming alcohol and other intoxicant substance or carrying any inflammable substances etc., inside the premises, while on duty.

Contractor is required to submit daily labour report duly signed by Asst. Care Taker/ Care taker to the Bank and other reports as per Point No-8 (Operation & maintenance service) in desired format on time to time.

Contractor is required to make timely payment to his staff including various statutory authorities. The Bank reserves a right to check the same.

14. Indemnity

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 approved format, in this regard.

15. Insurance

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

- a. Personal injury - Rs.5.00 lacs
- b. Property Damage - Rs.5.00 lacs

Besides covering all employees of contractor under ESIC scheme, he contractor shall also require to obtain a workman compensation policy for an amount atleast Rs.2 Lacs 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 contractors payment and pay the insurance company.

The Contractor shall at his own cost and initiative take out and maintain at all times until the expiry / termination of the Contract, insurance policies in respect of workmen engaged by him for providing services under this Contract, in order to keep himself as well Bank fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in Workmen's Compensation Act, 1923. Should the Contractor fail to take insurance as provided for in the foregoing paragraph, Bank shall be entitled (but without any obligation to do so) to take such insurance at the cost and expense of the Contractor and without prejudice to any other rights or remedies of Bank in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Contractor.

Contractor shall at his own expenses carry and maintain insurance with reputable insurance companies to the satisfaction of Bank as follows:

i) Employees State Insurance Act.

The Contractor agrees to and does hereby accept full and exclusive liability for the compliance with obligations imposed by the Employees State Insurance Act, 1948, as amended from time to time and the Contractor further agrees to defend, indemnify and hold Bank harmless from any liability or penalty which may be imposed by Central, State or local authority by reason of any asserted violation by Contractor or sub-Contractor of the Employees' State Insurance Act. 1948, and its amendments and also from all claims, suits or proceedings that may be brought of by reason of the work provided for by this contract whether brought by employees of the Contractor, the sub-Contractor or his employees by third parties or by Central or State Govt. authority or any administrative sub-division thereof, or other local authorities.

The Contractor agrees to fill in with Employees' State Insurance Corporation, the

Declaration Forms and all forms which may be required in respect of the Contractor's or sub-Contractor's employees. Who are employed in the work provided for or those covered by ESI from time to time under the Agreement. The Contractor shall deduct and secure the agreement of the sub-Contractor to deduct the employees' contribution as per the first Schedule of the Employee's State Insurance Act from wages and affix the Employee's Contribution card at wages payment intervals. The Contractor shall remit Employee's State Insurance Corpn. Accounts, the employer's contribution as required by the Act, the term employer being understood as the Contractor.

The Contractor agrees to maintain all cards and records as required under the Act in respect of employees and payments and the Contractor shall secure the agreement of the sub-Contractor to maintain such records. Any expenses, incurred for making contributions or maintaining records whether by Contractor or his sub-Contractor shall be to the Contractor's account.

Bank shall retain such sum as may be necessary from the total contract value until the Contractor shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, and its amendments from time to time have been paid.

ii) Workman's Compensation & Employer's Liability Insurance

Insurance shall be affected for all the Contractor's employees engaged in the performance of this contract. If any of the work is sublet, the Contractor shall require the sub-Contractor to provide Workman's Compensation and employer's responsibility insurance for the latter's employees if such employees are not covered under the Contractor's Insurance.

iii) Any other Insurance required under Law or Regulations or by Bank.

Contractor shall also carry and maintain any and all other insurance which he may be required under any law or regulations from time to time. He shall also carry and maintain any other insurance which may be required by Bank.

16. Additional work

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 advise of the Bank, the payment shall be made as per the rates quoted in Annexure 'C' and as agreed by the Bank.

Tenderer shall quote his rates in the given format (Annexure-A).

Non completion of any activity shall attract a levy of compensation upto 150% of the value quoted by the contractor or actual value incurred by the Bank whichever is more.

17. Termination of Contract

If the contractor fails to perform any of the obligations under this contract and if the Bank is dissatisfied with the services, the Bank shall forfeit the security deposit and terminate the services of the contractor with a notice of winding up and the contractor shall vacate the premises within a period of one month of written notice. Bank should not be held liable for any cost, damage, expenses or any loss whatsoever that the contractor may suffer on being served with the winding up notice. The contractor is required to give 3 months' notice in case he does not want to continue with the contract. However, under such situation, Security Deposit shall be forfeited.

18A. Payment Terms

The bill shall be prepared by the contractor in the form prescribed by the Bank 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.

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.

TERMS OF PAYMENT

1. Date of commencement of work : 07th day from the date of "letter of intent or work order" by Bank.
2. Period of Contract : 24 months from the date of commencement.

