



भारतीय लघु उद्योग विकास बैंक
SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

**TENDER FOR PREMISES AND FACILITY MANAGEMENT
SERVICES (PFMS) CONTRACT FOR THE SIDBI'S STAFF
QUARTERS IN MUMBAI AT VARIOUS LOCATIONS**

**Last date of submission 29 November, 2011
Up to 1500 hrs.**

Issued to _____

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

TENDER NOTICE.

SIDBI invites tenders from Premises & Facility Management Service [PFMS] contractors for their Staff Quarters located at various locations i.e. at **Matunga (W), Oshiwara & Veera Desai Rd. Andheri (W), Gokuldharm at Goregaon (E) & at Powai in Greater Mumbai and at Vashi – in Navi Mumbai.** This tender document is only meant for empanelled contractors as advised by the Bank.

The estimated cost for the work is **Rs.36 Lacs** per annum.

Interested 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- 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)
5th Floor, Premises Department
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Phone No. 6753 1220/ 1146**

This document can also be downloaded from our website www.sidbi.in. 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 29, 2011 at 03.00 pm** at the above address.
- II. Tenderers are advised to go through the tender document carefully as well as visit the Bank's Staff Quarters and get themselves acquainted with the existing condition of the flats / site 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 Dy. General Manager (Premises), SIDBI on the address as indicated above.



Envelope 1

Complete set of Tender documents **Part I** (technical bid) as issued, should be filled and signed (with seal) by the tenderers on all pages with all supporting documents, etc. along with the demand draft of Rs.2000/- in favour of SIDBI in case the tender is being downloaded from the website, also a Demand Draft (DD) towards **Earnest Money Deposit amounting to Rs.45,000/-** in favour of SIDBI should be kept in envelop 1. **Cheques 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 (with seal) 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 sign and execute the contract on acceptance of his tender. 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 and will be refunded after the completion of contract or after submission of Bank Guarantee for Initial Security Deposit (ISD).
- 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 (i.e. 04 months) from the last date for submission of tender (i.e. November 29, 2011).
- VII. SIDBI reserves the right to reject any / all tenders without assigning any reason thereof.
- VIII. Tenders received late account of any reasons or received by courier/post will not be entertained / accepted.

Date :

**General Manager
(Premises)**

General Conditions of Contract

1. Site of work / details of SIDBI Staff Quarters

- | | |
|--|--|
| <p>i. Raheja Majestic, Plot No.161, TPS-III, Manmala Tank Road, Mahim (W), <u>Mumbai (29 flats in one building Out of 41 flats)</u> (Carpet area of each flat =1100 sq.ft. approx.)</p> | <p>ii. Meenaxi Apartment, 'B' Wing, Meenaxi Apartment, 'B' Wing, Goregaon (E), <u>Mumbai(24 flats in a society)</u> (Carpet area of each flat =900 sq.ft. approx)</p> |
| <p>iii. Building No.1&10, Mass Housing Project New Link Road Opp. Oshiwara Police Station, Jogeshwari (W) <u>Mumbai (25 flats in 2 societies)</u> (Carpet area of each flat = 700 sq.ft. approx.)</p> | <p>iv. Bldg No.3-A and 3-B, Mass Housing Project, Adi Shankaracharya Road Opp. Powai Lake Andheri (E), Mumbai <u>(13 flats in 2 societies)</u> (Carpet area of each flat = 500 sq.ft. approx)</p> |
| <p>v. SIDBI Officers Apartments 25, Veera Desai Road Andheri(W) Mumbai 400 051 <u>(SIDBI Building - 59 flats)</u> (Carpet area of each flat = 900 sq.ft. approx.)</p> | <p>vi. SIDBI Officers Quarters Plot No.10 and 11, Sector 26 Vashi, Kopri Navi Mumbai (<u>SIDBI Building - 40 flats</u>) (Carpet area of each flat = 850 sq.ft. approx.)</p> |

2. BROAD SCOPE OF WORK :

The broad scope of works which are to be undertaken by the Contractor selected (L1) are as under:

Inside the premises cleaning includes the following:

