

BANK OF BARODA ZONAL OFFICE, 16, SANSAD MARG, NEW DELHI



**FACILITIES MANAGEMENT DEPARTMENT
BANK OF BARODA
13th Floor, Bank of Baroda Building,
16, Sansad Marg, New Delhi, 110001
(T)-011-23441617/32/33/36**

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SECTION A

INTRODUCTION

Definitions of some common terms & Abbreviations	
Bidder / Respondents	Reputed Service Provider/Vendors which participate in E-tendering to make an offer
Contractor/Supplier/Vendor	Final successful Bidder to whom the contract will be awarded
Bank	Bank of Baroda
EMD	Earnest Money Deposit
SLA	Service Level Agreement
CAMC	Comprehensive Annual Maintenance Contract
MOU	Memorandum of Understanding
IST	Indian Standard Time GMT +5:30
INR	Indian Rupee
PFMS	Premises and Facility Management Services
PBG	Performance Bank Guarantee

Notice:

Bank of Baroda, Facilities Management Deptt. Zonal Office, NEW Delhi invites offers from prospective Vendors for Premises and Facility Management Services (P&FMS) AT & FOR Bank of Baroda Building, 16, Sansad Marg, New Delhi, 110001 comprising of Basement, Ground, -13- floors & Terrace. Complete details are elaborated in Pg No. 54 of this tender document. Interested bidders can access tender from Tender Section of Bank of Baroda's website www.bankofbaroda.com

Further "Corrigendum" or "Addendum" (if any) shall be issued on Bank's website only and prospective Bidders have to keep checking our website for any additional instructions/ Addendum, if any till 48 hours of tender submission time. Bidders who quote tender without attaching tender or the addendum if any will be rejected.

The Bank reserves the right to reject any / all applications without assigning any reason whatsoever.

Confidentiality:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank. In the event of such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.

Schedule of E Tender

A.1	E-Tender No.	BOB/NDZ/EM/001
A.2	Date of viewing Tender	14.02.2019
A.3	Date of Starting of E-Tender for submission of on line Technical Bid and Price Bid at https://bobtenders.abcprocure.com/	14.02.2019
A.4	Date & Time of closing of online E-Tender for submission of Technical Bid & Price Bid	07.03.2019, 15:00 Hrs
A.5	Date & time of opening of Part-I - Technical Bid	07.03.2019, 15:30 Hrs

A.6	Date & time of opening of Part-II - Price Bid	Date of opening of Part II i.e. Commercial bid shall be informed to technically eligible bidders separately.
A.7	Last date of submission of EMD & Tender Fees through RTGS/NEFT	06.03.2019. 23:59 Hrs
A.8	Pre-Bid Meeting starting date & time	22.02.2019, 15:00 Hrs
A.9	Earnest Money Deposit (Refundable)	Rs. 3,40,000/-
A.10	Tender Fees (Non- Refundable)	Rs. 1,000/-
A.10	Address for online submission of bids (technical as well as price bid)	Bid must be submitted online on URL https://bobtenders.abcprocure.com
A.11	Address for opening of bids	URL https://bobtenders.abcprocure.com
A.12	Contact Details of Online Portal facilitator, M/s E-Procurement Technologies Ltd. (ETL).	Mr. Yashrajsinh Rathod:- 7968136815, yashrajsinh@auctiontiger.net

Conditional tenders are liable to be rejected. Dispute, if any, will be subject to Mumbai jurisdiction only.

For any further information on the tender, following offices / persons to be contacted:

<u>e-Procurement technologies Limited, Ahmedabad.</u>
<p>Primary Contact Numbers:- M:- 9081000427</p> <ol style="list-style-type: none"> 1. Jaymeet Rathod:- 079-68136829, jaymeet.rathod@eptl.in 2. Vinayak Khambe:- 079-68136835, vinayak.k@eptl.in 3. Nadeem Mansuri:- 079-68136853, nadeem@eptl.in 4. Nandan Valera:- 079-68136843, nandan.v@eptl.in 5. Hemangi Patel:- 079-68136852, hemangi@eptl.in 6. Kanchan Kumari:- 079-68136820, kanchan.k@eptl.in 7. Deepak Narekar:- 079-68136863, deepak@eptl.in 8. Anshul Juneja:- 079-68136840, anshul.juneja@eptl.in 9. Mehnaz Bano:- 079-68136831, mehnaz@eptl.in 10. Sujith Nair:- 079-68136857, sujith@eptl.in 11. Devang Patel:- 079-68136859, devang@eptl.in <p>Alternate Contact No.:- Mr. Yashrajsinh Rathod:- 079-68136815, yashrajsinh@auctiontiger.net</p> <p>You are requested to contract the agency for further guidance on E tendering.</p>
<u>Bank of Baroda, Zonal Office, New Delhi Zone</u>
<ul style="list-style-type: none"> • Chief Manager, Security & Facilities Management- 011-23441617 • Senior Manager, Facilities Management - 011-2344166632 • Senior Manager, Fire Safety- 011-23441638 • Manager, Facilities Management- 011-23441633 • Email- ID- em.nz@bankofbaroda.co.in

SECTION B

IMPORTANT INSTRUCTIONS FOR E-PROCUREMENT

B.1	Important instructions for E-Tender
	<ul style="list-style-type: none">• This is an online tender event of Bank of Baroda.• Online tender service provider is M/s E-Procurement Technologies Ltd. (ETL), Ahmedabad.• Bidders are requested to read all terms & conditions of this RFP before submitting their online tenders.• Bidders who do not comply with the conditions with proper/necessary documentary proof (wherever required) will not qualify in the Tender process for opening of Commercial bid.• The intending bidders are required to submit their offer electronically through E-Tendering portal. No physical tender is acceptable by Bank. <p>Online (Part I - Technical Bid) and (Part II - Price Bid) tendering will be done through https://bobtenders.abcprocure.com/</p>
B.2	Special Instructions to the Bidder
	<p>Quoted rate for Service Charge shall be firm throughout the duration of the contract and no influences shall be permitted for any changes in any of P&FM's costs or inclusions due to any reasons such as currency variations, material, transport and price fluctuations or any other reason unless expressly provided for elsewhere in this Agreement.</p> <p>Payment shall be released based on the performance parameters given below;</p> <p>In order to ensure the continued performance of the service provider against the service specification a score sheet will be prepared once in a month by the organization (Bank) so as to arrive at an agreed rating system for each facility to be provided by serviced provider.</p> <p>The rating system will be applied to a performance related payment table that would reward the service provider for exceeding the specification as well as penalize for not meeting the specification. Role and responsibilities of FMS has been clearly defined in this tender document.</p> <p>Please note that in addition to regular observation of performance of service provider, detailed checking / inspection will also be carried out by the committee of two officials in each floor along with officials of our department along with Manager (appointed by service provider at work place as per tender terms) to finalize the scoring system looking to short coming / deficiencies / accuracy (if any) and accordingly monthly payment will be calculated as below:</p>

Example of scoring is mentioned below;

SR. NO.	SERVICE CRITERIA	Maximum Marks for specific service	Marks obtained *	Remark Good Satisfactory Not up to mark
1	Electrician/Carpenter/Plumber/Lift, HVAC & Substation Operator	20		
2	House Keeping	20		
3	Consumables/Machinery	20		
4	External surface and internal windows cleaning	20		
5	Discipline, Punctuality and Staff dress code	20		
6	TOTAL	100		

- Following system will be followed for payment in respected P&FMS service;

Scoring :---

Rating

Proposed deduction

85%-100%

Nil deduction

80%-84%

2% of total monthly payment

70%-79%

5% of total monthly payment

65%-69%

10% of total monthly payment

60%-64%

20% of total monthly payment

Submission of compliance reports executing satisfactory services for housekeeping of common area, toilets, pantry, office area such as mopping, cleaning, putting all the consumable items in place as per contract terms.

1. Attending all the maintenance issues pointed out in the department.
2. Up keep of all the external building and open surfaces including jet cleaning of all hot surfaces, regular watering of plants, removal of damaged leaves, branches, etc., putting manure as per contract terms and other routine gardening work. Cleaning of all the lights, conduting, switch board, sump pumps, ventilation, fans etc. including servicing as per the manufacturers specifications, cleaning repairing work including removal of dirt, dust, cob webs, switching on /off the light fixtures, AC plant, STP, hydraulic water system. DG Set, HT/LT plants, ACP Plants, AHUs, and transformers.
3. Calling AMC agency periodically as per their AMC contract and timely renewal of their service contract.
4. Maintaining inventory of consumable items, and submitting monthly report along with bill.
5. The Bank will enter into Annual Maintenance Contracts for certain services and if any point of time it is observed that P&FMS has not followed up for any discrepancies / shortfall with Service provider (under Annual Maintenance contract) deduction @ 5% per activity shall be affected .

	<p>Vendors are supposed to take all the possible action to achieve 100% efficiency in the FM services in totality strictly in terms of contract and maintaining the desired quality as per above accepted by the Bank within the time limit given in the tender.</p> <p>Management of staff and labour deployment shall be assessed by the vendors looking into the task he has to perform under the FMS. Hence any point of time no such deficiency should be observed.</p> <ol style="list-style-type: none"> 1. The Supervisor and Housekeeping staff working hours shall be 7 AM to 7 PM except Bank holidays. No extra payment will be given for working beyond these hours or on Sundays and Holidays if P&FM Service Contractor desires so for meeting the targets as per the terms of contract. 2. P&FM Service Contractor has to arrange for engaging their workers on Holidays and Sundays if so desired by the Bank. No compensatory off/ extra payment to this effect will be entertained. Services required/ requested on Sundays/ holidays will not exceed 26 days in a year. 3. Should any new areas of work transpire which Bank considers are not envisaged as being part of this tender, the prices for the new scope of work shall be mutually agreed between the Bank and P&FM Service Contractor based on actual rate analysis on established norms . In the event of non-Agreement of the rates, the Bank reserves the right to get the same executed through any other agency so appointed for. 4. The Bank will directly enter into Annual comprehensive Maintenance Contracts (AMCs) for certain services such as HVAC, lifts, A/C units water coolers, DG set, Horticulture etc. and attach these contractors to the P&FM Service Contractor for management and for certification of bills etc. 5. The Bank will provide free of charge about 200 Sq. ft. office space and other office infrastructure for facilitating P&FM Service Contractor for rendering the services. One telephone facility will be provided in the office exclusively for official purpose. Monthly bill amount exceeding Rs.1,000/ will be recovered from the service provider's running bills. F&PM will maintain the same with their action taken report which will be checked by our department at any point of time. 6. The Bank will make all payments to the P&FM Service Contractor for services rendered satisfactorily on monthly basis in accordance to the relevant clause of conditions of contract.
B.3	System Requirement
	<p>System Requirement:</p> <ol style="list-style-type: none"> i) Computer / Laptop (Notebook) with internet connection ii) Operating System - Windows XP Service Pack -3/VISTA/Windows 7 or above iii) Digital certificate (DC) - Class II or III, Signing + Encryption. (DC to organizational type if bidder is participating on behalf of an organization). iv) Web Browsers: Internet Explorer 9.0 (32-bit Browser only) & above
B.4	Bid Submitting & Opening
	<ul style="list-style-type: none"> • Part I Technical bid will be opened electronically on specified date and time as given in the tender. • Part II Commercial bid will be opened electronically of only those bidder(s) who's Part-I Technical Bid is found to be acceptable by Bank of Baroda. Such bidder(s) will be intimated the date of opening of Part-II Commercial bid, through valid email provided by them.

	<ul style="list-style-type: none"> • All entries in the tender should be entered in online Technical bid & Price bid Formats without any ambiguity. • All notices /corrigendum and correspondence to the registered bidder(s) shall be sent by email only during the process till finalization of tender by Bank of Baroda. Hence the bidders are required to ensure that their corporate email id provided is valid and updated at the stage of registration. • E-Tender cannot be accessed after the due date and time mentioned in the tender. • The process involves Electronic Bidding for submission of Technical and Commercial Bid.
B.5	Submission of Technical Bids
	<p>The TENDER response shall be submitted in two parts. Part I shall comprise of Technical Bid plus EMD & Tender Fees and Part II shall contain Price Bid. These bids shall be submitted Online.</p> <p>Bidder shall submit Earnest Money Deposit (EMD) amount i.e. Rs. 3,40,000/- (Three Lakhs Forty Thousand only) & Tender Fees of Rs.1,000/- (One Thousand only) online through NEFT/RTGS on the details below:</p> <p style="padding-left: 40px;">Bank: BANK OF BARODA Branch: Parliament Street IFSC: BARBOPARLIA (Fifth character is '0' i.e. Zero) Account Type: OD Account No.: 05860400000279</p> <p>Under no circumstances, Earnest Money Deposit will be accepted in the form of Cash/ fixed deposit receipt/DD/Banker's cheque/Insurance guarantee/Any other form.</p> <p>Please note that firms/agencies claiming exemption from submission of EMD/Tender Fees under any statutory authority/law (e.g. NSIC, MSME, KVIC etc.) shall be required to submit necessary documents viz. valid registration certificate etc. to the satisfaction of the Bank. Such firms shall ensure to submit copy of valid Registration Certificate duly signed and stamped in place of receipt of NEFT/RTGS.</p> <p>The proposal shall be prepared in English. Name of contact person, e-mail address and phone/fax numbers of the bidder shall also be indicated on the sealed envelopes.</p> <p>Please note that any changes/addendum/corrigendum in the technical / prequalification criteria mentioned in this Tender Document shall be inserted as addendum in the tender section of Bank's Website and in https://bobtenders.abcprocure.com/</p>
B.6	Submission of Commercial Bids
	<ul style="list-style-type: none"> ➤ Price Bids will be submitted online. ➤ In addition please be guided by Govt's circular regarding the same as per the pdf link given below: <u>http://cgda.nic.in/adm/circular/IFA-031017.pdf</u>
B.7	Pre-Bid Meeting
	<p>A pre-bid meeting shall be arranged at 15:00 Hrs on 22.02.2019 at</p> <p>Facilities Management Department 13th Floor, Bank of Baroda Building 16, Sansad Marg, New Delhi- 110001</p>

	<p>Queries received up to 21.02.2019 only will be addressed during pre-bid meeting. All the queries should be sent only to the email id: em.nz@bankofbaroda.co.in</p>
B.8	Opening of Technical Bids
	<p>The Technical Bids will be opened online only. No separate intimation will be given to the bidders in this regard. If any change is decided in date of opening of technical bids, the same shall be intimated on online portal. Bidders are requested to keep in touch with the On line portal on regular basis.</p>
B.9	Evaluation of Technical Bids
	<p>Technical Bids will be evaluated on the basis of fulfilling Bidders Profile Details and compliance to Eligibility criteria, Technical specification, other terms and conditions stipulated in the tender document. Commercial Bids of only those bidders who qualify in the technical evaluation, based on the criteria laid down hereinabove, will be opened.</p> <p>The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.</p>
B.10	Evaluation of Commercial Bids
	<p>After the technical evaluation of the tenders, the price bid of only technically qualified bidders (as per the criteria mentioned hereinabove) shall be considered for price bid evaluation. The Bank reserves its right to seek and obtain substantiating data from the bidders for verification of the credentials submitted. The Date of opening of Price Bid shall be advised separately to all technically qualified bidders. Bank may at its discretion, request the shortlisted bidders to give a demonstration of their proposed system at their cost before opening of price bid. This will also be considered as a part of technical evaluation.</p>
B.11	Description of Work
	<p>The Premises and Facility Management Service Contractor are required for the manning and maintaining various services at Bank of Baroda Building, 16, Sansad Marg, New Delhi, 110001 such as electrical systems, lifts, air conditioning, firefighting, Housekeeping, Plumbing, Pest Control, carpentry etc.</p> <p>The job role also includes monitoring, liaising with public utility agencies, public bodies and offering administrative support including central help desk, recording, tracking and executing and reporting all work order related to all services under single point responsibility on round the clock duration by utilizing latest software and hardware (at the cost of the agency) duly supported by a trained man power to the full satisfaction of the Bank.</p> <p>The brief details of works are as under:</p> <p>A. <u>Manpower Requirement and Costing</u></p> <p>Manpower requirement given below is worked out based on the assessment made at our end and is purely indicative. However, Bank may ask to increase/decrease the manpower requirement raised by us by +/- 20 % which the PFMSC has to provide timely. The Contractor</p>

has to provide in advance manpower deployment plan clearly showing therein the list of skilled/unskilled/semi-skilled man power and the reserve.