3. Payment of bills by the Bank : Monthly Payment, subject to satisfactory performance, as per Price Bid (Part II). Monthly Bill to be submitted by the 1st week of every Month & the same will be checked and passed within 30 days from date of receipt of bill.

4. Escalation : The rates shall remain firm and shall not subject to variation for any reason whatsoever.

18B. Cost of replacement

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.

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.

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.

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.

Electrical Work: Cost of unserviceable electrical fittings 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 Deptt, 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 upto Rs.100/- per one job.

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.100/- per one job.

19A. Occupational Health and Safety:

With regards to occupational health and safety, the PFMS 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 Banks requirements specified in the contract and appendices.
- 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.

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

i) In respect of all staff, directly or indirectly employed in the work for the performance of Contractor's part of this agreement, the Contractor shall at his own expense arrange for all the safety provisions as per safety codes of CPWD, Indian Standards Institution, the Electricity Act, and such other Acts as applicable.

ii) The Contractor shall observe and abide by all fire and safety regulations. The Contractor's staff shall abide by the existing security and safety rules/ regulations/ precautions as per instruction issued to them from time to time by Bank. The Contractor and its staff may also be required to pledge secrecy and non-divulgence of the nature of the work of Bank that may prejudice the interests of Bank. Contractor shall also ensure to engage persons by him whose character and antecedents have been got verified by him and furnish a certificate, in a form and manner prescribed by Bank.

The Contractor undertakes to ensure due and complete compliance with all laws, regulation, rules etc. whether of the Central Government or the State Government or of any other competent authority applicable to the workmen employed or whose services are others wise availed of by the Contractor whether in connection with the construction work at the site or otherwise. The Bank shall have the right to inspect the records maintained by the Contractor concerning such workmen from time to time and the Contractor shall whenever required by the Bank produce such records as the Bank may call upon the Contractor to produce for the Bank inspection in order to ascertain whether or not the requirements of all such laws, regulations, rules etc. have been complied with by the Contractor. In the event of any contravention of such laws, regulations, rules etc. coming to light whether as a result of such inspection or to otherwise the Bank shall have the right to require the Contractor to effect such compliance within such time as the Bank prescribe in that behalf and in the event of the Contractor failing to effect such compliance within the time prescribed by the Bank then the Bank shall without prejudice to his other rights be entitled to withhold from the amount payable to the Contractor any amount payable to the workmen under any such laws, regulations or rules and to make payment thereof to the workmen. The Bank shall also have in that event the right to terminate the contract with immediate effect and to exercise powers reserved to the Bank under the contract as a result of termination.

19 B Safety Management:

- 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.
- Provide suitable material, equipment, information and training necessary for safe work performance.
 - Maintain records including but not limited to contractor employees training, hazard assessments, communications, permits, licenses and accidental investigations.
 - 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.

20. 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.

21. Compliance with all Statutory requirements

The Contractor shall comply with all statutory requirements prescribed by the local as well as central government authorities from time to time and submit a monthly report alongwith 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.

22. Facility Manager / Supervisor

Contractor shall employ and post atleast one experienced qualified Facility Manager & one experienced Supervisor for proper supervision, coordination and monitoring the work in the premises. He 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 specialised agencies 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 agencies without any implication on the work.

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. Dispute & Differences

Decision of the General Manager, Premises, Mumbai Head Office regarding performance of contract, levy of compensation for delay and payments for contract work of extra work done shall be final and binding on the contractor. All disputes or differences whatsoever which shall at any time i.e. during the execution of the contract or maintenance thereof till total completion of the contract, between the parties hereto concerning the works shall be effected by Chief General Manager, Premises, Mumbai Head Office acting as arbitrators and his decisions shall be binding upon both the parties.

26. LIST OF MATERIALS TO BE KEPT FOR DAY TO DAY CLEANING WORK:

1. Liquid soap for hand wash
2. Disinfectant / phenyl (Tiger brand white)
3. Material for cleaning floors(Teepol)
4. Naphthalene balls
5. Urinal cakes
6. Air purifier/room spray/Premium
7. Baygon Spray, etc. (Mortein)
8. Vim or equivalent
9. Surf or equivalent
10. Acid etc. for W/Cs
11. Toilet paper for Toilets
12. Brasso .
13. Colin
14. Harpic / Sanifresh
15. Bleaching Powder
16. Wiper
17. Hockey type brush
18. Round brush.
19. Steel wool
20. White duster (big) appx.36"x36"
21. Yellow duster (big) appx.36"x36"
22. Floor duster
23. Soft broom
24. Hard broom
25. Garbage bags(big size)
26. Rubber pump
27. Jala Brush
- 28 Scotch Brush
29. Carpet Brush
30. Thinner
31. Batti
32. Lift cleaner.
33. Floor polilshing compound
- 34.Industrial, Mechanical scrubbing machine.