- a. Cleaning of main entrance gate, entry point, Cleaning of staircase, Staircase railing, Window glasses / iron grill in the common area & staircase well wherever it is fixed. In open area all cill levels shall be cleaned (on daily basis) since lot of dust gets collected. Common areas including common toilet, Dispensary, Gym and Library & indoor game area, Refuge area etc. Parking area both on ground & the Basement, along with Driveway, Removal of Garbage (From Quarters & Common area at **Vashi & Andheri** Quarters premises). Gardening & Children's play area has to be taken care on daily basis (For Andheri and Vashi Quarters

only). In the entrance lobby all Window glass panes, Window sills, Iron Grills in open area, Door Panels & Frames from outside the flat. Cleaning of Cob-webs (jale) etc. in the premises & the common area around. Dusting should be done every day so that dust accumulation may be avoided. Post boxes shall be cleaned periodically (twice a week), Fire fighting steel buckets shall be filled with sand (remove soil) and must be kept clean no papers / filth should be accumulated in the bucket (should be checked).

- a. Once a week (the day may be decided & informed to Bank's Care taker preferably **FRIDAY**) a regular cleaning shall be done of all the tube lights, CFLs, glass cover fixed over ceiling light fixture, Light lamp post along the boundary wall & over the main Gates (both at entry / exit location). **All the common area (within the building premises) along with all the Lift lobbies, Staircase area on all the floors shall be mopped minimum twice a week (Preferably on FRIDAY & TUESDAY).**
- b. Deep Cleaning of all the residential flats (190 Nos.) has to be done on quarterly basis regularly. The deep cleaning consists of following areas articles / items to be cleaned.
[All Doors (panel / glass) , Windows (inclusive of iron grill, glass panes, Mosquito net, pelmet), Walls / Ceiling / Floor , Inside kitchen after removing all the utensils storage box etc. the shelves below the kitchen platform & overhead storage unit shall be cleaned properly to the satisfaction of the occupant officer.
All toilets tiles, seat, toilet accessories i.e. medical chest, Geyser, louvered window. along with mosquito jail etc. Loft in the lobby, Balconies area with railing / parapets etc. All electrical fixtures i.e. tubes /fans /exhaust fans /CFLs /fancy lights if any].
- c. **Pest control on quarterly basis** for common area and flats shall be done on **regular basis**.
Special Pest control (Termite, Bed bug, White ants) & **Fogging (only for own building)** specifically during Rainy season etc. has to taken up on need based basis.
- d. Water tanks to be cleaned twice a year every 6 months (For Andheri and Vashi Quarters only).
- e. Carrying out civil, plumbing and electrical repairs and any replacements if required as per following details.
 - i) **Attending to civil & plumbing Work Inside the flats and premises shall include** : Attending repair and maintenance of sliding windows, doors, locks, al-drops, door stoppers, door closures, handles, conditioning the fixed furniture provided in the flat by the Bank, mosquito nets panels, curtain rods, flush tank and caulk, water pumps, taps, jet spray, diverters, wall mixtures, ball caulk, showers, bottle traps, seat cover, internal piping, sinks / washbasin, miscellaneous need based related masonry, plumbing and painting works etc. including necessary replacement with the same brand or as approved by SIDBI in the quoted cost.

In General, the contractor shall be responsible for maintenance of all the Civil as well as plumbing items inside the flats as well as premises. Please note excluding Andheri and Vashi Flats, the common area of other premises shall be maintained by the respective society / condominium.

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

Attending repairs and maintenance of all electrical installations in the flats as well as premises owned by the Bank. The contractors are required to maintain MCBs and ELCBs (all capacities) chokes, capacitors, starters, switches, sockets, regulators, geysers (coil + thermostat + leakages etc.), calling bells, power and computer points, fans (bearings + windings + coil), holders, water pumps, distribution boards, street and compound lights, miscellaneous wiring etc. including necessary replacement of the same with the same brand or as approved by SIDBI in the quoted cost. Periodical cleaning of drains - atleast once in a six months for Andheri & Vashi qtrs.