Manager: (Skilled)

The Manager engaged by the P&FMS contractor should be a permanent employee of the firm. He should be a Degree/ Diploma holder in Civil/Electrical/Mechanical engineering with minimum 5/7 years' experience in relevant field.

Supervisor (Semi-skilled)

Will coordinate the daily, Weekly, & Monthly cleaning activities for the entire building.

A. House men (Un-skilled)

1.

- i) House men per floor between 7A.M. to 7 P.M., 6 days a week
Distribution of housemen will be decided by the bank.
- ii) P&FMS provider has to engage required manpower on weekdays / holidays for attending specialised cleaning like carpet spotting, shampooing, brushing, scrubbing etc. No compensatory off/ extra payment claims will be entertained.

2. The contractor must cover all employees under his charge for all statutory compliances like ESIC PF, minimum wages, accidental insurance / death. All housekeeping staff must be trained with required experience in a similar building to perform duties entrusted to them , and must be in proper uniform at all times.

3. Above mentioned manpower distribution can be remodeled from time to time in consultation with bank without compromising on quality of service and zero interruption to the occupant.

4. Internal glass cleaning will be a part of housekeeping services.

B. Schedule of House Keeping Equipment, Consumables & Costing

Machinery & Equipment.

- Wet & Dry Vacuum Cleaner heavy-duty industrial type (2. Nos.)
- Mechanized Battery / Fuel operated floor sweeper for external areas.
- Multipurpose floor maintainer with accessories (for Shampooing, Burnishing buffing, etc.)
- Unger Window cleaning Kit (with safety belts etc.)
- High-pressure jet with accessory (1. Nos)
- Multipurpose housekeeping trolley (1. Nos)
- Mopping bucket with squeezer (3. Nos)
- Ladder 30 feet, 8 feet, & 4 feet (2.nos. each)

Housekeeping Consumables:

Soft & Hard Broom

Automatic Perfume dispenser- Refill
 Towels to be put in towel rings in every toilet
 Chair Cleaning Kit
 Cob - Web Duster
 Floor & Glass Duster
 Table & Computer Duster
 Odonil Sticks / Naphthalene Balls
 WC - Brush, Silvo /Brasso
 Deodorized - detergent for mopping
 R-1 to R-7 (Hindustan lever Brand or equivalent)
 Murphy Oil / Min Cream, Spray bottles, Buckets, Caddies, Garbage Bogs, Mugs, Dust Collectors, Odopic / Vim Powder. Round Mops, Kentucky Mops, Room Freshener, Mosquito repellent, liquid soap etc. (consumable items of Hindustan Lever Company). P&FMS will ensure that one small odonil stick & two naphthalene balls in all urinals and odonil fresheners in toilets / wash area and tissue rolls (150 gr. Weight) are available at any point of time. Special Allenton is requested to note that in case of any deficiency in quantity or quality if observed in consumable items bank will have the right to deduct even full amount of monthly payable / payment against said head.

Rubber Cushion, Glass Wiper, Hand Brush, oversized sweeping Brush for external areas, Buffing & Scrubbing Pads, Automatic perfume dispenser, Carpet & Upholstery Shampoo liquids HLL Soap for the dispensers, Towels to be put up in towel rings in all toilets, Tissue rolls (Total Toilet 43 units- Basement, Ground, 1st to 13th) also to be provided by the service provider. Items provided by the FMS will be verified by the concerned officer of Bank.

Consumables for minor repair

- Washers (Jaguar)
- Teflon tape
- M seal
- Quick fix
- Dry cell for replacement in wall clocks, urinal sensors etc.
- Nails
- Screws
- Insulation tape

C. Lift Attendant

1. -01- Attendant shall be present in elevator from 6 am to 2 pm. -01- attendant shall be present in elevator from 2 pm to 10 pm. -02- Lift Attendants will be deployed for “C” (VIP) elevator from 8am to 4pm.
2. Lift technician timings may be changed from time to time as per bank’s sole discretion.
3. The contractor must cover all employees under his charge for all statutory compliance like ESIC, PF and Accidental, insurance /death. Security staff must be trained with at least 2 years’ experience in a similar building to perform duties entrusted to them, and must be in proper uniform.
4. The above-mentioned manpower is based on the fact that the building management system is not activated.

E. Electrical / Plumbing/ Carpentry

1. P&FMS Contractor will coordinate & oversee the daily, Weekly, & Monthly M&E

	<p>operations in the building. Also will operate all common equipment Installed In the building like, DG Set, Access control & CCTV, HVAC, Electrical panels , Programmable Logic Controller FAS etc & will also comply with all ISO, norms & documentation.</p> <ol style="list-style-type: none"> 2. Provision to be made for break down & preventive maintenance like shutdown etc. on weekends & holidays only. 3. All tools and equipment to be provided by the contractor for all mechanical & electrical works to be carried out in the building, which should also include safety equipment etc. 4. All spares and consumables like plumbing materials, tubes, chokes, coils ELCB etc. Will be procured from the market after obtaining 3 quotes and will be reimbursed by Bank of Baroda. 5. The contractor must cover all employees under his charge for all statutory compliances like ESIC, PF, accidental insurance's/death. All staff working in the building must be professionally trained to perform duties entrusted to them and must be in proper uniform at all times. 6. The above-mentioned-manpower is based on the fact that the building systems are not automated also the daily proactive & preventive maintenance program will have to comply with international standards. If required contractors may <i>remodel</i> the some without compromising on quality. 7. Carpenter engaged has to maintain all doors/ door closers/ floor springs and attend minor repairs of furniture (steel/ wooden) provided in the building . The price quoted shall include cost of all tools and tackles required for attending above job. Housekeepers/ Electricians/ Plumber will be assisting the carpenter if required. <p>F. Pest Control</p> <ol style="list-style-type: none"> 1. Will Attend to all common areas on a monthly basis or as & where required to keep the building both externally & internally pest free. Also this cost must include the cost of Rodent control. Periodicity <ol style="list-style-type: none"> i) Pest Control: Once in two weeks (Gel treatment in office, toilet, canteen area) and chemicals treatment in passage etc. ii) Rodent control-Once in a month 2. The contractor must cover all employees under his charge for all statutory compliances like ESIC, PF, accidental insurance's/death. All staff working in the building must be professionally trained to perform duties entrusted to them and must be in proper uniform at all times. 3. The above-mentioned manpower/cost is based on the fact that the building fabric and the nature of the surrounding area, which is rodent prone hence the proactive & preventive measures & program such as supply of Rat pads (Minimum 50 - big size per month) and Rat cages and will be based on international standards. However contractors may remodel the same without compromising on quality. <ol style="list-style-type: none"> 1. Once the job is awarded, the contractor shall submit detailed schedule of work to be done on daily basis. The scope of work includes:- <ol style="list-style-type: none"> 1. <u>Rodent Management Service</u>
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This services will carried out for controlling rat problem inside as well as outside the premises and safeguarding the important files, papers, Boxes, carpets, electrical and Telephone wiring, wooden ceiling, paneling, cardboards, raw materials etc. from rodents damage. This service will be provided in the entire Buyer premises inside the building area including office cabins, rooms' toilets corridors, false ceilings etc. and outside the building premises. The treatment will be carried out by mechanical trapping with glass cleaning chemicals/agents and cleaning of partitions, paneling etc. Trap boxes or tunnels along with glue pads placed on each floor including basement area and service provider will keep on changing their location/position during his visit at the Buyer's Department, using glue-boards and poison baiting in outside area only. The Service Provider would provide Rodent control for control of Rats, Mice etc. in entire building including basement, Cable Trenches, Electrical Rooms, Air Handling Rooms, Substation, All the shafts Rooms Etc. He shall visit daily for changing and replacing the glue pads/bait-stickers & used glue pads should be disposed off outside the building.

2. Disinfestations Services

This service should be carried out for controlling all types of crawling insects such as cockroaches, silverfish, red ants, black ants, spiders, lizards etc. The services will be provided in the entire office area by gel application or by spray for at least once a month during the contract period with the Buyer Department. Drainage chambers also to be treated with pesticide and anti-bacterial compound.

3. Vector Control Service

This service should be carried out for controlling mosquitoes, flies and other flying insects. This will be provided by treating the breeding areas such as open drains, dustbins, garbage area, receiving area entry points front and rear area of the plant under the bushes damp area along the walls etc. This treatment will be carried out by outdoor spray, indoor spray and using larvicide during the contract period with the Buyer Department. Special service specific equipments such as air cutters will be provided by the service provider.

4. Termites

Injecting termiticide into affected portions of the woodwork, Woodwork in contact with machinery for example, door frames, cabinets, cupboards etc. shall be treated by drilling and injecting termiticide at the points of contact. Through drilling holes at the junctions of the walls and the floor and pumping chemicals through these holes, wherever necessary. The drilled holes are effectively sealed thereafter. The application of blanket spray and dusting wherever necessary

5. General Pests/Insects

The Service Provider would ensure spraying for control of general pests in and around the building, Lift lobbies, around floor, main entrance etc, honeycomb removal as and when required.

G. Fire Fighting Installations

1. The contractor must cover all employees under his charge for all statutory complaints like ESIC, PF, Accidental, Life Third party and property damage insurance up a min of Rs. 5 lakhs.
2. The fireman and control operator must be based with at least 2 years, experience in the similar building to Perform duties enlisted to them and must be in proper uniform at all the times.
3. The fireman's and control operator shall be perfectly conversant with Bombay fire brigade rules and regulations.
4. 2 firemen should be engaged per shift

H. HVAC Operator

- 1 The contractor must cover all employees under his charge for all statutory complaints like ESIC, PF, Accidental, Life Third party and property damage

	<p>insurance up a min of Rs. 5 lakhs.</p> <p>2 The operator and assistant must have at least 2 years' experience in the field to perform duties enlisted to them and must be in proper uniform at all the times.</p> <p>3 The Operator service has to be from 8 am to 8 pm on every working hours. This timing may change/increase as per Bank's requirement and sole discretion.</p>
B.12	Scope of Work
	<p>The following activities will be under the scope of work of the vendor:</p> <p>The Bank its own building at Baroda Building, 16, Sansad Marg, New Delhi, 110001. The Bank expects the P & FM Service Contractor to take a " Single Point and Full Responsibility " of Manning and Maintenance of various services such as Electrical, Lifts, Air Conditioning, Fire Fighting, Housekeeping, Security, Plumbing, Carpentry, Pest Control Services etc.</p> <p>The Bank's objective is that P & FM Service Contractor does not perceive this as a short term or a one-time contract but as an exercise in 'Asset Value Maximization and Asset Life Prolongation".</p> <p>Bank of Baroda will enter into separate Annual Maintenance and Comprehensive Contracts for all utility equipment's like lifts, Air conditioning, and DG sets, LT Electrical panels, Horticulture activities. and P&FMSC will manage the same. The P & FM Service Contractor shall take overall and single point responsibility of manning and maintaining all the services in the scope of work.</p> <p>All small repair costs shall be covered, wherever possible by the AMC contracts and repairs other than those covered by the maintenance contractors and those that could not have been foreseen at the time of the tender shall be reimbursed at cost by the Bank, subject to prior approval given by the Bank for these repairs.</p> <p>As single point responsibility, the P&FM Service Contractor shall employ modern systems and services of international quality, integrating all functions necessary to support the daily operations ranging from housekeeping, landscaping to high technical operations and maintenance by deploying competent, trained and experienced work force under a well-structured system, using "Modern Management Techniques and well established / ISO certified standards and procedures".</p> <p>1). The single point responsibility shall cover:</p> <p>(a) Ground maintenance to keep good appearance, maintain clean / hygiene conditions of the property, car park, paving, roads and landscaping, provide specialist maintenance of the same.</p> <p>(b) Services including cleaning of all common areas, interior areas of offices, Branch, Currency chest, toilets, AHU/Electrical rooms within office areas, cleaning floors, walls, columns, furniture, computers ,printers, all types office equipment's, litter bins, lifts, staircases, ramps, basements, internal and external glass etc. The environmental services shall also include cleaning of special architectural and decorative features and internal planting, toilets including wash areas, floors, ceiling, ceiling tiles, walls, cubical partitions, mirrors, light fittings, vertical blinds , wooden flooring carpet shampooing ,ceiling grills and diffusers, sanitary wares, washbasin sanitary bins, soap dispensers, pantry facility. The services shall also include cleaning of external surfaces of the building including open terrace, lift machine rooms, all service shafts, water tanks, paved areas, manholes, internal roads, etc.</p>

(c) Waste Management :Devise and implement waste management systems for removal of waste from office / common areas/ STP/other designated areas for final disposal outside the site every day or as prescribed by the local statutory bodies like pollution board, NDMC etc. Necessary records should be maintained as a proof of carrying out the waste disposal.

(d) Operation and maintenance of plumbing, water supply, drainage, sewage installations.