35. Vacuum Cleaner.
36. Floor Scrubbers (Electrically operated)
37. Spray pun for cleaning glass panes etc.
38. Hand Trolley
39. Buckets 16 ltrs..
40. Plastic Mugs.
41. Big Dustbins/Plastic containers.
42. Wooden planks/bamboo/Bucket/Coir Rocks

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

28. Discipline

Employee(s) /labourers engaged/deputed for the subject job by the Contractor shall maintain punctuality and discipline. If any employee(s) / labourers engaged by the Contractor is found to be undisciplined, misbehaving with Owner's authorized representatives and /or officer /staff, or found under the influence of any intoxicant, Bank may ask the Contractor to replace such employee(s) /labourers and the Contractor shall then forthwith comply with such instruction.

29. LABOUR LAWS

- i) No staff below the age of 18 (eighteen) years shall be employed on the work.
- ii) The Contractor shall not pay less than what is provided under law to labourers engaged by him or his sub-Contractors on this work, for work done other than on item rates basis, labour rates shall not exceed the standard rates prevailing in locality for the respective classes of labour employed.
- iii) The Contractor shall at his expenses comply with all labour laws and keep the Bank indemnified in respect thereof.

iv) The Contractor shall exclusively be liable for non-compliance of the provision of any Acts, laws, rules and regulations having bearing over engagement of labour /workers(s), directly or indirectly for subject work under this Contract.

30. Employment Liability

a) The Contractor shall be solely and exclusively responsible for engaging or employing persons for the execution of work. All employees engaged by the Contractor shall be on his/their pay-roll and paid by him/them. All disputes or differences between the Contractor and his/their employees shall be settled by him/them. Bank has absolutely no liability whatsoever concerning the employees of the Contractor. The Contractor shall indemnify the Bank against all loss or damage or liability arising out of or in the course of his/their employing persons or relations with his/their employees. The Contractor shall make regular and full payment of wages and salaries to his employees and furnish necessary proof whenever required by the Bank. In case of any complaint by any employee of the Contractor or his sub-Contractor regarding non-payment of wages, salaries or other dues, Bank reserves the right to make such payments directly to such employee or sub-Contractor of the Contractor and recover the amount in full from the bills of the Contractor, and the Contractor shall not claim any compensation or re-imbursment thereof. The Contractor shall comply with the Minimum wages Act applicable to the area with regard to payment of wages of his employees and also of employees of his sub-Contractor.

b) The Contractor shall advise in writing to all his employees and the employees of his sub-Contractor as follows :

“It is to be fully understood that your appointment is only in connection with our facility management contract with Bank and that it does not give you any right or claim for employment with Bank”.

31. CONTRACTOR TO INDEMNIFY BANK

i) The Contractor shall indemnify Bank and every member, officer and employee of Bank, claims, demands, costs and expenses whatsoever arising out of any failure by the Contractor in the performance of the obligations on relevant labour laws, Acts, regulations, etc. and under the contract documents. Bank shall not be liable for or in respect of any demand or compensation payable by law in respect or in consequence of any accident or injury to any workmen or other person in the employment of the Contractor or his sub-Contractor and Contractor shall indemnify and keep indemnified Bank against all such damage and compensation and against all claims, damage, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.

ii) The Contractor hereby undertakes to indemnify Bank against all actions, suits, proceedings, claims, losses, damages etc., which may arise under Minimum Wages Act, Fatal Accident Act, Workmen Compensation Act, Shops & Establishment Act,

Family pension & Deposit Linked Insurance scheme or any other Act or statutes not herein specifically mentioned but having any direct or indirect application for the person(s) engaged under this contract by him.

iii) The Contractor shall defend, indemnify and hold Bank harmless from any liability, which may be imposed by the Central, State or local authorities and also from all claims, suits arising out of or by reason of the work provided by this contract including any liability that may arise out of accident, whether brought by the employees/labourers of the Contractor or by the third parties or by the Central or State Government authority or any sub -division thereof.

iv) Bank shall not be responsible for any claim/compensation that may arise due to damages/injuries/pilferage to the Contractor's employee(s)/ staff/labourers under any circumstances while an employee(s) /labourer is engaged in the Bank's/ Bank's duty under the contract.

v) The Contractor shall make regular and full payment of wages/salaries including overtime/night halt allowance etc. as applicable as per rules in force and any other payments due to his employees/labourers and furnish necessary proof whenever required by Bank

vi) Payment of Claims and Damages

Should Bank have to pay any money in respect of such claims or demands as aforesaid the amount so paid and the costs incurred by Bank shall be charged and paid by the Contractor and the Contractor shall not be at liberty to dispute or question the right of Bank to make such payments, notwithstanding same may have been made without his consent or authority or in law or otherwise to the contrary.