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

- e) Coordination with other service providers viz. electric power supply companies, lift companies and Municipality for attending to the complaints.
- f) Maintenance and upkeep of garden & plants in the premises (only for Andheri and Vashi Quarters) by appointing an experienced gardener, full time basis. Scope of work also includes daily watering, change of earth, provision of fertilisers, etc. Contractor has to make all the arrangements and only water shall be supplied by the Bank. Cost of new plants planted in the garden at the instructions of Bank will be reimbursed by the Bank. The Children's play area should also be maintained in proper condition.

The contractor is required to carry out a detailed survey of all the electrical and plumbing items fitted at various locations. Bank shall bear the cost of replacement of light fittings & fixtures [only of common area] once before handing it over to the successful contractor on joint survey.

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

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 if the services are not found satisfactory. The rate quoted shall be valid for period of two years without any increase.

4. Performance Guarantee

(1) Earnest Money Deposit (EMD) for the work is Rs.45,000/- (Rupees Forty Five 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 be in the format approved by the Bank and should be kept valid for a period of 24 months with a claim period of 6 months..

No payment shall be released till the BG is submitted.

The Bank Guarantee (BG) shall be encashed in case contractor fails to perform his duties satisfactory.

5A. Compensation towards non-attentiveness

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 recovered. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints will be as under :-

| Nature of work | Time of completion from the date of complaints | Compensation for delay |
|--|--|------------------------|
| Clearing Drainage Congestion - inside building & flat | 2 days | 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. | 1 day | Rs.500/- per day |
| Replacement of electrical and plumbing items other than scope of work. | 2 days | Rs.500/- per day |

Note:

1. The compensation / 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.
2. All the necessary tools required for maintenance shall be contractor's responsibility. It is, therefore, essential that contractor should maintain a sufficient stock of frequently used materials at site and keep proper inventory / records etc.

Further, a sum of Rs.200/- (minimum) per incidence shall also be charged as Compensation towards non completion of the activities indicated in the scope of work. Chief General Manager (Premises) shall be the final authority for decision in such matters which may not be challenged.

In case of emergency of work, no extra payment will be made for working on odd hours.

5B. 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 / work 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 extra for any works related to maintenance / repair / replacement.

All necessary tools for attending the maintenance and repair work shall be provided by the contractor to its staff.

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.

A register of complaints shall be maintained by the contractor at each location.

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.

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.

6. Place of Work and Visit to Site

Intending tenderer shall visit the Officers Quarters and make himself thoroughly acquainted with local site conditions, nature and requirement of work, conditions, and make arrangement of labour and material, etc. as required & indicated before quoting for the tender.

7. Raw Materials

Contractor shall use materials of standard quality (with the prior approval of SIDBI) for cleaning. Replacement of consumable items viz. tube lights, bulbs and some other unforeseen works entrusted beyond scope of work shall be done on actual basis on Maximum Retail Price or Purchase price (whichever is less) on production of bills, to be certified by Bank's Engineer / Caretaker. No payments towards conveyance, labour shall be made.

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

The pest control work should be carried out through reputed agencies in the field such as **Godrej, Pest Control India (PCI)** or approved equivalent as mentioned under the heading “**Required minimum staff strength for providing services at all the officers & staff Quarters**”.(at Annexure –A) Pest control shall also include special gel treatment for cockroaches to be carried out quarterly in all the flats.

8. 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.

9. Personnel to be posted at various staff quarters

The contractor shall always retain a minimum staff strength of experienced staff at site as given in **Annexure-A**. 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.

Personnel provided by the Contractor should be smart intelligent and with good bearings and the responsibility of the discipline will be that of the Contractor.

All the persons to be provided should have good moral character and antecedent verification should be got done from the concerned authority by the Contractor and made available to SIDBI. No criminal case be pending against any of the persons employed by the Contractor.

Only able bodied, physically fit, well trained, disciplined and honest personnel not below the age of 21 years and above 45 years shall be deployed for performing the cleaning duties by the agency.

The manpower supplied by the Contractor may be screened by SIDBI. The staff employed by the Contractor while working on the quarters will always wear identity cards issued by the Agency / Contractor for verification.

SIDBI shall have the right to accept / replace any person without assigning any reason whatsoever and the substitute shall have to be provided by the Contractor immediately

A register will be kept at site on all the **six locations** showing attendance on day to day basis & which will be counter signed by the guard on duty the time when contractor's worker arrives & sign at site. The same shall also be signed by ACT & the same shall be presented along with the Contractor's monthly bill & after verification by AGM the same shall be sent back to respective quarters the very next day.