(e) Security / Firefighting services and car parking management are to be coordinated in consultation with full time, fire officers and security officers together with staff posted by Bank of Baroda at the building.

(f) Effective coordination with the following AMC contractors.

- AC Plants
- Lifts
- D G Set
- Firefighting/ detection equipment
- Transformers
- Panels , Battery charger
- LT Electrical Panels

(g) Liaising with all statutory / public bodies, ensuring/making timely payment of all dues and taxes etc. to these bodies, keeping all NOCs and permits duly validated at all times and taking prompt action to renew the same. No additional allowance will be paid to the agency for the same. P&FM Service Contractor has to identify one or two persons for delivering cheques/letters to MTNL/NDMC/BSES/IGL/DJB etc. To assist the Bank for preparing necessary registers/ records that to be maintained by the Bank and timely submission of the same to the Labour Office.

(h) Building maintenance (windows, facade, internal faces of window glasses, stair cases, lobbies, WC areas and lighting systems.

(i) Internal and external pest control services

(j) Janitorial services

(k) Liaise all public utilities authorities such as electricity / water service providers, fire authorities, electrical inspectorate etc. and also ensure prompt payment/ refund of utility bills.

(l) Assist the Bank technically and administratively in the process of maintaining an asset register.

(m) Assist the Bank in preparation of yearly operations budgets and maintain spares inventory.

(n) Maintain the key register

(o) Maintain all doors/ door closures, furniture and attending minor carpentry work

(p) Timely statutory payments/ delivering cheques, letters etc

2) Place of Work and Visit to site:

Intending bidder shall visit the site and make him thoroughly acquainted with local site conditions, nature and requirement of works, facilities of transport condition, effective labour and material and removal of rubbish.

3) Tender Submission

Bidders should upload all the scanned documents as per this tender documents.

4) Agreement:

The successful contractor may be required to sign Agreement as may be drawn including all pre-bid minutes, any amendments to Tender documents resulting from the issue of addendum if any, any amendments made / agreed between the contractor and the Bank prior to award of contract as well as where applicable, submissions made by the contractor, all pre-award of contract well as where applicable.

5) Taxes and Duties:

GST would be paid by the Bank as per prevailing rate.

6) Premises & Facility Management Services Contractor's Employees

The Contractor shall employ technically qualified and competent manager and supervisor for execution and supervision of the works. The Contractor shall comply with the provisions of all labour legislation including the requirements of

- (a) Payment of Wages Act
- (b) Minimum Wages Act (Wages to the workers to be paid as per the minimum wages act under Central Govt. The Performa for working out wages of workers as per minimum wages act Central is given in Annexure-I. We also enclose soft copy of the Annexure I for convenience of the bidders, however, the bidder should submit the seal signed printout of the same along with price bid)
- (c) Employers' Liability Act, Including P. F. Act, Gratuity Act etc.
- (d) Workmen's compensation Act
- (e) Contract Labour (Regulation and Abolition) Act
- (f) Apprentices Act
- (g) Any other Act or enactment relating thereto and Rules and Regulations framed there under from time to time.

All the manpower employed by the contractor shall be its employees and shall be under the sole and direct orders, controls & management system of the contractor. The Contractor shall indemnify, keep the Bank indemnified and saved harmless against claims if any of the workmen and all costs and expenses, penalties, prosecutions and punishments as may be incurred suffered or sustained by the Bank in connection with the any claim that may be made by any workmen.

7) Insurance

The P & FM Service Contractor shall indemnify and keep the Bank its servants or agents indemnified against claims, actions or proceedings bought or instituted against the Bank, its servants or agents by any of contractor's employees or any other third party in

connection with relating to or arising out of the performance of the services under the Agreement. The third party insurance shall cover:

- (a) Personal Injury - Rs. 5.00 lacs
- (b) Property Damage - Rs. 5.00 lacs
- (c) Statutory Compliances -Rs. 5.00 lacs

8) Termination of Contract

If the P & FM Service Contractor fails to perform any of its obligations under this Agreement and if the Bank is dissatisfied with the services of the P& FM Service Contractor, or the Bank or any of its directors, officers or employee faces any penalty or prosecution, the Bank may terminate the services of the P & FM Service Contractor, giving a written notice of two month. The Bank shall not be liable for any cost/ damage/ expenses or any loss whatsoever that the P&FM Service Contractor may suffer on account of notice of termination issued by the Bank

9) Validity of Proposal

The proposals from the bidders shall be valid for a period of 120 days from the date of opening of Price Bid and the bidder shall not withdraw his proposal prior to the expiration of the validity period.

10) 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 along with all the required proof of compliance to the Bank along with the monthly invoice. The contractor shall produce all the relevant statutory documents licenses and approvals for inspection by the Bank and the government authorities. Bidder shall assist the Bank for preparing necessary registers/ records that needs to be maintained by the Bank and timely submission of the same to the Labour Office or any other authority.

The workers engaged by the agency for the FMS job shall be governed by the State Labour rules and payment shall be made accordingly which will be reviewed on half yearly basis as per the government gazette notification. Any subsequent change in the payment structure i.e. minimum wages, bonus, taxes, DA etc. required to be effected in accordance with the revision / change in the labour laws applicable to the employer.

12) Emergency Telephone Numbers

The Contractor shall provide an emergency telephone number for normal and out of hour's operations with a maximum of two hour response time during any breakdowns to essential utility services like cable fault, burst water mains etc.

13) Occupational Health and Safety

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

- Comply with applicable local regulatory requirements
- Comply with applicable Banks requirements specified in the contract and appendices
- Correct all health and safety non-compliances 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 sub-contractors with applicable requirements.

14) Communication

- Maintain a system for recording and reporting accidents/ illness occurring at Bank of Baroda premises of P&FM Service Contractor 's labour or while doing work for Bank of Baroda
- Ensure that contractor employees are trained and suitably qualified for the risks involved.
- Implement a communication process with Bank of Baroda and contractor employees on equipment hazards, unsafe conditions or acts and actions required to prevent injury or damage to property and where necessary, to provide suitable and effective means of warning
- Periodically report to Bank of Baroda on the performance of the safety management system, programs, violations of safe work practices and status of corrective plans.

15) 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, 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, and entry into confined spaces, work on fire suppression systems and work on high voltage and live electrical equipment's.

16) Disaster Recovery Plans

The contractor shall annually provide and maintain disaster recovery plans for all services, building systems, with the first plan completed at the end of the transition period. The steps should be detailed enough to facilitate the decision-making and significantly reduce the time needed to recover the services

In cases, where a service is entirely provided by a single sub-contractor, the sub-contractor shall prepare the recovery plan for the said services and the contractor shall review it. The contractor shall be responsible to ensure that the plans are up to date at all times and shall present the recovery plan to Bank of Baroda once in six months. In the event of a disaster, e.g. severe water cuts, the contractor shall coordinate the execution of the disaster recovery plan to provide suitable drinking water. A copy of all disaster recovery plans to be submitted to the Bank and one copy must be stored at site.

17) Payment

The P & FM bill shall be prepared by the contractor in the form prescribed by the Bank on monthly basis ONLY AFTER obtaining the penalty/deduction score sheet from the Bank for the said month. The bill in proper form must be duly accompanied by details of work carried out in that month (attendance) and must show deductions for all previous payments etc. Moreover, the contractor has to submit salary sheet of every staff (duly

signed by each and employed by him in our premises along with the PF/ESIC statements along with bills for the next month.

18) SAFETY CODE

A. Scaffolds

(i) Suitable scaffolds and safety nets shall be provided for workmen for all works that cannot safely be done from the ground, or from solid construction except in the case of short duration work, which can be done safely from ladders. When a ladder is used, it shall be of rigid construction made either of good quality wood or steel. The steps shall have minimum width of 450 mm and a maximum rise of 300 mm. Suitable hand holds of good quality wood or steel shall be given on inclination not steeper than 1/4 to 1 (1/4 horizontal and 1 vertical)

(ii) Working platforms, gangways and stairways shall be so constructed that they do not sag unduly or unequally and if the height of the platform gangway or stairway is more than 4 m above ground level or floor level, they shall be closely boarded and shall have adequate width and be suitably fenced as described in

(iii) Providing suitable fencing for every opening in the floor of a building or in a working platform with suitable means to prevent the fall of persons or materials or railing whose minimum height shall be 1 m.

(iv) Safe means of access shall be provided to all working places. Every ladder shall be securely fixed, No portable single ladder shall be over 9 m in length while the width between side rails in rung ladder shall in no case, be less than 290 mm. For longer ladders this width shall be increased at least 20 mm for each additional meter of length.

B. Other Safety Measures

(i) A sketch of the ladders and scaffolds proposed to be used shall be prepared and approval of the Engineer of the Bank obtained prior to construction.

(ii) During any construction and project works all personnel of the contractor working within the plant / site shall be provided with safety helmets

(iii) Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sites of work shall be so stacked or placed as to cause danger or inconvenience to any person or the public.

SECTION C

BIDDER'S PROFILE:

All the supporting Documents are required to be uploaded on e-tender's website. Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information. **All the documents uploaded should be attested by the bidder.**

Sr .	Description	Bidders Response	Documents Required
C.1	Name of the Bidder/Firm	Enter your Company name.	No Documents required
C.2	Permanent Account Number	Enter Permanent Account No.	Upload supporting document.
C.3	GST No.	Enter GST No.	Upload supporting document.
C.4	Registered Office address	Enter your complete registered office address along with Pin code	Upload supporting document.
C.5	Email Address	Enter at least Five Email addresses	No Documents required
C.6	Phone/Mobile nos.	Enter at least Five Phone/Mobile nos.	No Documents required
C.7	Year of Establishment	Enter year of Establishment	Upload Certificate of Incorporation.
C.8	Status of the firm (Sole Proprietorship/ Partnership/ Ltd. Co./ Others)	Enter your status of firm.	Upload Certificate of Incorporation.
C.9	Name of Director/Partner/Proprietor	Enter Name of Director/Partner/Proprietor	Upload supporting document.
C.10	Name of the person who have power of attorney or Authorized Signatory	Enter the name.	Please upload supporting document/power of attorney.
C.11	Account no., Bank name, NEFT Details, Address of the Bank, Branch Name, IFSC Code and MICR code	Enter Account no., Bank name, NEFT Details, Address of the Bank, Branch Name, IFSC Code and MICR code	Please upload copy of cancelled cheque.
C.12	Net Profit/Loss Made by bidder in 2015-16	Enter your net profit/loss	Upload Income Tax Return filed for the year.
C.13	Net Profit/Loss Made by bidder in 2016-17	Enter your net profit/loss	Upload Income Tax Return filed for the year.
C.14	Net Profit/Loss Made by bidder in 2017-18	Enter your net profit/loss	Upload Income Tax Return filed for the year.
C.15	Annual Turnover of bidder in 2015-16	Enter your Annual Turnover	Upload Audited Balance Sheet for the year.
C.16	Annual Turnover of bidder in 2016-17	Enter your Annual Turnover	Upload Audited Balance Sheet for the year.
C.17	Annual Turnover of bidder in 2017-18	Enter your Annual Turnover	Upload Audited Balance Sheet for the year.
C.18	Details of Tender Fees submitted to Bank of Baroda	Enter UTR No. and Bank Name along with date	Upload Scanned copy of NEFT/RTGS/Transfer/Deposit Receipt
C.19	Details of EMD submitted to Bank of Baroda	Enter UTR No. and Bank Name along with date	Upload Scanned copy of NEFT/RTGS/Transfer/Deposit Receipt

SECTION D

ELIGIBILITY CRITERIA:

All the supporting Documents are required to be uploaded on e-tendering website. Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information. **All the documents uploaded should be attested by the bidder.**

D.1	Prequalification Criteria for Vendor (Bidder) who is submitting the bid. Company who qualifies all the above criteria can participate in the tender directly or indirectly through authorized Business Partner/System Integrator who qualifies below mentioned criteria.		
	Prequalification Criteria	Bidders Response	Documents Required
D.2	Bidder should have made net profits during last three financial years. (2015-16, 2016-17, 2017-2018).	Mention in Yes/No.	Copy of the last three years audited financial statements
D.3	Bidder Average Annual turnover of the company of last three Financial years (2015-16, 2016-17, 2017-2018) should not be less than 1.02 Crores	Mention in Yes/No.	Copy of the last three years audited financial statements
D.4	Bidder should have experience in the past for PFMS in various office /organization across India during the last 7 years as of December 2018.	Mention in Yes/No.	Copy of Purchase Orders/Work completion certificate.
D.5	<p>The tenderer(s) in their own name should have satisfactorily executed the work of similar nature in Semi Govt. /Govt. & Public / Private Sector Organizations during last seven (7) years (up to 31.12.2018)</p> <p>a) Three similar completed works each of value not less than the value equal to Rs.1.36 Crores</p> <p>OR</p> <p>b) Two similar completed works each of value not less than the value equal to Rs.1.70 Crores.</p> <p>OR</p>	Mention in Yes/No.	Copy of Purchase Orders if contract is in progress/Work completion certificate else.

	C) One similar completed works each of value not less than the value equal to Rs. 2.72 Crores		
D.6	Bidder must be an Indian firm company/organization registered under Companies Act	Mention in Yes/No.	Certificate of incorporation issued by Registrar of Companies
D.7	Bidder should have presence of their Registered office / service office at Mumbai.	Mention in Yes/No.	Copy of address and contact number
D.8	The tenderer(s) in their own name should have satisfactorily executed the work for PFMS in Govt. & Public / Private Sector Organizations during last seven (7) years (up to 31.12.2018).	Mention in Yes/No.	Copy of Purchase Orders/Work completion certificate.

SECTION: E

TERMS & CONDITIONS

E.1 General Terms & Conditions

The tender has to be complete in all aspects including registration and licenses to be submitted along with datasheet.

E.2 Earnest Money Deposit (EMD)

Earnest Money Deposit of **Rs.3,40,000/- (Rupees Three Lacs Forty Thousand only) & Tender Fees of Rs. 1,000/- (One Thousand only)** has to be submitted through NEFT/RTGS on details under Section B.5. The Earnest Money Deposit of unsuccessful bidders will be refunded on acceptance of the work order by the successful bidder. **Earnest Money Deposit shall not carry any interest.** The EMD of successful bidder will be adjusted while settling the final bill. The Tender Fees shall be non-refundable.

The Earnest Money Deposit will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” to be issued by the Bank
- The selected bidder withdraws his tender before furnishing Bank Guarantee/Security Deposit as required under this Tender.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

Bidder shall Upload the NEFT/RTGS/Transfer/Deposit receipt of Tender Fees & Earnest Money Deposit. Please note that firms/agencies claiming exemption from submission of EMD /Tender Fees under any statutory authority/law (eg. NSIC etc.) shall be required to submit necessary documents viz. valid registration certificate etc. to the satisfaction of the Bank. Such firms shall ensure to submit copy of valid Registration Certificate duly signed and stamped in a separate cover (in lieu of the EMD/Tender Fees).