vii) In every case in which by virtue of the provision of section 12, sub -section (1) of workmen's compensation Act 1923 or other applicable provision of Workman's Compensation Act of any other Act, Bank is obliged to pay compensation to workman employed by the Contractor in execution of the Works, Bank will recover from the Contractor the amount of the compensation so paid; and without prejudice to the rights under section 12, sub-section (2) of the said Act, Bank shall be at liberty to recover such amount or any thereof by deducting it from the security deposit or from any sum due to the Contractor whether under this contract or otherwise. Bank shall not be bound to contest any claim made under section 12, sub-section (1) of the said Act, except on the written request of the Contractor and upon his giving to Bank full security for all costs for which might become liable in consequence of contesting such claim.

32. Meaning / Definitions

- i) Tenderer / Contractor / Agency / PFMS where ever mentioned herein shall mean the "Contractor" selected by the Bank for the work described in this tender.
- ii) Employer / SIDBI / Bank - shall mean Small Industries Development Bank of India (SIDBI).



- iii) Office / Premises - shall mean SIDBI's office premises at C-11, G- Block, BKC, Mumbai - 400 051.
- iv) Contract value - Amount per year as quoted and accepted by the Bank.



LETTER OF OFFER

Date:

To

**The Dy. General Manager [Premises]
SME Development Centre,
Small Industries Development Bank of India (SIDBI)
5th ,Floor, Premises Department
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051**

Dear Sir,

**Premises and Facility Management Service Contractors for
SIDBI's office building at BKC, Mumbai**

Having visited the office building premises and examined the contract documents, specifications and schedule of work to be carried out, I / we hereby offer to take up the subject work and submit herewith the break-up of the same. Further, I / we herewith deposit **Rs.60,000/-** as **Earnest Money Deposit** as per the Terms of Contract and our offer. In the event of my / our tender being accepted, I/we agree to enter into and execute the necessary contract agreement required by you. I am/we are aware that the Bank intends to carry out the entire work as covered in the scope of this tender with utmost diligence. I/we agree to carry out the work with due diligence and in time bound manner. As required by you, I/we are returning herewith the tender documents duly filled in and signed by us at each page in token of our acceptance of the provisions in the documents.

Thanking you,

Yours faithfully,

Signature and Seal :

Address :

GENERAL RULES AND INSTRUCTIONS FOR THE TENDERER

1. Tenders should be placed in sealed cover, with the name of the work written on the envelopes.
2. In case of two part tenders, dates of submission, opening of tenders and the parts thereof along with superscription on the packages should be as per specific instruction on the tender notice / form.
3. Tenders are to be in the prescribed form, which can be obtained from the office of the Bank on payment of a sum of Rs.2000/- in form of Demand Draft, (Non-refundable) favoring SIDBI, Mumbai.
4. The contract period will be for two year from the date of commencement of work.
5. The Premises & Facility Management Service [PFMS] should quote in figures as well as in words the rate, and the amount tendered by them. As indicated in Price Bid (Cover II) the amount for each item should be worked out and the requisite totals to be given. The price bid (Cover II) containing breakup of cost trade wise and item wise should be completely filled in and amounts carried over to the abstract of cost which will also form part of contract documents.
Earnest money deposit, amounting to **Rs.60,000/-** in the form of Bank Demand Draft drawn in favour of SIDBI, Mumbai, must accompany each tender and each tender is to be in a sealed cover superscribed "TENDER DOCUMENT FOR PREMISES AND FACILITY MANAGEMENT CONTRACT FOR SIDBI'S OFFICE BUILDING AT BKC, MUMBAI." A tender, which is not accompanied by deposit in the form of demand draft, as earnest money will not be considered. The earnest money so deposited will be held by SIDBI without interest as a security deposit for due fulfillment of contract for period of 24 months. The same will be returned after satisfactory rendering of services for the contract period.
6. The employer is not liable to pay any interest on the earnest money. The earnest money of the unsuccessful tenderer will be refunded without any interest soon after the decision to award the work is taken or after the expiry of the validity period of the tender.
7. The acceptance of the tender will rest with the bank , which does not bind itself to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without assignment of any reason thereof.
8. On acceptance of the tender, the name of the Authorised representative(s) of the contractors who would be responsible for taking instructions from the Bank as employer shall be communicated to the employer.
9. The Employer reserves to itself the right of rejecting or accepting the whole or part tender and the tenderer shall be bound to perform the same at the rate quoted.
10. All taxes including the sales tax or any other tax on material or finished works like service tax, work's contract tax, turn over tax, etc. in respect of this