The workers / staff employed should wear colour code uniforms. Any indecent behavior / suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be imposed 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.

Contractor is required to make timely payment to his staff including to various statutory authorities.

10. The contractor shall follow and adhere to all Statutory Laws and rules of Government and other authorities. 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. He shall also execute an indemnity bond, in the approved format, in this regard.

11. 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.

12. The Bank shall not be bound to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reasons thereof.

13. If Bank 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 contained in the original work during the currency of the contract.

14. Tenderer shall quote his rates and submit break-up thereof for all items of work described in the price bid

15. 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 may 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 and termination of contract. However, the contractor is required to give 3 month's notice in case he do not want to continue the contract. In this case, Bank shall forfeit the security deposit and shall award the contract to new agency.

16. Payment

The bill shall be prepared by the contractor in the form prescribed by the employer on monthly basis and will be settled by SIDBI by 15th of the following month. The complete 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 registers mentioned above having entries on day to day basis showing attendance shall be signed by the ACT & shall be presented along with the bill & after verification by AGM & making necessary deductions if any the same shall be returned to respective quarters the very next day.

17. Safety Management

The contractor shall initiate and maintain safety management programme to protect its employees from hazards through procedures, practices and regular inspection of the work areas, materials, equipment, information and training necessary for safe work performance

18. 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.

19. 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. The contractor shall produce all the relevant statutory documents for inspection by the employer and the government authorities.

20. Facility Manager / Supervisor

Contractor shall employ and post atleast one experienced (5 years) qualified Facility Manager / Supervisor for proper supervision, coordination and monitoring the work in the premises. He shall be provided with a Mobile and accessible for 24 hours. He should also visit SIDBI office on alternate day to take necessary instructions from Premises Department, SIDBI.

21. Subletting the work

The contractor can not sublet the work **except Pest Control 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.

22. Stationery

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

Material Brand-Following consumable materials shall be supplied by the PFMS contractor for day to day & quarterly cleaning:

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

| SI.No. | Items | Qty. | SI.No. | Items | Qty. |
|--------|-------------------------|-------------------|--------|-----------------|----------|
| 1 | PHENYL | 40 ltrs | 17 | BRASSO | 3 ltrs. |
| 2 | DETERGENT | 05 kg | 18 | CLEANZO/ PHYNYL | 50 ltrs. |
| 3 | VIM | 05 kg | | | |
| 4 | MULTI-CLEANER | 40 ltrs. | | | |
| 5 | ODONIL | 10 box | | | |
| 5 | Urinal CUBES | 10 packets | | | |
| 5 | Naphelene BALLS | 1 kg. | | | |
| 8 | Sodium Hypochlorite | 100 gm | | | |
| 9 | Drainnex | 02 kgs | | | |
| 10 | Bath room cleaning acid | 50 ltrs | | | |
| 11 | DETTOL ANTISEPTIC | 20 ltr | | | |
| 12 | Dust Bin-Big | 20 nos Onetime | | | |
| 13 | Bucket , Mug | 05 set Onetime | | | |
| 14 | Bleaching Powder | 10 kgs | | | |
| 15 | Garbage Bag | 60 kgs | | | |
| 16 | Rubber pump | 20 nos | | | |



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 vaccum cleaning machine, Lawn mower machine with roller and necessary tools & tackle for horticulture works

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.

23. 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.

CONDITIONS OF CONTRACT

SCOPE OF WORK

AREA TO BE MAINTAINED

The own building ie., at Andheri & Vashi, common area including staircase, lobbies, utility rooms, compound, and common washroom etc. & the entire building are being considered for comprehensive facility management and rest of the quarters for engineering, other periodic services like pest control, quarterly cleaning etc.

THE SERVICES COVERED ARE

- House Keeping & Facility Coordination
- Engineering
- Gardening / Horticulture
- Other Periodic Services –
 - Pest Control
 - Façade Cleaning
 - Waste Management

Upkeep

Working Days : Monday to Saturday, both Days inclusive.