E.3 Initial Security Deposit

An amount equivalent to 2% of the accepted tender value shall be deposited by the successful bidder towards the Initial security deposit after adjusting the EMD amount. Thus, the contractor has to submit the difference amount only.

The security deposit will be refunded by the bank after the expiry of the contract. Amount of Security Deposit will be rounded off to the nearest thousand.

Bank Guarantee in lieu of Security Deposit is also acceptable.

E.4 Articles of Agreement

ARTICLE OF AGREEMENT made at Mumbai this day of 2019 Between **Bank of Baroda**, a Body Corporate constituted under the Banking Companies(Acquisition and Transfer of Undertakings) Act, 1970 having it's Head office at Mandvi, Baroda and Corporate office at Baroda Corporate Centre, C- 26, G-Block, Bandra Kurla Complex , Bandra (E), Mumbai- 400051 (Hereinafter called 'the Bank') of one part

And

M/s engaged in the work of providing Premises and Facility Management Services (hereinafter called 'M/s 'or 'the P&FM Service Contractor') of the other part.

"Parties" shall mean Bank and P&FM Service Contractor collectively; and the "Party" shall mean either one of them.

WHEREAS the Bank being desirous of outsourcing the job of Manning and Maintenance of BOB Building at 16, Sansad Marg, New Delhi, 110001 for a period of three years and for the said purpose, the Bank has issued tender dated _____, inviting offers from several Premises and Facility Management Service providers;

WHEREAS PREMISES AND FACILITY MANAGEMENT SERVICES (P&FMS) of the building include all services and facilities like Electrical, Lift, Air Conditioning , Electro Mechanical , Fire Fighting, Housekeeping , Horticulture, Plumbing , Carpentry , **Pest Control** etc. and any other similar systems and services for the Bank (work / services);

WHEREAS M/s _____ has offered its services in accordance with the terms and conditions contained in the tender and thereby submitted its response to tender dated _____ to the Bank. After considering the response of M/s _____, the Bank has accepted the same by acceptance letter dated _____ and selected them as the Contractor for manning and maintaining the building for a period of three years.

AND WHEREAS the P&FM Service Contractor has deposited the security deposit of Rs. _____ In token of performance of this Agreement for three years from the date of commencement of the work as defined herein with provision for annual performance review of the Agreement every year if so desired by the Bank.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. For the consideration hereinafter mentioned, the Bank hereby appoints M/s _____ as the P&FM Service Contractor and the P&FM Service Contractor will carry out and render the services described by or referred to in the tender. The conditions for the services (the said conditions) have been annexed herewith and shall be read and construed as forming part of this Agreement. The parties hereto shall abide by, submit themselves to the conditions, and perform the task on their parts respectively in such conditions contained, as per the Agreement. This Agreement and Schedules and documents annexed herewith shall form the basis of this contract.
2. **Scope of work:**
 - a. As per Schedule I hereto.
 - b. The Bank reserves to itself the right of altering the scope of work and nature of the work by adding to or omitting any items of work or having portion of the same carried out through other agency without prejudice to this contract . The P&FMS contractor will only be paid for the actual service performed and work done payable at the accepted unit rates.
3. **Payment Terms:**

a. The Bank will pay the P&FM Service Contractor the said contract amount, Rs.....(Rupees.....) (hereinafter referred to 'the Contract Sum') or such other sum as shall become payable hereunder at the times and in the manner specified in Schedule II and the said conditions.

b. This contract is asking for service charges upon minimum wages as fixed by Delhi Govt. Labour department. The same whenever changed by the Labour department shall be revised by Bank upon intimation by the contractor. For manning and maintenance of the buildings and its services / facilities payment is to be made proportionately according to the actual performance.

c. All payments by the Bank under this contract will be made only at Delhi in Indian Rupees and shall be within 30 days from the submission of bills including period of checking subject to bills being complete and in the format to be mutually agreed.

d. That the terms of this contract have been read by the P&FM Service Contractor and fully understood by him/ them. The P&FM Service Contractor shall not be entitled for the payments for the quantities beyond the tendered quantities unless ordered for, by specific instructions with prior approval from the Bank.

4. Standard of Performance:

a). P&FM Service Contractor must perform the complete services (without any negligence) on timely basis using utmost and absolute skill, honesty, loyalty and due care and complying with all the provisions, rules and regulations under applicable laws.. P&FM Service Contractor shall always, without any bias, render Services in the best interest of the Bank. The P&FM Service Contractor shall be afforded every reasonable facility for carrying out of all works relating to the provisions of the P&FM Services including manning and maintenance in the manner laid in the said conditions till the completion of the contract. Any delay, negligence, error, default or deficiency in providing and/or performing the services shall be considered as breach for the purpose of this Agreement. P&FM Service Contractor shall always provide the services through its fully trained and fully equipped officers, employees, agents and representatives.

b.) Timely performance of the contractual obligation shall be considered as the essence of the contract and the P&FM Service Contractor hereby agrees to commence the work soon after but not later than 10th day from the date of issue of letter of intent by the Bank as provided in the said conditions and to perform the job during and within the stipulated contract period.

c) P&FM Service Contractor shall allow the Reserve Bank Of India (RBI) or persons authorized by it to access the documents, records of transaction or any other information given to, stored or processed by P&FM Service Contractor relating to the Bank or this Agreement, within a reasonable time failing which P&FM Service Contractor will be liable to pay any charges/ penalty levied by RBI. P&FM Service Contractor shall allow the Reserve Bank of India to conduct audits or inspection of its Books and account with regard to BOB or this Agreement by one or more of RBI officers or employees or other persons duly authorized by RBI.

d) P&FM Services Contractor shall not sub-contract, except with the prior written consent of the Bank, to provide any of the Services under this Agreement.

5. Representations & Warranties of Parties to this Agreement:

Each Party represents, warrants, and covenants to the other Party to this Agreement that:

a. Each Party is validly incorporated / constituted and existing and has the requisite corporate and other requisite approvals for executing this Agreement and holds

and will keep in force the licenses and approvals required for performing their part of the obligations hereunder.

- b. The signature and delivery of this Agreement by each Party has been duly authorized and performance by each Party shall not result in the breach of any term or provision of any applicable law, charter, by-law or Agreement to which each Party hereto is a party or by which is bound; and
- c. This Agreement constitutes a valid and binding Agreement

6. Applicable Law and Jurisdiction:

The terms of this contract shall be construed in accordance with the laws of India. All disputes and differences of any kind whatsoever arising of or in connection with the contract whether during or after completion of contract shall be deemed to have arisen at Delhi and only court in Delhi shall have jurisdiction to determine the same.

7. Termination:

a.) This contract is initially for a period of 3 years (subject to performance review on annual basis) from the date of commencement of the work and no revision of quoted price will be entertained for subsequent extension of 6 months or one years (after completion of regular term of three years) as decided by the Bank. Bank reserves the rights of not extending the contract beyond the said period. If the P&FM Service Contractor fails to perform any of its obligations under this Agreement and if the Bank is dissatisfied with the services of the P& FM Service Contractor during the regular and extended period, Bank may terminate the services of the P&FM Services Contractor, at any time by giving two months' notice in writing. In such event, the Bank reserves the right to get the work done / services performed by another agency or contractor of its choice. In that event, the P & FM Services Contractor is bound to make good the additional expenditure, which the Bank may have to incur for the selection of another contractor / service provider. This clause is applicable, if for any reason, the contract is cancelled.

b). Bank should not be liable for any cost/ damage/ expenses or any loss whatsoever that the P&FM Service Contractor may suffer on termination of services by the Bank.

c.) Except for nonpayment, in no other circumstances the P&FM Contractor shall have a right to terminate this Agreement.

8. Insurance:

P&FM Service Contractor shall cover all employees, servants and agents under his charge, including waiver of their subrogation, for all statutory compliances like ESIC, PF, Accidental, and Life. Third Party and Property damage Insurances.

9. Indemnity:

a). The P&FM Services Contractor or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents

b). The P & FM Service Contractor shall indemnify and keep the Bank, it's directors, officers, employees or agents indemnified and saved harmless against claims, costs, expenses (including attorney's fees), damages, actions or proceedings brought or instituted against the Bank, it's directors, officers, employees or agents by any of contractor's employees or any other third person or authority in connection with relating to or arising out of the performance of the services under this Agreement.

c). If for any reason, the Bank is obliged by virtue of the provisions of the Workmen's Compensation Act, 1923 or Contract Labour (Regulation and Abolition) Act, 1970 or

Employees Provident Fund and Miscellaneous Provisions Act, 1952 any statutory modification or re-enactment thereof or law relating to performance of the services by the contractors to pay compensation to workmen employed by the P&FM Service Contractor in execution of work or providing services, the Bank shall be entitled to recover from the P&FM Service Contractor the amount of compensation so paid and special damages for any persecutions launched and/or penalty or punishment imposed.

10. Dispute Resolution:

a). The Bank and the P&FM Services Contractor agree that they will first attempt to resolve any disputes regarding this Agreement through mutual consultation. However, if such consultations do not result in satisfaction to either party within thirty (30) days after one party has given written notice to the other to commence such consultations, then either party may refer the dispute to arbitration. Any dispute, controversy or claim arising out of or relating to this Agreement, or interpretation, breach, termination or invalidity of any term hereof, shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996.

b). The arbitrators shall refer to the English text of this contract and all proceedings shall be conducted in English. There shall be three (3) arbitrators all of whom shall be fluent in English.

c). Bank of Baroda and P&FM Service Contractor shall each select one arbitrator and the two arbitrators chosen by the parties shall select the third arbitrator as an empire. The Parties agree that the place of arbitration shall be Mumbai, India. The arbitration award shall be final and binding on the parties.

d). The cost of the arbitration shall be borne by the losing party unless otherwise determined by the arbitration award. When any dispute occurs, the parties shall continue to exercise their remaining respective rights and fulfill their remaining respective obligations under this Agreement.

11. Notices and other communication:

a). Any and all notices or other communications that are required or desired to be provided to any Party hereto under this Agreement shall be provided in writing and sent personally or by certified or registered post with acknowledgement due or e-mail duly transmitted, facsimile / fax transmission (with hard copy to follow) or overnight courier mail, addressed to the Parties at the addresses and fax number set forth on the signature page.

b). Notices shall be effective receipt, except that notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch. In case the communication is made by facsimile transmission, on the date of successful facsimile transmission (that is, the sender has a hard copy of a confirmation page evidencing that the facsimile was completed in full to the correct fax number). Any Party may change the address and fax number to which notices are to be sent to it by providing written notice to the other Party in one of the manners provided in this provision. Unless otherwise expressly indicated in this Agreement, all references to "days" shall mean calendar days.

12. Assignment:

Either of the Parties shall not assign or otherwise transfer any of its rights or delegate any of its obligations hereunder in any form whatsoever without the written assent of the other Party. Any purported assignment or delegation in violation of the preceding sentence shall be void and of no effect. This Agreement shall be binding upon the Parties' legal respective, successors or permitted assignees or delegates.

13. Entire Agreement: This Agreement along with tender and tender response by the P&FM Service Contractor collectively constitutes the entire Agreement between Bank and P&FM Service Contractor and supersedes all prior and contemporaneous communications, understandings, representations and negotiations, with respect to the services and other matters covered by this Agreement.

14. Amendment:

No variation, amendment, modification or waiver of any provision of this Agreement, nor consent to any departure there from, shall in any event be effective unless the same shall be in writing and signed by the authorized representative of each of the Parties hereto, and then such waiver or consent shall be effective only in the specific instance and for the specific purpose for which given.

15. Severability:

If any term or provision or clause of this Agreement is declared invalid, illegal or unenforceable, the remainder of this Agreement shall be unimpaired and the invalid, illegal or unenforceable term or provision shall be replaced by such valid term or provision as comes closest to the intention underlying the invalid term or provision and that term or provision shall be enforced to the fullest extent permitted by law.

If the contract is with a Partnership or an Individual

IN WITNESS WHEREOF the parties hereto have set their respective hands to these presents and hereof the day and year first hereinabove written

If the contract is with a company.

IN WITNESS WHEREOF the Bank has set its hand to these presents through its duly authorized official and the P&FM Service contractor has caused its common seal to be affixed hereunto and has caused these presents to be executed on its behalf through its duly authorized representative / Power of Attorney on the day and year first hereinabove written.

Signature
(Bank)

Signature
(P&FM Service Contractor)

Name and Designation

Address

Bank of Baroda
New Delhi Zonal Office
16, Sansad Marg
New Delhi, 110001

P&FM Service Contractor

WITNESSES

WITNESSES

- 1.
- 2.

E.5 Place of Order

Order will be placed by Facilities Management Deptt, Zonal Office, New Delhi.

E.6 Validity Period of the Offer

The offer shall remain valid for -120- days from the date of opening of financial bid.

E.6 Authorized Signatory

The selected Bidder shall submit, at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or of Attorney copy to discuss, sign agreements/contracts with the Bank. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.

The selected Bidder shall indicate the authorized signatory/ies who can discuss and correspond with the bank, with regard to the obligations under the contract.

E.7 Bank of Baroda reserves the right to

- Reject any or all responses received in response to the Tender
- Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery
- Cancel the selection process as per Tender at any stage, without assigning any reason whatsoever
- Alter the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this Contract.

E.8 Cancellation of contract and compensation

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank in the following circumstances:

- A. The selected Bidder commits a breach of any of the terms and conditions of the Tender/contract.
- B. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise
- C. The progress regarding execution of the contract made by the selected Bidder is found to be unsatisfactory.
- D. If the delivery is delayed by more than three weeks from the due date of delivery.
- E. If the selected Bidder fails to complete the due performance of the contract in accordance with the agreed terms and conditions of contract, The Bank would provide 30 days' notice to rectify any breach/ unsatisfactory progress.

F. RIGHT TO DEDUCTIONS & APPROXIMATIONS:

The Bank shall have the right to deduct out of the profit component of the monthly bill amount payable to the contractor for the amount of any loss incurred or penalty imposed under any para of this agreement, for violation of any terms and conditions of the contract or non-adherence to provision of prevalent rules or laws.

E.9 General Rules and Instructions for Guidance of Bidder:

The contract period will be for three years from the date of written order to commence work which will be subject to annual review of performance.

1. The Bank is not liable to pay any interest on the earnest money. The earnest money of the unsuccessful bidder will be refunded without any interest only after the decision to award the work is taken or after the expiry of the validity period of the tender whichever is later.