- contract shall be payable by the Contractor and the Bank will not entertain any claim whatsoever in this respect.
11. The Tender shall remain open for acceptance for a period of 120 days from the date of opening of part II of the tenders. If any tenderer withdraws his tender before the said period, the Bank shall be entitled to forfeit Earnest Money paid along with the tender.
 12. It is obligatory on the part of the tenderer to sign the tender documents for all the parts and that, after the work is awarded, he will have to enter into an agreement for each part with the competent authority of the Bank.
 13. The Contractor shall not assign the contract. He shall not sublet any portion of the Contract except with written permission of Employer. In case of breach the Employer has liberty to serve notice and rescind the contract.
 14. The earnest money, which will be treated as security deposit on award of contract of the successful tenderer, will be forfeited, if he fails to comply with any of the conditions of the contract.
 15. **CONTRACTOR TO INFORM HIMSELF FULLY:** The Contractor shall be deemed to have carefully examined the work and site conditions including labour, the general and special conditions, the job requirements, schedules of equipments and drawings and shall be deemed to have visited the site of work, to have fully informed himself regarding the local conditions and carried out his own investigations to arrive at the matter concerning the contract he shall in good time, before submitting his tender, ascertain the particulars thereof by contacting the concerned officials before tendering. Once a tender is submitted the matter will be decided according to contract conditions etc.
 - a) In case of difference between the rates written in figures and words, the rate adopted for working out the total amount of the item in the original tender form, shall be taken as correct. In all other cases the correct rate would be that which is lower.
 - b) Between the duplicate / subsequent copies of the tender and original tender, the original shall be taken as correct.
 - c) In all cases of omissions and / or doubts or discrepancies in any item or job requirement, a reference shall be made to the *General Manager, Premises Department* whose elucidation, elaboration or decision shall be considered as authentic and final. The contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
 16. All compensation or other sums of money payable by the contractor to the employer under the terms of this contract may be deducted from the Earnest Money Deposit if the amount so permits or from any sums payable to the contractor and the contractor within ten days after such deductions shall make good the amount so deducted.
 17. The Employer shall have right to carry a audit / technical examination of the works and the bill of the contractor including all supporting vouchers, abstracts etc. by any of the persons or organizations as appointed by the Employer. If as a result of the examination or otherwise any sum is found to



- have been overpaid or over certified it shall be lawful for the employer to recover the sum from any payment due to the contractor for such work.
18. If for any, reason, the employee is obliged by virtue of the provisions of the Workmen's Compensation Act, 1923 or any statutory modification or re-enactment thereof to pay compensation to a workmen employed by the Contractor in execution of works, the employer shall be entitled to recover from the contractor the amount of compensation so paid.
 19. The contractor shall comply with the provision of all labour legislation including the latest requirements of all the Acts, Laws, any Regulation or Bylaws or any local or other statutory Authority applicable in relation to the execution of works, such as:
 - (i) Minimum wages Act, 1948 (Amended)
 - (ii) Payment of Wages Act, 1936 (Amended)
 - (iii) Workmen's Compensation Act, 1923 (Amended Act No 65 of 1976)
 - (iv) Contract Labour Regulation & Abolition Act, 1970 and Central Rules 1971 (Amended)
 - (v) Apprentices Act 1961
 - (vi) Any other Act or enactment relating thereto and rules framed thereunder from time to time
 - (vii) Industrial Employment (standing order) Act, 1946 (Amended)
 - (viii) Personal Injuries (Compensation Insurance) Act, 1963 and any modifications thereof & rule made thereunder from time to time.
 - (ix) Employees' Provident Fund & Miscellaneous Provisions Act, 1952 and amendment thereof.
 20. **The contractor should make payment to its workers as per Minimum Wages Act of Central Govt. to the area of contract.**

I/We hereby declare that I/We have read and understood the above instructions for guidance of tenderers.

Witness:

Signature of Tenderer

Address: _____

Date: _____



Tender Document - PART-II
Annexure- A

**Price BOQ- Facility Management Contract
 for SIDBI office building at BKC, Mumbai
 (To be submitted in Envelope No.II)**

* Rate to be quoted as per **Annexure-B** (Minimum Staff strength at Site) & to be calculated as per **Annexure-D** (minimum wages Act as per Central Govt.)