Working Hours : From 0945 hrs to 1800 hrs

1. Electrical Systems

1.1. Periodical Checks Of LT Panel

- Check the incoming voltage.
- Check the individual feeder voltage wherever possible.
- Check for abnormal heating, for loose connections at terminations, MCBs and change over switches.
- Check cleanliness of LT panel room.
- Check for all visual indications
- Check for any abnormal noise in all the panels.
- Check all earth pits physically and take earth resistance reading once a quarter.
- Ensure that the load current is with in safe value based on actual load.
- Check all cable terminations and tighten the connections if

required.

- Check the feeders for operation.
- Draw-out all circuit breakers and tighten the connection and lubricate the rail mechanism and moving contacts.
- Check all connections against loose contact.
- Check for any loose crimping and cable heating.
- Check for proper insulation and earthing too.
- In case of power supply failure / fault for 15 minutes, inform the Facility Manager and co-ordinate with the Bank team for speedy restoration of supply.

1.2. Electrical Installation:

- Operation and maintenance of the Electrical Equipment in accordance with the Manufacturer's Instruction Manual.
- Check Battery Back up time once in a month.
- Check of all safety controls and Electric Switch Gears – Condition of Contractor fingers, oiling of pivots, tightening of connections to prevent sparking etc.
- Regular cleaning of Motors – Inspect Terminals & Clean, Check correctness of Readings
- Check UPS on hourly basis – Voltages, frequency, current
- Check of any irregularity in the UPS Systems or any other Electrical Panel etc.
- Check Voltage, Current, Frequency in each LT Panel
- Check Voltage, Current, Frequency, PF, KVA & KVAR, KW, & KWH of each HT Panel
- Check all the Cables, Bus Bars, Nut-Bolts, Insulation etc. for the Panels
- Replacement of faulty lights and fixtures.
- Replacement of any equipment/Switch gear due to normal wear and tear.
- Renovation of wiring or any control circuit.
- Carry out PM as per the annual PM Chart, which would be created by Bidder.

1.3. Fittings and Fixtures

- Check all fittings and fixtures like lights and power points regularly
- Clean all light fittings as and when necessary with the help of housekeeping personnel.
- Replace the defective bulbs, tubes, chokes, starters etc.

1.4. Diesel Generator Sets

- Keep the D.G room clean
- Check sufficient amount of fuel, oil and water is available for running the DG sets.
- Check the starter battery, charger and electrolyte level in cells and top-up with distilled water if required.
- Check correct water level in cooling tower and make-up-tank.
- Check output voltage and frequency from generators through indicating meters.
- Co-ordinate with the AMC contractor / supplier for routine maintenance.
- Assist in Operate DG set manually if auto change over is not working.
- Co-ordinate with the vendors to perform B-Check, so that preventive maintenance can be carried out for the system.
- Operation and maintenance of the D.G. Sets in accordance with the Manufacturer's Instruction Manual.
- Run D.G. Sets in synchronization as well in auto mode and independent.
- Maintain Hourly logbook and any abnormality to be brought in to notice.
- Refill the Day oil tank with requisite amount of HSD tank daily.
- Maintain the HSD stock at Min reorder Qty
- Maintain the register for daily consumption of HSD and follow up with Purchase Function of **BANK** for replenishment
- Check Electrical circuits and all the Panels on a daily basis
- Battery specific Gravity to be checked and logged daily and any abnormality to be brought in notice of **BANK** as well maintain the specific gravity at specific level.
- Ensure no lube oil leak and HSD leakages from the DG Set and day oil tanks, as well no spillages while refilling the day oil tanks, clean DG sets on daily basis.
- Report any irregularity to the concerned
- Report Units generated by each DG Set every day and also the Per Unit Cost of each DG set.

1.5. Water Supply and Fire Fighting

- Operation and maintenance of all Water Supply and Fire Fighting Equipment as per the Equipment List including Water Softener Plant, Pumps and Motors, in accordance with the manufacturer's Instruction Manual
- Ensure Water supply at facility (toilet and in outer areas, and garden) for 24 hours a day and 365 days a year across the plot.
- Monitor that there is no over flow of water ever.