2. The acceptance of the tender will rest with Bank of Baroda, 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 / cancel the tender process at any stage without assigning any reason thereof. All tenders in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.

3.The Bank reserves the right to waive or change any formalities, irregularities, or inconsistencies in proposal delivery and/or to negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time.

4.The Bank reserves to itself the right of accepting the whole or part tender and the bidder shall be bound to perform the same at the rate quoted.

5.The tender for works shall remain open for acceptance for a period of 120 days from the date of opening of Price Bid of the bidders. If any bidder withdraws his tender before the said period or refuses to execute the documents on its selection, the Bank shall be at liberty to forfeit Earnest Money paid along with the tender.

6.It is obligatory on the part of the bidder to sign the tender documents for all the parts with stamp of firm / company and, after the work is awarded, he will have to enter into an Agreement for each part with the Competent Authority of the Bank.

7.The bidder, apart from being a competent contractor, must associate themselves / himself with the agencies of appropriate class.

8. The Contractor shall not assign the contract. He shall not sublet any portion of the contract except with written permission of Bank of Baroda. In case of breach, Bank has liberty to serve notice and rescind the contract.

a) SECURITY DEPOSIT

The successful bidder has to deposit total 2% of the contract value (for 3 year) as security deposit. The earnest money, already submitted / deposited by them will be considered as security deposit on award of contract and balance amount has to be paid within 10 days of award of contract by way of BC / DD favoring Bank of Baroda payable at Delhi.

b) FORFEITURE OF EMD WITHOUT NOTICE UNDER FOLLOWING CONDITIONS

i). The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” to be issued by the Bank.

ii) The selected bidder withdraws his tender before furnishing Security Deposit as required under this tender.

iii)The bidder violates any of the provisions of the tender terms and conditions.

10. **CONTRACTOR TO INFORM HIMSELF FULLY:** The Contractor (P& FMS) shall be deemed to have carefully examined the work and site conditions including labour, the general and special conditions, the job requirements, schedules of equipment’s and shall be deemed to have visited the site of work, to have fully informed himself regarding the local conditions and carried out their own investigations to arrive at the rates quoted in the tender. In this regard they will be given necessary information available with the department but without any guarantee about its accuracy. If the contractor shall have any doubt as to meaning of any portion of the general conditions, or the special conditions or the scope of work or any other 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 (in words) for working out the total amount of the item in the tender form, shall be taken as correct. In all other cases the correct rate would be that which is lower.

(b) 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 & Head, Estate Management, 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.

12. All compensation or other sums of money payable by the contractor to the Bank under the terms of this contract may be deducted from the Security Deposit if the amount so permits or from any sums payable to the contractor and the contractors within ten days after such deductions shall make good the amount so deducted to bring the security deposit to its original level.

13. The Bank shall have right to carry an audit / technical examinations 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 Bank. 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 Bank to recover the sum from any payment due to the contractor for such work.

14. The P&FM Services Contractor or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

15. After the award of the contract, if the selected bidder does not perform satisfactorily, the Bank reserves the right to get the contract done by another party of its choice. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the selection of another Service Contractor. This clause is applicable, if for any reason, the contract is cancelled.

16. If for any reason, the Bank is obliged by virtue of the provisions of the Workmen's Compensation Act, 1923 or any statutory modification or re-enactment thereof or any other law relating to workmen to pay compensation to a workmen employed by the Contractor in execution of works or is made to pay any fine or penalty, the Bank shall be entitled to recover from the contractor the amount of compensation fine or penalty so paid.

17. Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the bidder or the contractor and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

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

Witness:

Signature of Bidder (Seal)

E.10 Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing status etc. will be a disqualification.

E.11 Arbitration

In the event of a dispute or difference of any nature whatsoever between Bank and the Bidder during the course of the assignment arising as a result of this proposal, the same will be settled through the process of arbitration conducted by Sole Arbitrator appointed by Bank. The place of arbitral proceedings shall be at Delhi. The provisions of Indian Arbitration Act & Conciliation Act 1996 with the revisions thereof shall apply to the arbitration proceeding.

E.12 Indemnity

The Bidder shall indemnify and keep indemnified, protect and save the Bank against all claims, losses, damages, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. by the Bidder. The Bidder shall always remain liable to the Bank for any losses suffered by the Bank due to any technical error and negligence or fault on the part of the Bidder. The bidder shall execute an indemnity in favor of Bank on adequate non judicial paper as per Bank's satisfaction.

E.13 No Commitment to Accept Lowest or Any Tender

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.

The Bank reserves the right to make any changes in the terms and condition of the Tender. The Bank will not be obliged to meet and have discussions with any bidder and/or to listen to any representations.

E.14 Subcontracting

The vendor will not subcontract or permit anyone other than the company personnel to perform any of the work, services or other performance required of the company under this Agreement without the prior written consent of the Bank.

E.15 Governing Language

The governing language shall be English.

OTHER TERMS AND CONDITIONS

1. **Adherence to Terms and Conditions**

The bidders who wish to submit responses to this tender should note that they should abide by all the terms and conditions contained in the tender. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process. Bidders are required to give comments/compliance against each clause and sub clause.

2. **Governing Law**

The Bids and the subsequent contract with the selected Bidder shall be governed in accordance with the Laws of India and shall be subject to the exclusive jurisdiction of Courts in Delhi.

3. **Dispute Resolution**

The selected Bidder and bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the contract in the following manner:

A. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

B. The matter will be referred for negotiation between authorized representative of the bank and of the selected Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

C. In case any dispute between the Parties, is not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

D. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing.

E. The arbitrators shall hold their sittings at Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Delhi alone shall have the jurisdiction in respect of all matters connected with the contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

F. The selected Bidder shall not be entitled to suspend the Services or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Services in accordance with the provisions of the contract/agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

4. Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, may terminate this contract in whole or in part, if the Bidder fails to perform any obligation(s) under the contract.

In the event of the Bank terminating the contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar services.

5 Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the selected Bidder s shall be exposed by virtue of the contracted activities to the internal business information of the Bank. Disclosures of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the selected Bidder s, premature termination of the contract, and / or legal action against the selected Bidder s for breach of trust.

Selected Bidder shall have to sign a legal non-disclosure agreement with the Bank before starting the project.

The selected Bidder (and its employees) shall not, unless the Bank gives permission in writing, disclose any part or whole of this RFP document, of the proposal and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by the Bank (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder shall maintain strict confidentiality.

The selected Bidder, its employees and agents shall not, without prior written consent from the Bank, make any use of any document or information given by the Bank or its Authorized personnel, except for purposes of performing the contract awarded. In case of breach, the Bank shall take such legal action as it may be advised. The selected Bidder has to maintain confidentiality even after completion/ termination of the contract.

6. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract.

The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.

7. Subcontracting

The selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.

8. Single Point Of Contact & Direct Support

The bank intends the selected Bidder shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of this project, notwithstanding the fact that the selected Bidder may appoint / procure services of third party suppliers, to perform all or part of the obligations contained under this RFP and that the bank may for convenience enter into arrangements, including tripartite agreements, with such third party if selected Bidder required.

9. Information and Secrecy

The Bidder must provide a written undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. The Bidder will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Bidder if it fails to comply with the conditions imposed. The external and internal auditors of the bank will be given right to review the books and internal controls of the Bidder related to the current project.

10. Other Terms and Conditions

Bank of Baroda reserves the right to:

- Reject any and all responses received in response to the Tender
- Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery
- Extend the time for submission of all proposals
- Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality)
- Share the information/ clarifications provided in response to tender by any bidder, with any other bidder(s) /others, in any form.
- Cancel the Tender at any stage, without assigning any reason whatsoever.
- Change the time schedule of the Tender for inviting the bids or evaluation thereof.
- Modify the quantity or any specifications related to eligibility or technicalities.

11. Bid Rejection Criteria

In the following circumstances bank will have discretion to reject the entire bid or accept the bid with some conditions stipulated by bank.

- Bid submitted by holding company and its subsidiary
- Bids submitted by one or more companies having common director/s
- Bids submitted by one or more partnership firms / LLPs having common partners
- Bids submitted by one or more companies in the same group of promoters / management
- Any other bid in the sole discretion of the bank is in the nature of multiple bids.
- Related parties cannot submit bids. In case they do so both/all bids submitted by related parties are liable to be rejected at any stage.
- Bid submitted not as per terms and conditions

12. The Successful Bidder shall not assign the Contract to subcontractor. He shall not sublet any portion of the Contract except with the written consent of the Bank may serve a notice in writing on the Successful Bidder rescinding the contract whereupon the security deposit shall stand forfeited, without prejudice to his other remedies against the Successful Bidder.

13. The Schedule of Probable Quantities is liable to alterations by omissions, deductions or additions at the discretion of the Bank. Each tender should contain not only the rates but also the value of each item of work entered in a separate column and all the

amounts quoted against various items should be totaled in order to show the aggregate value of the entire tender.

14. The contractor shall strictly comply with the provision of safety code.
15. Bank reserves the right for any addition/deletion/alteration of materials/specifications before/after awarding the job without any compensation.
16. Bidder shall abide by the Minimum Wage Act, Labour Laws/Bye-laws, Shops & Establishment Act etc. of the State Government / Statutory bodies.
17. All necessary permit/license, permission from public authorities etc., if required, has to be arranged by the contractor.
18. If the quality of material supplied is found to be unsatisfactory by us at any point of the contract period, Bank is entitled to terminate the contract or withdraw the work order and get the balance supply at your risk and cost by any other agency particularly in case of the following defaults from bidder side.
19. Bank's discourages the stipulation of any additional conditions by the Bidders along with their offer. The clarifications / conditions etc. of all the Bidders, if any, will be examined and after discussions with all the Bidders in the pre-bid meeting, the conditions acceptable to Bank will be intimated to the Bidders through Addendum/Corrigendum.
20. All the material should be of the best quality available in the market.
21. Bank will deduct TDS, GST TDS other applicable taxes/surcharge/cess etc. as per norms.
22. Bank reserves the right to accept or reject any/all the offer without giving any reasons thereof.
23. Bank reserves the right to select/reject of the tenders. Conditional tenders/offers are liable to be rejected. Dispute, if any, will be subject to Mumbai jurisdiction only.
24. Faxed or emailed copies of any submission are not acceptable and shall be rejected by the Bank.
25. All supporting documents duly self-attested with digital signature are to be stamped, scanned, uploaded and attached along with online bid.
26. Incomplete or partial or faulty submissions shall be rejected.

In case the lowest tenderer backs out or does not respond to the acceptance letter and/or refuses to execute / sign the contract, re-tendering should be done and delisting of the agency backed out should be considered. Action to forfeit the Earnest Money Deposit of such a tenderer shall be taken after issuing requisite notices etc. for forfeiture.

27. **OPENING OF BIDS:**

Opening of Bids shall be strictly as per schedule under this tender and no request for change in date shall be entertained

Bids not accompanied with EMD/Tender Fees (or EMD/Tender Fees exemption requisite documents) will not be opened.

28. The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the prices stated in the Schedule of Quantities, and/or the Schedule of Rates and Prices which rates and prices shall cover all his obligations under the Contract, and all matters and things necessary for the proper completion of the works.
29. The Contractor shall be responsible for all injury or damage to and property, persons, animals or things, and for all damage to property which may arise from any factor omission on the part of the Contractor or any Sub-Contractor or any nominated Sub-Contractor or any of their employees. The liability under this clause shall cover also, inter alia any damages to structures, whether immediately adjacent to the works or otherwise; any damage to roads, streets, footpaths, bridges as well as damage caused to the building and other structures and works forming the subject matter of this contract. The contractor shall also be responsible for any damage caused to the buildings and other structures and works forming the subject, matter of this contract due to rain, wind, frost or other inclemency of weather. The contractor shall, indemnify and keep indemnified the Bank and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons or property as aforesaid and also against any claim made in respect of injury or damage, whether under any statute or otherwise and also in respect of any award or compensation or damage consequent upon such claims.

The contractor shall be responsible for any liability which may not be referred to above and also for all other damages to any person, animal or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused.

The contractor shall also indemnify and keep Indemnified the Bank against all and any costs, charges or expenses arising out of any claim or proceedings relating to the works and also in respect of any of damage or compensation arising there from.

Without prejudice to the other rights of the Bank against contractors in respect of such default, the Bank shall be entitled to deduct from any sums payable to the contractor the amount of any damages, compensation costs, charges and other expenses paid by the Bank and which are payable by the contractor under this clause.

30 Termination of Contract by the Bank

If the Contractor being an individual or a firm commits any “act of insolvency”, or shall be adjudged an insolvent or being an incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court and the Official Assignee or the Liquidator of such acts of insolvency or winding up, as the case may be, shall be unable within seven days after notice to him requiring him to do so, to show to the reasonable satisfaction of the Bank that he is able to carry out and fulfill the Contract and to give security therefore, if so required by the Bank.

Or if the Contractor (when and individual, firm or incorporated Company) shall suffer execution

Or other process of Court attaching property to be issued against the Contractor.

Or shall suffer any payment under this Contract to be attached by or on behalf of any of the creditors of the Contractor.

Or shall assign or sublet this Contract without the consent in writing of the Bank first had and obtained.

Or shall charge or encumber this Contract or any payments due

Or which may become due to the Contractor hereunder.

- 31** Bank of Baroda reserves the right, but not any obligation, to undertake a pre-shipment inspection of the complete central system in a factory test environment. For this purpose, Bank of Baroda's personnel may visit the factory site, if required.
- 32** Quantities mentioned in the BOQ are approximate quantities and may vary by +/- (plus /minus) 20%.
- 33** In case of any default in services as mentioned in the tender, the bidder shall be blacklisted and the information may be shared with other authorities. If the vendor found blacklisted during last -7- years in any of the PSU Bank/ Govt./Pvt. Organization, then vendor will be disqualified/terminated from the said tender.

SECTION: F

ROLES AND RESPONSIBILITIES

It is the sole responsibility of the Premises and Facility Management Services Contractor to ensure that the operation, Maintenance and repairs are performed to the highest standards.

1.0 Scope and Responsibilities

The P & FMSC is fully responsible for safe operation, effective maintenance and repairs of plant and machinery, electrical, mechanical, plumbing, sanitation, Health/Hygiene, etc. Moreover, the party has to ensure that, wages payable to their staffs is transferred through Bank account latest by 10th of every month mandatorily. Any complain from your staffs for non-payment of salary shall be strictly dealt with.

1.1 Operations

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

P & FMSC 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.