Sl. No.	Activity	Quoted Rate per month	Remarks
1	Cleaning of office premises with the workers as indicated		Daily Cleaning of off. Premises incl. toilets
2	Removal and disposal of garbage twice a day		Daily disposal from the premises
3	Pest/ Rodent/ Termite control work		Monthly(general pest), Bimonthly (Rodent/termite) or more as & when required
4	Water tank cleaning		Once in a 06 months-Quote rate per month(The over head water tank capacity is approx. 60,000 litres and underground tank capacity is approx. 2 lacs litres)
5	Electrical Work Including operation of DG Set & Accessories		24 hours duty (03 shifts of 8 hrs. each)
6	Plumbing Work		Daily
7	Carpentry Work		Atleast 03 days a week or as and when required
8	Maintenance & upkeep of Garden		On Daily basis
9	Diploma Electrical Engineer		Daily-To manage complete electrical and mechanical set up
10	Facility Manager		Day time
11	Supervisor		Day time
12	Lift Operations		Day time
13	Operations of Air-conditioning System		Day time
14	BMS Operator		Day time
15	Washing of towels and napkins for 7th and 8th floor including executive dinning table cover / napkins / Laundry charges		For CMD, DMD, ED and executive dinning daily: Approx. qty. monthly: Table cloth-90 no, small napkin-200 no, Hand glove-30 no, big towel-45 no, small towel-45 no
16	Bouquets (flower)		For cabins of CMD-02, DMD-02, ED-03, CMD secretariat out side-02, CGM-11 AND GM- 18 Nos., the payment shall be released on pro rata basis and for 02 days in a week. The minimum value of bouquets should be Rs.100/- starting with GM Grade and with an increment of Rs.25/- for next grade. Bank reserve the right for finalising the Flower vendor and design / shape, etc. Including extra flower



Sl. No.	Activity	Quoted Rate per month	Remarks
			arrangement at CMD secretariat like on water pot etc.(Periodicity –Thrice a week)
17	Consumable for toilets/ cleaning/ washing etc.		Should be of approved standard. Contractor is required to provide liquid soap, fresheners, tissue paper & rolls in toilets, air freshener for common areas. The contractor is also required to refill Kleenel room freshener 09 nos. on executive floors (7th & 8th) including spray room fresheners. (pl. refer Page No- 31 & Cl. No-9)and as per Annexure-E
18	Carrying out Quarterly Facade cleaning services for structural glazing, Aluminium Composite Panel and glazed windows, granite facade including removing the dust particles, mortar etc. from the glass-panes, jambs, sills and soffits of the glazing & windows and cleaning the ground after completion of facade cleaning operation with latest 'Sheveron' make or equivalent (neutral/ alkaline/ acidic) cleaner. The polymer fibre rope 'Garware' make or equivalent make having 8.50mm to 10.50mm dia, descender, fall arrestor, rope grab, carabiner etc. shall be of		Providing all the required façade access systems, personal protection and fall protection systems cleaning materials, labourers of all description, equipments, tools, plants, tackles, water, electricity / power, safety equipment, devices, superintendence, etc. complete and cleaning the façade of 45 m high Banks Office Building including cleaning of Aluminium & Glass windows having heat-treated low-e tinted glass glazing at all levels to the entire satisfaction of the Bank Total approx. external facade area=47,000 sqft.
19	Repairing and maintenance of electrical and plumbing fittings as per the scope of the work.		Necessary tool kits for electrician & plumber to be considered
20	Management and supervision charges including taxes and profits.		
	TOTAL AMOUNT / MONTH all inclusive		

TOTAL AMOUNT PER MONTH QUOTED IN WORDS _____

Note: Contract value = TOTAL ANNUAL CHARGES = 12 x

1.No other payment shall be made for doing the works described in scope and schedule of work. No escalation on quoted rates shall be paid.



2. Non completion of any activity shall attract a levy of compensation @150% of the value quoted by the contractor or actual value incurred by the Bank whichever is more.
3. All required tools and materials for plumbers, electrician and carpenter and for cleaning etc. shall be arranged in sufficient quantity by contractor at his own cost.
4. The contractor shall be solely responsible for protection of his material as well as the material handed over by the Bank.
5. The contractor shall be solely responsible for protection of Bank's property.
6. The contractor can not sublet any part work without prior permission of the bank.
7. The contractor is responsible for making timely payment to his employees / sub contractors. Else the Bank reserves its right to pay the same and recover it from contractors payment, in case need arises.
8. Bank reserves the right to cancel a part contract and award to suitable agency at the risk and cost of contractor.

Signature and Seal:

Annexure-B

Minimum Staff Strength at Site

The Contractor should ensure to maintain the adequate number of manpower as indicated in the following table (Strength indicated is minimum, however, Contractor is required to increase the same based on the need and scope of work), and also arrange a pool of standby housekeeping staff/ supervisor. In case any housekeeping staff / supervisor abstains from duty, the reliever of equal status shall be provided by the Contractor from existing pool of housekeeping staff. The penalty/deduction shall be levied in the event of failure on the part of Contractor to provide the minimum manpower required for providing services as per the Scope of Work of this Contract.

1. Cleaning of office premises with following labours

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

A- FULL TIME- 15 NOS.