- Check of Urinals, Water taps in toilets and in outer areas.
- Regeneration of water Softener if any and maintain logbook and the records.
- Check & correct the Sprinklers, Pressure Gauges, Pressure switches, Nut-Bolts, washers, Gaskets, Leakages, Pipe Lines, Connections & Joints
- Check & rectification of Oil Filters, gaskets, washers, Guages, V-Belts, Engine Oils, Batter, Self and Engine Servicing of diesel Engines
- Check & rectify External & Internal Fire Hydrants – Control vales, First Aid Hose Reel, Hose Boxes & CP Hose
- For Water Softening Plants, Check Supply of Regenerating salt (25 Kg) per day if any, chlorine, valves, gear oil, pressure guage, gaskets, nut bolts, V-belts, rewinding of chlorine pump and brine tank motors
- For Raw water Supply Systems, Check & Rectify pressure guage, pressure switches, level controllers, gaskets, nut bolts, painting, water level indicators, pump seal, bearings valves, NRV, pump impellers, shafts, rewinding of motors and overhauling of pumps.

For Pump Control panel – Rectification of water level controllers, relays, fuses, main switches, indicators, contractors, amp. Meters, voltmeters, bulbar, and any modification of wiring/control circuit if required.

1.6. All Flats/Building and Carpentry Services

Civil Services and minor repair jobs provided by Bidder would include but not be limited to the following

- Carpentry Services provided under the general maintenance service would be limited to repair to damaged or worn out items. If the volume to be repaired is in excess of 1 Cft. Within an item of furniture, or is a complete sub-assembly (e.g. a complete table top), the same will be termed as a project and will be charged separately. Matching of colours / texture / shades will be done to the closest shade readily available. Materials will be supplied by you, or will be charged at cost.
- **Plumbing Services** provided under the General maintenance service would be limited to repair to damaged or worn-out existing items, with similar new / available items of similar / improved quality. Any addition / extension to an existing system or installation of a new item / system will be termed as a project and will be charged separately. Materials will be supplied by you, or will be charged at cost.

1.7. Reporting

Bidder will be able to submit the Daily, Weekly, Monthly, Quarterly, And half-Yearly and Annual reports as per the frequency and formats discussed and agreed between **BANK** and Bidder. The reports will include the following:

- The Checklists, which will be prepared by the Bidder's Supervisors for every equipment at **own building**.
- Reports on HSD consumption & Plan
- Report on Electrical Parameters
- Report on Air-Conditioning Parameters for VOF & guest houses
- Report on Fire Fighting & Water Drainage System Parameters
- Report on the major Replacements & Repairs undertaken
- Report on Inventory Status of Spares and Consumables
- Report on forthcoming Preventive maintenance
- Report on Warranties and Macs of Equipment
- Report on Deviations to Response and resolution Time
- Report on Breakdowns
- Report on Spares Consumption (Highlighting abnormal consumption)
- Report on Water Consumption
- Report on Power Consumption and Energy Graphs

The above reports are indicative. Final Reports and the Formats will be developed and finalized as mentioned above.

2. House Keeping Services only in Andheri & Vashi

2.1. Daily Activities

- Thorough check of work force by supervisors for uniform, appearance, cleanliness and attendance before the start of work.
- Emptying of all grabage baskets and central collection of garbage waste.
- Emptying of Common Area as often as possible.
- Periodic cleaning and mopping of the lifts, entrance and the floor lobbies and Toilet block (5-6 times a day).
- Cleaning of the Electric Rooms and AHU rooms in the presence of the respective Operators in the course of the day. This cleaning would only involve sweeping and mopping of the floor and removal of dust and cobwebs from the wall and ceiling and dusting and cleaning of doors and windows. The equipment in the room would be cleaned by the persons operating them.
- Regular cleaning, dusting and mopping of common area
- Scheduled cleaning / dusting of electrical and other fitting fixtures in the common area

2.2 Weekly Jobs:

- Review of the daily work schedule.
- Polishing of all metal as per defined or fixed schedules
- Removal of cobwebs and stains from walls and ceilings.
- Sweeping & mopping of the building stairways.
- Cleaning of artificial plants, if any.
- Collect paper waste for disposal to garbage collector .
- **Thorough cleaning of common area, toilets with soap water and disinfectants.**
- **Implement Planned Preventive Maintenance Schedule and maintain the same.**