1.2 Records of operation and maintenance

The P & FMSC 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 equipment's, daily record of unusual observations

1.3 Maintenance and repairs

It is the sole responsibility of P & FMSC to ensure that the operation, maintenance and repairs are performed to the highest standards. The P & FMSC shall submit to the owner, the proposed preventive maintenance schedules wherever called for.

1.4 Energy Audits

Energy audit will be carried out by Bank (once in a year) and P&FMS shall assist the Bank for necessary arrangement as per the requirement of Auditor.

1.5 Breakdown Maintenance

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

The services as described above shall be rendered to in respect of all the following services and utilities.

The tenderer must inspect the site of work and familiar and acquaint him with all installations, systems, sub-systems etc, and site conditions before quoting.

SECTION: G

QUALITY CONTROL AND ASSURANCE

1.0. P & F MANAGEMENT SERVICES CONTRACTOR'S RESPONSIBILITIES

1.1 Quality Control

P & F Management Services Contractor shall be responsible for producing a Quality Control Procedure for implementation. The procedure shall contain inspection report forms and test report forms to record the quality of materials and workmanship, in accordance with the requirements of the AGREEMENT. WHERE applicable such reports shall contain details of weather conditions, humidity, temperature and particulars of application.

The Procedure shall only be implemented with the approval of Owner. P & FMSC Engineer to implement the Quality Control Procedure. P& FMSC designated inspection Engineer shall be responsible for preparing the weekly Quality Control Reports, two copies of which together with all corresponding test and inspection reports forms, shall be transmitted to Owner.

Successful Tenderer shall submit a typical Quality Control document from a previous contract.

1.2 Quality Assurance

P & FMSC shall be responsible for producing and implementing a Quality Assurance Plan to ensure that inspection and testing of the works are carried out in accordance with the relevant provisions of the AGREEMENT. P & FMSC shall designate a suitably qualified and experienced personnel to implement the approved Quality Assurance Plan.

Tender shall include a typical QA document from previous contract

1.3 Testing

Testing shall be in accordance with the requirements of the AGREEMENT. The charges incurred by the P & FMS vendor will be paid by the actual when the agency is appointed by the Bank/vendor as per prior approval form the Bank.

P & FMSC shall keep formal record. P & FMSC shall inform Owner at least twenty four hours in advance of all tests are conducting, witnessing so that Owner can be present for the test.

2.0 INSPECTION AND TESTING BY OWNER

2.1. General

Owner shall have the right to inspect at all times any tools, instruments, materials, staging or equipment used or to be used in the performance of the WORKS. P & FMSC shall make all parts of the WORK accessible for these inspections.

2.2. Rejected Work and Equipment

Owner shall have the right to condemn any and all tools, instruments, materials, staging, equipment, or work which does not conform to specifications.

P & FMSC shall rectify any defective work not conforming to specification at no additional cost to Owner.

2.3 Approval

P & FMSC shall notify the owner Twenty Four (24) hours before work or part of the work commences. Prior to final acceptance of part of or the complete work an inspection shall be made. P & FMSC shall make an inspection report, which shall be signed by all parties.

INSURANCE CONFIRMATION LETTER

(To be typed on Contractor's Letterhead, signed & Stamped by Authorised person)

The General Manager
New Delhi Zone
Bank of Baroda,
16, Sansad Marg
New Delhi
110001

Dear Sir,

Re: **Confirmation of Insurance Policies / Agreement No. _____ for
Premises & Services Management for Bank of Baroda - New Dehli Zonal Office, 16, Sansad
Marg, New Delhi.**

We hereby confirm that we have effected valid insurance policy (ies) expiring on which comply (ies) with all the requirements and conditions stipulated in the Insurance and Indemnity Article of the above Contract / Agreement including Inter-alia :-

Waiver of subrogation against its servants, agents, employees, subsidiaries and all other companies in the Owner's Group and

Corporate or Company Seal

Authorised Signature

Name of Company

By.....

Title.....

REPORTING AND RECORD KEEPING

a) Management reporting and process reviews

The employer shall approve the format for the monthly report.

b) Operating Meetings

During the early stages of the agreement it is expected that the frequent operation meetings will be required between the P&FMS contractor's account manager and employer's representatives to discuss priorities to establish satisfactory reporting procedures. The contractor shall make the appropriate personal available for attendance at all these meetings.

c) Progress Meetings

Progress meetings shall be held on, progress and the maintenance of the quality standards. P&FMS contractor and employer representative shall attend these meetings.

d) Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The senior management of P&FMS contractor and employer shall attend these meetings.

e) Quality Assurance

The contractor shall implement a quality system in accordance with high standards commensurate with those of maintenance of high quality intelligent buildings. The contractor shall develop, in conjunction with the employer's representatives, the standards of service to be provided and how performance to be measured and monitored.

A set of reports and records recommended for use for operation, maintenance and repair records. Same to be printed in quality paper (in duplicate/ triplicate) are given below. Formats for the same be prepared and got it approved before going for printing.

S.No	Description of format	Remarks
1	Daily Report	To be submitted by P&FMSC
2	Monthly consumable / spares consumption statement	To be submitted by the P&FMSC every month
3	Daily attendance sheet	To be submitted by P&FMSC daily
4	Monthly assessment of P&FMSC's performance for the month	Issued by the Bank

S.No	Name of record
1	Customer complaint register
2	Monthly report format for O & M team
3	Job request for ACMV
4	Job request register for ACMV
5	Daily report for HVAC
6	Daily report for Electrical Services
7	Daily report for Fire Protection System
8	Daily report for Elevator
9	Fire alarm / Fire Audit Report
10	Water level daily report
11	Housekeeping schedule
12	Pest control schedule
13	Work instructions for housekeeping O & M Team
14	Checklist for toilet
15	Checklist for office area
16	Checklist for common areas
17	Performance slip
18	Pest control log book

19	Security services work instructions
20	Emergency evacuation instructions
21	Schedule for 4 training of personnel in security, fire and safety
22	Schedule for training of fire wardens
23	Annual maintenance schedule
24	List and location of fire extinguishers (To be installed by BANK)
25	Fire alarm report
26	Fire warden's reporting form
27	Fire equipment inspection report form
28	Incident report form
29	Public address system test conduct form
30	Visitors pass
31	Outgoing material pass
32	Daily occurrence register
33	Site visit book
34	Vehicle movement register
35	Lost / found property register
36	Checklist for periodical audit
37	Break down complaint register
38	Break down work order
39	Spares register
40	Hot permit form
	PPM - PERIODIC PREVENTIVE MAINTENANCE
41	PPM Schedule for HVAC
42	PPM Schedule for Electrical systems
43	PPM Schedule for fire protection system
44	PPM Schedule for DG Sets
45	PPM Schedule for Elevators
46	Key register
47	Cold permit form
48	PPM work order
49	PPM Checklist - CHILLER - Weekly
50	PPM Checklist - CHILLER - monthly
51	PPM Checklist - CHILLER - quarterly
52	PPM Checklist - CHILLER - half yearly
53	PPM Checklist - CHILLED - WATER PUMP - WEEKLY
54	PPM Checklist - CHILLED - WATER PUMP - monthly
55	PPM Checklist - CHILLED - WATER PUMP - quarterly
56	PPM Checklist - CHILLED - WATER PUMP - half yearly
57	PPM Checklist - AIR HANDLING UNIT - monthly
58	PPM Checklist - AIR HANDLING UNIT - quarterly
59	PPM Checklist - AIR HANDLING UNIT - half yearly
60	PPM Checklist - H T Panel
61	PPM Checklist - TRANSFORMER - monthly
62	PPM Checklist - AIR HANDLING UNIT - quarterly
63	PPM Checklist - AIR HANDLING UNIT - half yearly
64	PPM Checklist - MCC Panel
65	PPM Checklist - Capacitor panel
66	PPM Checklist - distribution panel
67	PPM Checklist - bus duct / RMS
68	PPM Checklist - battery charger
69	PPM Checklist - battery
70	PPM Checklist - main control centre
71	PPM Checklist - SHU starter panel
72	PPM Checklist - earth pits
73	PPM Checklist - Diesel Pump - Hydrant - weekly
74	PPM Checklist - Diesel Pump - Hydrant - monthly

75	PPM Checklist - Diesel Pump - Hydrant -quarterly
76	PPM Checklist - Diesel Pump - Hydrant - half yearly
77	PPM Checklist - Main Pump - Hydrant - weekly
78	PPM Checklist - Main Pump - Hydrant - monthly
79	PPM Checklist - Main Pump - Hydrant - quarterly
80	PPM Checklist - Main Pump - Hydrant - half yearly
81	PPM Checklist - Main Pump - Sprinkler - weekly
82	PPM Checklist - Main Pump - Sprinkler - monthly
83	PPM Checklist - Main Pump - Sprinkler - quarterly
84	PPM Checklist - Main Pump - Sprinkler - half yearly
85	PPM Checklist - Jocky Pump - Hydrant - weekly
86	PPM Checklist - Jocky Pump - Hydrant - monthly
87	PPM Checklist - Jocky Pump - Hydrant - quarterly
88	PPM Checklist - Jocky Pump - Hydrant - half yearly
89	PPM Checklist - Jocky Pump - Sprinkler - weekly
90	PPM Checklist - Jocky Pump - Hydrant - monthly
91	PPM Checklist - Jocky Pump - Hydrant - quarterly
92	PPM Checklist - Jocky Pump - Hydrant - half yearly
93	PPM Checklist - Booster Pump - weekly
94	PPM Checklist - Booster Pump - monthly
95	PPM Checklist - Booster Pump - quarterly
96	PPM Checklist - Booster Pump - half yearly
97	PPM Checklist - Sprinkler - monthly & quarterly
98	PPM Checklist - Sprinkler - half yearly
99	PPM Checklist - Fire cut out - monthly & yearly
100	PPM Checklist - Fire Extinguisher - monthly & yearly
101	PPM Checklist - Diesel Generator - weekly
102	PPM Checklist - Diesel Generator - monthly
103	PPM Checklist - Diesel Generator - quarterly
104	PPM Checklist -Water pump -monthly
105	PPM Checklist - Water pump - quarterly
106	PPM Checklist - Water pump - half yearly
107	PPM Checklist - Ventilator Fan Monthly and Quarterly
108	PPM Checklist - Lift - Quarterly
109	PPM Checklist - Lift - Half yearly
110	PPM Checklist - FAÇADE CLENING - monthly
111	PPM Checklist - General Plumbing Monthly
112	PPM Checklist - Water pumps monthly
113	PPM Checklist - Fire Alarm System Quarterly
114	PPM Checklist - AHU Monthly
115	PPM Checklist - Water Management system Monthly
116	PPM Checklist - Parking record register
117	PPM Checklist - Register for identity / Security access cards
118	PPM Checklist - Access card audit register
119	PPM Checklist - Electrical reading card
120	PPM Checklist - A/C reading card
121	PPM Checklist - Water reading card
122	PPM Checklist - Statutory / Regulatory approval tracking form
123	PPM Checklist - Asset Register
124	PPM Checklist - Tracking sheet for Insurance policies
125	PPM Checklist - Customer satisfaction survey format
126	PPM Checklist - Data Card
127	PPM Checklist - Daily report
128	PPM Checklist - Continual Improvement report
129	PPM Checklist -Corrective action report
130	PPM Checklist - Preventive action report

SECTION: J

ANNEXURE -I

COMPLIANCE

Bidders have to agree only the following terms & conditions.

Sr.	Description	Bidders Response
G.1	We confirm that we will abide by all terms and conditions mentioned in this tender Document.	Agree only
G.2	We confirm that we will abide by all the changes made in corrigendum/addendum.	Agree only
G.3	We confirm that we will abide by all the new clauses added in the corrigendum/addendum.	Agree only
G.4	We confirm that we have uploaded and attached electronically all the relevant documents required as per the provisions of the tender Document.	Agree only
G.5	We confirm that the Technical Bid and the Commercial Bid are submitted by us as per the provisions mentioned in the tender Document.	Agree only
G.6	We have made a complete review and careful examination of the terms of the tender Document and we hereby unconditionally and irrevocably accept, agree and acknowledge the terms mentioned thereof.	Agree only
G.7	We hereby confirm that we satisfy the entire eligibility criterion and Requirements conditions to execute the job as and wherever prescribed in the tender Document.	Agree only
G.8	Bank reserves the right for any addition/deletion/alteration of quantities to be supplied before/after awarding the work without any compensation.	Agree only
G.9	Bank reserves the right to verify / evaluate the claims independently made by us in this tender Document.	Agree only
G.10	Bank reserve the right to reject any tender without assigning any reason whatsoever and also does not bind it to accept the lowest or any specific tender. At the sole discretion and determination of the Bank, the Bank may add or alter any other criteria for evaluating the proposals received in response to this tender. The decision of our Bank in this regard will be final & binding.	Agree only
G.11	We confirm that we have noted the contents of the tender and have ensured that there is no deviation in filing our response to the tender and that the Bank will have the right to disqualify us in case of any such deviations.	Agree only
G.12	We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.	Agree only
G.13	We confirm that rates quoted in Bill of Quantities includes GST or any other kind of Taxes and all other duties levied by Govt. or any public bodies.	Agree only
G.14	We agree that we have not been blacklisted by any PSU Bank / IBA/RBI/Govt. organization/Public Body during the last seven years. Self-Certified letter duly signed on our letterhead is attached.	Agree only

SECTION: J

ANNEXURE-II

Scope of the work of Manager

Desktop Management Service

- OS and Desktop login related problem solving
- HDD formatting / Floppy / CD Drive access related issues
- Up gradation of various software's / applications on the desktop where CDs and licenses would be provided Bob.
- View and control virus on network and suggest latest antiviral

Mailing system management

- Mail account management creation deletion and transfer of users
- Management of post offices and mailboxes
- Monitoring of mail traffic and disk space usage for mail
- Generation of mail related MIS
- Internet mail system management

Server Management

- Ensuring the integrity of all servers
- Proactive disk space management

O.S Administration

- Installation of operating system upgrades and patches
- Reloading OS on servers
- Creating new file systems

Backup and restore

- Assisting BOB officers for taking daily / weekly backup operations
- Labelling media for identification and retrieval
- Assistant in keeping proper storage and handling of tapes to prevent data loss
- Conducting regular restoration exercises with backed up data to confirm validity

SECTION: K

APPENDIX

1. Date of Commencement of work : 10th day from the date of letter of intent issued by Bank of Baroda.
2. Period of Contract : 36 months from the date of contract.
3. Payment of Bills by the Bank : Monthly payment as per Price Bid (Part II). To be submitted by the 1st week of Month & the same will be cleared within 30 days from date of receipt of bill.
4. Escalation : The service charge quoted shall remain firm and shall not be subject to variation for any reason whatsoever.
5. Categorization of workers: :
 - I. Facility Manager - Skilled
 - II. House Keeping supervisor - Semi-Skilled
 - III. Housekeeping service men - Un-Skilled
 - IV. Lift Technician cum operator - Semi-Skilled
 - V. Substation Operator - Semi-Skilled
 - VI. Electrician - Semi-Skilled
 - VII. Plumber - Semi-Skilled
 - VIII. Carpenter - Semi-Skilled
 - IX. Fire men - Semi-Skilled
 - X. HVAC Operator - Semi- Skilled

Place
Date

Signature of the Bidder

Details of installation of specialised services and building finish.