11 NOS (INCL. 04 LADIES FOR TOILETS) FOR TOILET/ CLEANING/ MOPPING PLUS
03 NOS. FOR WATER BOY/GIRL AND
01 NO FOR BASEMENT AND TERRACE

For deduction purpose, @ Rs.200/- per day for full time staff shall be recovered in case the strength of the staff is less than as indicated.

B- PART TIME-22 NOS.

02 NOS FOR EACH FLOOR incl Terrace/ lift room
AND 02 FOR BASEMENTS PLUS COURTYARD

For deduction purpose, @ Rs.100/- per day for part time staff shall be recovered in case the strength of the staff is less than as indicated.

1. Part Time cleaning work should commence at 7AM and should be over by 9.15 AM on working days or otherwise instructed.
2. Full time staff should be available from Monday to Saturday normally during 9.00 am to 6.30 pm or otherwise instructed and shall also assist the Bank staff for misc. shifting of stationery, computers, files etc.

2. Electrician - 3 No. (08 hours duty), 7 DAYS A WEEK

For deduction purpose, @ Rs.300/- per shift (8 hours) shall be recovered in case the strength of the staff is less than as indicated. He should have valid electrical licence and possess minimum 5 years experience of managing various mechanical & electrical installations. He should also be provided with a mobile phone so as to contact him in case of emergency.

3. Plumber - 1 No. minimum 05 days a week

For deduction purpose, @ Rs.300/- per day shall be recovered in case the strength of the staff is less than as indicated. Plumber should have a valid plumbing license.

4. Carpenter 1 No. minimum 03 days a week or as and when required

For deduction purpose, @ Rs.300/- per day shall be recovered in case the strength of the staff is less than as indicated.

5. Gardner - 1 No. Full Time (6 days a week)

For deduction purpose, @ Rs.300/- per day shall be recovered in case the strength of the staff is less than as indicated. The person should be well experienced.

6. Air conditioning system operator - 2 Nos. minimum - Full Time (6 days a week from 8.30 am. to 7.00 pm.)

The person should have minimum 5 years experience in managing the Centralised AC System preferably of Voltas. He should preferably have an ITI Certificate. For deduction purpose, @ Rs.500/- per day shall be recovered in case the strength of the staff is less than as indicated six days a week. The person / sub contractor may be selected from the panel empanelled with M/s. Voltas.

7. Lift Operator - 1 No. should be available at site from 8.45 am to 6.30 pm. Daily or otherwise instructed and shall be responsible for executive lift operation in the office premises. Absence of liftman (without prior permission) on a particular day shall attract a levy of compensation of @ Rs. 300/- per day.

8. BMS Operator - 1 No. should be available at site from 8.45 am to 6.30 pm. Daily or otherwise as instructed and shall be responsible for BMS operation in the office premises. Absence of BMS operator (without prior permission) on a particular day shall attract a levy of compensation of @ Rs. 300/- per day.

9. Diploma Electrical Engineer - 1 No. should be available at site from 8.45 am to 6.30 pm. Daily or otherwise instructed and shall be responsible to manage complete electrical and mechanical set up or in case of emergency whenever required. He should also be provided with a mobile phone so as to contact him in case of emergency.

For deduction purpose, @ Rs.500/- per day shall be recovered in case the strength of the staff is less than as indicated.

He should have minimum 5 years experience of managing various mechanical & electrical installations. He should also be provided with a mobile phone so as to contact him in case of emergency.

10. Manager - 1 No. should be available at site from 8.30 am to 6.30 pm. daily and shall be responsible for the entire work in the office premises. He will be provided with local landline & PC connection with E mail facility.

For deduction purpose, @ Rs.500/- 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 5 years experience in Facility Management Services of similar type of building. **He should also be provided with a mobile phone so as to contact him in case of emergency.**

11. Supervisor - 1 No. should be available at site from 7.00 am to 5.00 pm. daily and shall be responsible for the monitoring all staff work and reporting to Manager in the office premises.

Note:

1. Cleaning work should commence at 7AM and should be over by 9.15 AM on working days or otherwise instructed.

2. Full time staff should be available upto 6 PM and shall also assist the Bank staff for misc. Shifting of stationery, computers, files etc.

3. 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.

4. No overtime shall be paid to any of the worker.

5. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by the Bank and if no action is taken within one hour, or in case of any deficiency noticed by the Bank, in non maintenance of equipment/systems, standards of cleaning, security services & performance of services of any personnel deployed by the Contractor, penalty of Rs. 10,000/- shall be imposed by the Bank on the Contractor on first occasion and Rs. 20,000/- on subsequent occasions, which shall be recovered from the Contractor's bill due for payment. This penalty provision shall be in addition to the penal provisions provided elsewhere in this contract.