3. Landscaping

- Complete Garden maintenance
- Maintenance of the planters
- Soil and manure would be added regularly to keep the plants healthy (cost of the consumables would be on re-imburement basis and at actual)
- Seeds for seasonal flowerbeds would be supplied at actual cost
- All the gardeners would be equipped with necessary tools and pesticides.
- Prune and trim hedges and plants
- Weed lawns and mow them regularly
- Spray pesticides regularly



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 staff quarters at Mumbai**

Having visited the SIDBI's Staff Quarters (at all the locations) 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.45,000/-** as **Earnest Money Deposit (EMD)** 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 in two sealed envelopes.

Thanking you,

Yours faithfully,

Signature and Seal :

Address :

Annexure-B

Minimum Staff Strength at various quarters

1. Cleaning of Staff Quarters - Common areas

The staff should be sufficient enough to maintain the cleanliness and removal of the garbage (Applicable for Andheri and Vashi Quarters). However, contractor is required to increase the same at the advice of SIDBI.

For deduction purpose, @ Rs.500/- compensation per day per location shall be levied in case of absence / non-satisfactory work.

2. For Cleaning of Staff Quarters on Quarterly basis :

The staff should be sufficient enough to carry ou quarterly claning of residential flats at locations as mentioned below :

1. Raheja Majestic at Mahim & Oshiwara- Building No-1 & 10 (as per flat availability at both location or on weekly cycle)- (Total 29+ 25=49 nos flat)
2. Officers Quarters at Andheri - (Total 59 nos flat)
3. Staff quarters at Meenaxi Apartment & Powai - (Total 24+ 13=37 nos flat)
4. Staff quarters at Vashi - (Total 40 nos flat)

The above mentioned flats at to be cleaned on quarterly basis. In case, all the cleaning of flats at a particular location fully completed by a particular team, then the same team will assist other teams at different location where quarterly cleaning is running behind schedule. It may be noted that the total (199 flats) are to be cleaned in each quarter, in case due to absence/ non-satisfactory work the same could not be completed then a deduction of as per quoted rates shall be levied.

3. Technical Staff (7 DAYS A WEEK)

Electrician - 4 Nos. Plumbers - 4 Nos. Carpenter - 3 Nos.

The service of plumber/ electrician/ carpenter also includes cost of consumables repairs, replacement etc. as clarified in scope of work.

These staff (one each) should be available atleast day at each location of staff quarters to attend to the complaints recorded in the register or informed over phone to the Facility Manager.

The strength indicated as above is a minimum and the contractor is required to increase the same at the advice of SIDBI in case pending works are more.

For deduction purpose, @ Rs.300/- per shift (8 hours) shall be recovered in case the strength of the staff is less than as indicated. They should have valid trade license

and possess minimum 5 years experience of maintenance / repairs of various residential properties.

4. Gardner - 2 No. Full Time (7 DAYS A WEEK) at Andheri and Vashi Quarters

For deduction purpose, @ Rs.200/- per day per location shall be recovered in case of absence. The person should be well experienced.

5. Facility Manager - 1 No. should be available from 10.00 am to 6.00 pm. daily and shall be responsible for the entire work in the office quarters.

He should be atleast a graduate / diploma holder with 5 years experience in Facility Management Services of residential complex. **He should be provided with a mobile phone so as to contact him in case of emergency. He may be provided a seating arrangement facility at Andheri qtrs. and may be given required space for keeping materials/ storage purpose.**

6. Supervisor - 2 No. should be available at site from 9.00 am to 6.00 pm. daily and shall be responsible for the monitoring all staff work, quarterly cleaning and reporting to Facility Manager of Staff quarter.

Note

1. No other payment shall be made for doing the woks 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.

Signature and Seal :

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 polishing compound
34. Industrial, Mechanical scrubbing machine.
35. Vacuum Cleaner.
36. Floor Scrubbers (Electrically operated)
37. Spray gun for cleaning glass panes etc.
38. Hand Trolley
39. Buckets 16 ltrs..
40. Plastic Mugs.
41. Big Dustbins/Plastic containers.
42. Wooden planks/bamboo/Balties/Coir Rocks