SCHEDULE OF EQUIPMENTS OF BANK OF BARODA

A) **Air-Conditioning and Mechanical Ventilation (Acmv) System, Central AC Plant**

- 1.0 Chiller Plant (3 Nos of each 300 TR Capacity)
- 2.0 Expansion Tank of Chilled water system of capacity 1000 ltrs. Duly insulated, 1 set
- 3.0 Air Handling Units - Cabinet type with fan section, cooling coils, filter section etc. of following capacity.
- 4.0 Air distribution system above the suspended ceiling (from AC Tender to conditioned spaces) consists of GSS ducting, volume control dampers, fire dampers, thermal and acoustic insulation for the ducts, flexible ducts and slot diffusers in the suspended ceiling. It includes Fire Dampers Volume Control Dampers, Diffusers, etc.
- 5.0 Piping system from the central plant room, to the AHU cooling coil to distribute chilled water. Chilled water piping accessories are insulated. Piping accessories consists of various types and sizes of control valves with actuators, butterfly valves, check valves, strainers etc.

Tenderer can visit the Building for taking actual stock of the Situation.

B) **LIFTS**

Particulars of Lift Service

Sr.No.	Particulars	Type of Lifts		
		Passenger (2 Nos)	Service (1 Lift)	Passenger (1 Nos)
1	Capacity	13 passenger	8 passenger	13 passenger
2	Number of Lifts	2 Nos	1 Nos	1 Nos
3	Speed	1.5 mtr per second	1.5 mtr per second	1.5 mtr per second
4	Floor Travels	Ground to 13th Floor	Basement, Ground to 13th Floor	Basement, Ground to 13th Floor

C) **Electrical Installation**

The package consist of the following equipment: exact

SL no.	Equipment, Rating	Make	Qty
1	Air-Cooled Transformer 1500 KVA	VoltAmp	2
2	Circuit Breaker (1000A-2500A)	GE	19
3	Circuit Breaker 1250 A LT	L&T	1
4	Circuit Breaker 630 A HT	Siemens	5
5	Diesel Generator Set 750 KVA	Cummins	1

I no. L T main Panel of 2000 Amps bus bar 2 sections and 600 amps bus bar of emergency section consisting A. C. B, MCCB, Bus couplers all controlled by a Programmable Logic Controller installed in the building

Air Conditioning Main Panel; Capacitor Panel/Bank etc., Earth pits, UPS System and its distribution. Lighting fixtures. Tenderer can visit the Building for taking actual stock of the Situation.

D) **Diesel Generator Plant** Diesel Generator set of 750 Kva, radiator cooled engine, 715 Hp, 1500 R.P.M. with alternator rated 415 , 50Hz, 3 phase, 0.8 power factor and supplied with 990 liters. Fuel tank Acoustic insulation of D.G. Room. Bank may also procure 2 Nos DG Set for (63 KVA & 25 KVA) for RBO & NAP.

E) **Fire Protection System**

The following fire protection systems are installed:

- Yard Hydrant system for outside building
- Wet riser with internal hydrant system and Hose Reel system
- Wet sprinkler system in the Basement

1. O- **Yard Hydrants & Wet Riser System**

- Jockey Pump (motor driven)
- Main pump for Hydrant System
- Main pump for Sprinkler System
- Stand-by pump.

2. O. **Portable Extinguishers .**

Various type of Fire extinguishers installed throughout the Building.

F) **Fire Detection System**

The fire alarm system consists of Fire Alarm Panel with 20 zones & separate panel at each Floors connected with Main panel at Basement (Control Room).

The above quantity may vary.

G) **Public Address System (PA System)**

Public Address System with Microphone and speakers are installed in the entire Building (B+G+13 Floors) for addressing/making any announcement to the occupants in the Building.

Tenderer can visit the Building for taking actual stock of the Situation.

PROPOSED WORK METHODS, SUPPLIES AND PLAN

1. P & F Management Services Contractor shall be required to prepare and submit a detailed descriptions of the arrangements, sequence and methods of service performance which P & FMSC proposes to adopt for the execution of the SERVICES.
2. Bank at his sole discretion shall ask at any time for changes in P & FMSC anticipated work sequence due to operational requirements. Such change in work sequence shall not entitle P & FMSC to any additional reimbursement.
3. P & FMSC shall be required to submit for Bank's approval a schedule of materials that shall be utilised for the above SERVICES. This information shall be submitted with full identification of specific manufacturer's products together with their catalogues.
4. P & FMSC shall be required to submit of Bank's approval a detailed mobilisation plan and a detailed manpower deployment schedule with details of manpower assigned to each task. All comments by Owner will be incorporated and executed at no extra costs to owner.
5. P & FMSC has to propose back up facilities. Bank has the right to review their adequacy.

QUALITY CONTROL AND ASSURANCE

1.0. P & F MANAGEMENT SERVICES CONTRACTOR'S RESPONSIBILITIES

1.1 Quality Control

P & F Management Services Contractor shall be responsible for producing a Quality Control Procedure for implementation. The procedure shall contain inspection report forms and test report forms to record the quality of materials and workmanship, in accordance with the requirements of the AGREEMENT. WHERE applicable such reports shall contain details of weather conditions, humidity, temperature and particulars of application.

The Procedure shall only be implemented with the approval of Owner. P & FMSC Engineer to implement the Quality Control Procedure. P& FMSC designated inspection Engineer shall be responsible for preparing the weekly Quality Control Reports, two copies of which together with all corresponding test and inspection reports forms, shall be transmitted to Owner.

Successful Tenderer shall submit a typical Quality Control document from a previous contract.

1.2 Quality Assurance

P & FMSC shall be responsible for producing and implementing a Quality Assurance Plan to ensure that inspection and testing of the works are carried out in accordance with the relevant provisions of the AGREEMENT. P & FMSC shall designate a suitably qualified and experienced personnel to implement the approved Quality Assurance Plan.

Tender shall include a typical QA document from previous contract

1.3 Testing

Testing shall be in accordance with the requirements of the AGREEMENT. P & FMSC shall keep formal record. P & FMSC shall inform Owner at least twenty four hours in advance of all tests are conducting, witnessing so that Owner can be present for the test.

2.0 INSPECTION AND TESTING BY OWNER

2.1. General

Owner shall have the right to inspect at all times any tools, instruments, materials, staging or equipment used or to be used in the performance of the WORKS. P & FMSC shall make all parts of the WORK accessible for these inspections.

2.2. Rejected Work and Equipment

Owner shall have the right to condemn any and all tools, instruments, materials, staging, equipment, or work which does not conform to specifications.

P & FMSC shall rectify any defective work not conforming to specification at no additional cost to Owner.

2.3 Approval

P & FMSC shall notify the owner Twenty Four (24) hours before work or part of the work commences. Prior to final acceptance of part of or the complete work an inspection shall be made. P & FMSC shall make an inspection report, which shall be signed by all parties.

INSURANCE CONFIRMATION LETTER

(To be typed on Contractor's Letterhead, signed & Stamped by Authorised person)

**The General Manager
Bank of Baroda,
Bank of Baroda Building
Zonal office,
Northern Zone
8th Floor
16, Sansad Marg
New Delhi -110 001**

Dear Sir,

Re : Confirmation of Insurance Policies / Agreement No. _____ for
Premises & Services Management for Bank of Baroda, Bank of Baroda Building at 16,
Sansad Marg, New Delhi.

We hereby confirm that we have effected valid insurance policy (ies) expiring on which comply (ies) with all the requirements and conditions stipulated in the Insurance and Indemnity Article of the above Contract / Agreement including Inter-alia :-

Waiver of subrogation against its servants, agents, employees, subsidiaries and all other companies in the Owner's Group and

Corporate or Company Seal

Authorised Signature

Name of Company

By

Title

AREA DETAILS OF THE PROPERTY

Sr.No.	Floor	Floor Area in Sqft (approx.)	Department Details
1	Basement	16523	Control Room, Eletrical Panel etc
2	Ground floor	15056	Reception, Branch, Parking, Security Room, Guard Room, BIFR Cell, Elobby, ATM
3	First floor	14432	IBB Branch, Mid Corporate Branch, Dispensary
4	Mezzanine Floor		RLF Branch
5	Second floor	5678	Mid Corporate Branch; Occupied by Tenant Also
6	Third floor	5678	City Back Office
7	Fourth floor	5678	Occupied by Tenant
8	Fifth floor	5678	Occupied by Tenant
9	Sixth floor	5678	Zonal Office, Northern Zone
10	Seventh Floor	5678	Govt. Business BOB Office & Tenant
11	Eighth Floor	5678	Zonal Office, BOB, Meeting Hall etc
12	Nineth Floor	5678	Conference Hall
13	Tenth Floor	5678	Use by BOB at present
14	Eleventh Floor	5678	Regional Office BOB
15	Twelth Floor	5678	Regional Office BOB
16	Thirteenth Floor	4800	Regional Back Office, BOB
17	Terrace	5128	Lift Room, M/C, Water Tank, Cooling Towers of HVAC Plant etc. Open Terrace

Note: Area is approximate it may vary. No extra payment will be made if area is increased. Tenderer can visit the Building for taking actual stock of the Situation.

Schedule of Equipments/ Quantities

Sr.No	Description of Equipment	Capacity/ Size	Quantity (approx.)
1	A/C Plant & attached Accessories	300 TR	3 Nos
2	Spilt AC/ Window	5 TR 3 TR 2 TR 1.5 TR	Various
	Fire Detection system		
3	Fire Detection - Control Panel		14 set
4	Ionization smoke detector		600 nos.
5	Photo electric/ Thermal detector		15 nos.
6	PA System		1 set
7	Hooter		20
8	Hydrant Main Pump (Electrically Opted)		1 nos.
9	Stand by Pump		1 nos.
10	Sprinkler Pump (Electrical)		2 nos.
12	Sprinkler -quartz bulb - brass	68 degree Celsius	25 nos.
13	Side Wall Sprinkler	68 degree Celsius	10 nos.
14	MECHANICAL SYSTEM Diesel Generator	750 KVA	1 nos.
15	Sump Pump (L - Basement)		3 nos.
16	Fuel Tank for DG	990 Litres	1 nos.
17	ELECTRICAL SYSTEM Sub Station	Equipment List given above	
18	Battery		2 nos.
19	Battery Charger		2 nos.

20	Earth Pits - HT Panel		Several
21	Earth Pits - Transformer No.1 (body & neutral)		Several
22	Earth Pits - Transformer No.2		Several
23	Earth Pits - LT Panels & UPS Panel		Several
24	DG Set AFM Panel (body & neutral)		1 nos.
25	Lightning Protection		1 nos.
26	Panel for Ventilation & Sump Pump		2 nos.
21	Staircase & Basement lighting distribution panel		1 nos.
27	Basement lighting DB's (Normal)		1 nos.
28	Other DB's (Emergency)		2 nos.
29	Remote Operation Panel for AHU		1 nos.
30	Panels & DB's for offices on electrical shaft on each floor.		24 nos.
31	AHU power distribution panel		8 nos.
32	General DB's on ground to 3 rd floor, 4 th & 9 th floor		Several
33	Computer DB's		Several
34	UPS incomer		Several
35	Lift machine room DB		4 nos.
36	Input Light 2 x 36 Watt		752 nos.
37	Toilet Exhaust fans with louvers		42 nos.
38	External lighting - 1 X 70w metal halide lamp		10 nos.
39	Down lighter 17 w		56 nos.
40	All domestic pumps		2 nos
41	Elevators		4
42	Main IT Panel		3

43	UPS Bypass panel		1
44	UPS distribution panel		Several
45	Rising main 1000A normal		1
46	Rising main 600A emergency		2
47	Earthing stations for UPS		1
48	Lighting arrestors		4
49	Light DB		Several
50	Power plug points (raw power)		Several
51	Power plug points (UPS)		Several
52	Earth pit for telephone exchange		1
53	70w metal halide light fitting		Several
54	50 w halogen light fitting		Several
55	Capacitor Panel		1
56	Earthing (Copper)		8
57	G.I. Earthing		12
58	Computer Points		Several
59	CCTV Camera		48
60	Boom Barrier		1
61	UPS + Battery		15 Sets
62	Data Switches		25

NOTE: The quantities are approximate in nature. The P&FMSC firm may like to verify the exactness if they so desire. If any quantity increased no extra payment will be made. The Tenderer may visit the Site for taking exact stock of the present Situation.

JOB DATA FOR VARIOUS INSTALLATIONS

A AIR CONDITIONING

Whole air-conditioning plant and low side equipments are under warranty period.

Responsibility of running the plant including AHU'S, accessories etc during the warranty period is of M/s Daikin India (P) Ltd. (Daikin make), the contractors engaged by Bank of Baroda for Air-conditioning of the building.

Bank has entered into Annual Maintenance and Comprehensive Contract (AMC) with M/s Daikin India (P) Ltd. for a period of 60 months. However, responsibility of running of the plant including AHU's etc during AMC period will be that of P&FMSC which are being engaged now. The overall responsibility of the plant including AHU's accessories etc and job requirements indicated below will be that of P&FMSC. Tenderer has to give their offer for engaging qualified technician and assistant for running the plant in the price bid (Part II)

AIR HANDLING EQUIPMENT

		Monthly	Half Yearly	Yearly
i)	Check and lubricate bearing	Check Condition of drive coupling sleeves and belts and check alignment.	Inspect housing and wheel for rust and Accumulation of dirt	
ii)	Fan wheel	Check and clean	Check fan wheel for damage and evidence of cracking of the blades. Clean the wheel of any accumulation of dirt, which may cause unbalance and excessive vibration	Inspect ducts for deterioration.
iii)	Air filters	Clean air filters	Check .bearings for and tear and replace lubricant. Check and tighten the mounting bolts. Check housing and wheel for signs of Rust and point it if necessary. Check for Disconnection, and loose links, Lubricate pins and operators. Check functional operation. Check leaves for distortion an damage and clean them.	