Any misconduct/ misbehavior on the part of the manpower deployed by the Contractor shall not be tolerated and such person shall have to be replaced by the Contractor at its own costs, risks and responsibilities immediately, with written intimation to the Bank. However, Bank may at any time instruct to remove undesirable staff of the Service provider at their sole discretion.

Any deviation in the material quality & quantity quoted will invoke penalty as decided by the Bank . For proper maintenance, suitable cleaning materials which are environment friendly, not harmful to human and Banks property, should be used.

If any worker (deployed by the Contractor) arrives late (or leaves early) but permitted to perform duty, pro-rata deduction of the duty rate would be made on hourly basis. If a person deployed by the Contractor is absent on a particular day or comes late/ leaves early on three occasions, one day's wage shall be deducted. However, no habitual late comers would be allowed to work and it shall be the responsibility of the Contractor to provide substitute.

If a worker of the Contractor proceeds on leave or leaves the job, it shall be the responsibility of the Contractor to provide a substitute immediately. In case a substitute is not provided, a deduction of charges shall be made on a pro-rata basis from the monthly bills. Further, if a substitute is not provided within 3 days, deduction @ double the charges per worker shall be made.

Annexure-C

Rate for supply of additional labours

Sl. No.	Activity	Rate admissible per day (all inclusive) (Rs.)	Remarks
1	Supply of unskilled worker	325.00 all inclusive	As and when required
2	Supply of semiskilled worker	375.00 all inclusive	As and when required

Note: The contractor is required to arrange for the required labour at a short notice on advise 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-D

Calculation Sheet for Supply of manpower with Minimum Wages

Sl no	Description	Details	Unskilled	Semi Skilled	Skilled	Facility Manager	Electrical engineer
A	Minimum wages as per Central Govt. incd. Special Allowance (Minimum wages to be quoted for taking 02 years contract period)						
B	EPF	___% of A					
C	ESI	___% of A					
D	Bonus						
E	National Holidays						
F	TOTAL						
G	No of staff						
H	Total cost						
I	Reliever Charges & Uniform charges						
J	Total						
K	Service Tax						
L	Total						
M	Service charges						
N	Total						



List of Manpower: Indicative Minimum Wags as per Central Govt. wages Act:

Type of manpower	Nos	Minimum Wages	Description
Un skilled	21	Basic:₹ 4750 <u>DA: :₹ 1783.50</u> Total: :₹ 6533.50	22-Part time (02 hrs.) equivalent to 06 full time and 15 Full time
Semi skilled	01	Basic:₹ 4850 <u>DA: :₹ 1783.50</u> Total: :₹ 6633.50	Lift Operator(01)
Skilled	11	Basic:₹ 4950 <u>DA: :₹ 1783.50</u> Total: :₹6733.50	Supervisor(01)/*Electrician (03)/ *plumber(01)/Gardener(01)/Lift man(01)/ AC operator (02)/ Carpenter (01)/ BMS Operators (01)
Highly Skilled-Facility Manager	01	20,000	
Highly Skilled-Electrical engineer	01	15,000	

*Necessary Technical tool kit to be considered

Annexure-E

List of cleaning Materials & Aids at SIDBI's of office building at BKC, Mumbai

Consumable Brand-Johnson/ Taski

Sl. No.	Items	Qty	Rate	Amount
1	PHENYL	20 ltrs		
2	DETERGENT	05 kg		
3	VIM	05 kg		
4	MULTI-CLEANER	20 ltrs.		
5	ROOM SPRAY (PREMIUM)	10 bottles		
6	AUTO SPRAY- Air refreshner	15 bottles		
7	ODONIL	40 box		
8	Urinal CUBES	30 packets		
9	Napthelene BALLS	4 kg.		
10	Sodium Hypochlorite	100 gm		
11	Hand Wash Liqiud	80 ltrs		
12	Toilet Roll paper	900 roll		
13	Hand Towel-Tissue Paper-C- fold	1500 box (100refill)		
14	Rubber pump	02 nos		
15	BRASSO	1 ltrs.		
16	R1 (Bathroom cleaner)	30 ltrs.		
17	R2 (Glass cleaner/Colin)	20 ltrs.		
18	R4 (Furniture cleaner)	05 ltrs.		
19	R6 (Toilet cleaner)	40 ltrs.		
20	Bath room cleaning acid	40 ltrs.		
21	D-7 (Stainless steel polish)	2 ltrs.		



22	DETTOL ANTISEPTIC	5 ltr		
23	Tissue Box – PRIMIER for cabin use	50 box 100refill		
24	Bleaching Powder	02 kgs		
25	Garbage Bag	60 kgs		
26	Hit/ Baygon/ Mortein Spray	06 bottles		

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

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

The following machineries are in scope of contractor:

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