B. CENTRIFUGAL

i)	Cleaning		Draining and changing oil and cleaning of oil reservoir and strainers.
ii)	Checking lubrication		Inspect and service the float valves.
iii)	Checking operating pressure		Check bearing for wear and tear and clean / replace.
iv)	Observe compressor and motor bearings temperature.		Inspect the drive for alignment, foundation or loosening of bolts.
v)	Check for unusual noise and vibration.		Disassemble the purge unit, inspect and service.
C	PIPING		
i)	Refrigerant check for unusual vibration.	Check for leaks at the joints.	Check leaks from valve bonnet.
ii)		Check for wear and tear.	Check for sweating in piping.
C	WATER PIPEING		
I)	Check for unusual vibration	Check for evidence external corrosion	Check valve disc and seat for wear and tear.
	MOTORS		
i)	Clean	Check / lubricate bearings	Check for cleaning of air passage, windings, remove dust grease which may cause flashing.
ii)	Check contacts between the slip rings and brushes in case of slip ring motors	Check surface of the slip rings and polish and examine condition of the carbon brush in case of slip ring motors	Inspect visually the stator windings and measure insulation resistance.

iii			Inspect coil condition in the slats, condition of wedges and movement and evidence of coil looseness.
iv			Inspect coil condition in the end winding surface, distortion insulation swelling.
v			Inspect condition of cores, tightness of laminations, cleanliness of ventilating ducts.
vi			Inspect rotor for cracked bars and rings for connection to bars.
vii			Check air gap uniformity
E	PUMPS		
i	Check packing and mechanical seal of leakages.	Check the alignment and condition of drive shaft, and Impeller.	Inspect the shaft, shaft, Sleeves, bearings, bearings housing etc.
ii	Check bearing temperature	Check / lubricate bearings.	inspect for wear and tear and corrosion of the impeller and the volute
lii	Check noise and vibration.		
	ELECTRICAL		
I	Electrical panel contact, control wiring, meters and protection system.		As in the case of electrical panel and sub-station
ii	Electrical contact of various control provided in the chiller packages.		Monthly
iii	Terminal connection for main motors of chiller packages, pumps, cooling tower etc.		Six monthly
iv	Earthing of the entire electrical system.		Yearly as in case of other electrical installations.
v	Meggering of the entire electrical system.		- do -

G. LUBRICATION CHART

The lubricant to be used in the Air-conditioning plant shall be as per manufacturer's instructions / guidelines. However, as a general guide a lubrication chart is given below.

LUBRICATION CHART

	USAGE	LUBRICANT (BRAND NAME)			
		Caltex	Indian Oil	Hindustan Petroleum	Bharat Petroleum
	COMPRESSORS				
1	Models SMC, C operating on a) R-12 & R-22				
2	Models K, W, KC & FK : a) R-12 & R-22	Copella - D	Servo Freeze F- 66	Sheeted N 51	CLAVUS 33

AUXILIARY EQUIPMENT

1	Fans, Pumps and drive motors with ball and roller bearings (Grease Lubrication)	Mobilex No. 3	Beckon No. 2	Multi purpose No. 3
2	Fans with sleeve bearings (Oil Lubrication)	Use any oil corresponding to SAE-30 Grade		

AIRCONDITIONING

SYMPTON	POSSIBLE CAUSE	REMEDY
1. Unit will not start	<ul style="list-style-type: none"> a) Power off. b) No control power. c) Compressor circuit breakers open d) Under-voltage relay open. e) Flow switch open. f) Compressor switch open. g) Microcomputer shutdown not reset. 	<ul style="list-style-type: none"> a) Check main disconnect switch and main line fuses. b) Check control transformer fusing c) Close circuit breakers. If trip, check compressor. d) Check for power supply problems (low voltage, phase imbalance). When corrected, press reset button. e) Start pumps check flow switch. f) Turn switch on. Check alarm status. Correct problem. g) Press reset button.
2. Compressor humps but does not start.	<ul style="list-style-type: none"> a) Low voltage. b) No power on one phase of 3 phase unit. c) Faulty starter or contractor. 	<ul style="list-style-type: none"> a) Check at main entrance and at unit. Consult power company if voltage is low and increase wire size to the unit if voltage is normal at main and low at unit. Voltage must be within 10% of motor nameplate rating. b) Check fuses and wiring c) Check the contacts and time delay on part wind start.
3. Compressor will not start when reset button is pushed. Check light.	<ul style="list-style-type: none"> a) Cooling not required. b) Computer's time delay active c) Under-voltage relay open. d) Flow switch open. e) Compressor switch open. f) Burned out signal light. g) Wiring problem. 	<ul style="list-style-type: none"> a) Apply load. b) Wait 15 minutes max c) See 1(d) above d) See 1(e) above e) See 1(f) above f) Check signal light bulbs. g) Check wiring against drawing
4	<ul style="list-style-type: none"> a) Compressor drawing high amps. 	<ul style="list-style-type: none"> a) Check motor mega ohms. Reset overloads, run compressor and check amps. Do not exceed RL X 1.25 Call D/B serviceman.

Note: The above information given is indicative. If technically required some niche rectification for remedy that is Contractor to do the same.

SAMPLE LOG SHEET

DUNHAM BUSH SCREW COMPRESSOR PACKAGED CHILLER

NAME PLATE DATE:

UNIT MODER NO..... UNIT NO..... VOLTS..... Hz.....

UNIT SERIAL NO..... COMPRESSOR MODEL NOS.....

START UP : DATE TIME

DATE										
TIME										
ELAPSED TIME										
COMPRESSOR NO.										
SUCTION PRESSURE	1									
	2									
	3									
	4									
DISCHARGE PRESSURE	1									
	2									
	3									
	4									
DISCHARGE TEMPERATURE	1									
	2									
	3									
	4									
DISCHARGE SUPERHEAT (DISC.TEM.SAT.	1									
	2									

SUCT)	3									
	4									
DISCHARGE SUPERHEAT (DISC.TEM.SAT. SUCT)	1									
	2									
	3									
	4									
COOLER WATER TEMPERATURE-IN										
COOLER WATER TEMPERATURE - OUT										
COOLER PRESSURE DROP PSI/IN WATER										
COOLER WATER FLOW (GPM)										
CONDENSOR AIR TEMPERATURE - IN (AMBIENT) AC ONLY										
ACTUAL VOLTAGE COMPRESSOR AMPS	1									
	2									
	3									
	4									
FAN AMPS										
VOLTS										
KWh (Energy Consumption)										

This log sheet is provided as a recommendations of the readings that should be taken on a daily basis. The actual readings taken and the frequency will depend upon the units application hours of use, etc. This type of information can prove very useful in preventing and/ or solving problems that might occur during the life of the unit.

LIFT INSTALLATION

All the electrical lifts in the buildings are under all inclusive Annual Maintenance Service Contract(AMC) with the suppliers of the lifts The concerned staff of -P&FMSC shall ensure that the suppliers carries out the following periodic maintenance.

Lift attendants and technicians are to be provided by P&FMSC during AMC for which they are. required to quote in Price Bid (Part II)

	Nature of checks	Periodicity
A	Machine room	
I	Main switch contacts are firm and there is no loose contact anywhere in the supply line	Weekly
ii	Commutator or slip rings and brushes are in good shape.	Fortnightly
iii	Condition of ball bearings . roller plain bearings for greasing / oiling as the case may be.	Six monthly
iv	Cleanliness of the entire machine room or rags / oil waste and other foreign matters.	Fortnightly
v	Car platform structure.	Half yearly
vi	General upkeep of the machine room doors and windows and proper operation of ventilation system.	Monthly
vii	Break-drum, brake-liner, brake coil and other mechanical parts connected with the brake including stimulating condition for proper functioning of the brake on failure of supply.	Fortnightly
viii	Oil leak in the worm gear assembly and quality of oil.	Six monthly
ix	Examine the condition of gear tooth by removing the gear box cover and also check for the gear by prescribed method	Half yearly
x	Check controller for loose, disconnected short circuited wires clean the contractors and replace, wherever necessary.	Monthly
xi	Ensure that all safety circuit are functional and not by passed	Monthly

xii	Lubricate and keep speed governor clean. Lift the weight by hand to ensure that control cut off switch operates and gripping jaws are released and grip the governor rope	Monthly
xiii	Check the ropes or broken / frayed wires and excessive lubrication. Check the ropes for slippage. Have ropes replaced at once In case of any damage.	a. Routine check monthly b. Detailed check six monthly
xiv	Allow the car to over travel in the down / up direction and ensure that the terminal limit switches operate properly.	Fortnightly
B	LANDINGS	
i	Check all interlocks, all landing locks for proper functioning and effective interlocking circuit.	Fortnightly
ii	Check the retiring cams by applying a constant pressure on the landing door allowing the lift car to pass through landings and ensure that it is not possible to snatch open the landing door.	Monthly
iii	Check for smooth movement of cat and door on the sills.	Fortnightly
iv	Operation of safety shoe in case of power operated doors.	Fortnightly
v	Physical condition of car and landing doors against any damage.	Half yearly
C	CAR AND CAR TOP	
i	Ensure the car door switch operates and its interlock is functional.	Monthly

ii	Inspect the wedge drum and safety rope, clean and oil it, if necessary.	Quarterly
iii	From the top of the car examine the car shoes and guide lubricator.	Quarterly
iv	Examine the condition of ropes	Six monthly
v	Examine emergency alarm, emergency stop, push button's intercom etc.	Fortnightly
vi	Check rescue device	Monthly
D	PITPIT	
i	Examine the car button frame	Quarterly
ii	Condition of pit for water leaks, foreign materials etc.	Quarterly and weekly during monsoon.
iii	Check buffer spring	Six monthly
E	GENERAL	
i	If safety jaws are stuck, trip the governor and lower the car by winding.	Whenever required
ii	Ensure that the car rests on the safety jaws - if wedge type, turn the drum or pull the safety cable by hand and ensure that the jaws touch the guides. Ensure that there is no excessive slack in the safety tope.	Quarterly
iii	Check condition of trailing cable and machine room wiring for mechanical and electrical damaging.	Quarterly
iv	Megger entire electrical, Installation in machine room.	Quarterly
v	Check effective numbers of earthing system	Quarterly

HOUSE KEEPING

- i) Clean the machine room at least once in a week.
- ii) Doors, sources / windows should be properly maintained.
- iii) Machine room to be kept under lock and key.
- iv) Machine room to be accessed by authorised person only.
- v) Articles and materials not required for the maintenance of the elevator should not be stored in machine room.
- vi) Inflammable materials should not be kept in the machine room.
- vii) Any leakage of water into the machine room should be prevented.
- viii) Adequate lighting in the machine room should be ensured.

A 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.

- Where the equipment is supplied by means of metalclad wiring.
- Where equipment is located in a wet location and is not isolated.
- Where equipment is located within reach of a person who can come in contact with any earthed surface or object
- Where equipment is located within reach of a person standing on the ground.
- Where equipment is in a hazardous location.
- All metal enclosures of electrical equipment in sub-stations shall be effectively earthed.
- 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.
- 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 energised, 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 :

Sr. 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	6.6 KV & 11 KV transmission lines supports	5
4	U. P. S. / E PABX	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 surround 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.

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 status.

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 & E 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 works, 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 chips 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 cables on both 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 manufacturer's 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 Housekeeping of the area to avoid collection of foreign materials like paper, rog waste, oil / grease and other inflammable materials	Weekly
ii)	Verification of transformer tank, oil circuit breaker and other oil carrying equipment's against oil leaks	Fortnightly
iii)	Effectiveness of oil drainage system including piping and soak pit, where provided	Quarterly
iv)	Checking of operation of all trip circuits, relays and instruments like voltmeters and ammeters by stimulating conditions	Quarterly
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)	Quarterly
vi)	Against physical damage to main boards, switches and distribution boards and rising mains	Quarterly
vii)	Tightening of all internal connections of cables in DBs, switch boards, rising mains etc.	Quarterly
Viii	Survey of lighting fixtures against physical damage to choke , holders, internal wiring etc.	Quarterly
Ix	Survey of point wiring against physical damage to conduit / batten/ wires/ supporting arrangement.	Quarterly
X	Insulation resistance test of wiring system and equipment.	Quarterly
Xi	Check against improper sizes of protective fuses	Quarterly
Xii	Check load on mains , sub mains , and feeder points with long tester to ensure that there is no over loading	Quarterly

D FIRE PROTECTION SYSTEM

D1 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 supervisor .
- iv) Check the batteries for proper charge, level of electrolyte and good terminal connections and maintain log book .
- v) Check the level of water in the static water tank for fire fighting purposes.
- vi) Check the automatic working of the pump and maintain the log book .

WEEKLY

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

MONTHLY

- i) Check the automatic operation of the hydrant system .
- ii) Operate all the hydrant valves and check washers , lugs., couplings , nozzles, etc.
- iii) Check C . I .Valve gland packings and adjust/ replace , if required .
- iv) Check robber hoses giving special attention to couplings , washers , lugs and canvas jackets and swivel arrangements of the rubber hose reels .

QUARTERLY

- i) Drain the Wet Riser System thoroughly. Set it to the required pressure . Check the air valve for efficient functioning . check the operation of various pressure switches by stimulating condition . Clean all contacts 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 sun rays . 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 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 the earthing system for its effectiveness .
- vi) Service all the valves .
- vii) Inspect suction pipes , intakes and foot valves to ensure that they are free from obstructions , foreign materials, etc .
- viii) Clean the static water tanks six monthly . While doing so , sufficient separate storage arrangements or stand by 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

D2. SPRINKLER SYSTEM

ROUTINE

- i) Check main controlling valve. Inspect for any leakage in fittings, valves, pipe lines, 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 the pressure gauges with reference to the standard reading and maintain the log book.
- iv) Clean and check the piping to ensure that it 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 system by operating gang bell.
- iii) Start the pump by operating test valve to ensure dependability of the pump, bearing, 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 it to the required pressure.

HALF YEARLY

- i) Inspect suction pipe, intake and foot valve to ensure that they are free from obstructions, foreign materials, etc.
 - ii) Clean the water tank 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.

D3 FIRE BRIGADE INLETS (BREATHER CONNECTION)

The fire brigade inlets are provided on the external of the compound/ building at convenient places for the local fire engines to pump water in to the installation/ fire tank by tapping 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.

D4 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 neat and clean 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 neat and clean, and shall not to be used for any purpose .No other material except fuel and lubricant, 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 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 operation of fire pump , details of defects if any noticed with time and date , action taken to set right the defects, the time at which the pump set was put back into operation.
- vii) All Log Books shall be produced before the Asst. General Manager / chief 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 .

D5 FIRE EXTINGUISHERS

- Carbon Dioxide Type
- ABC Modular Type
- ABC Type
- BC Type

Routine Quarterly

- i) Clean the body , horn and wheel-- locking pin .
- ii) Weight the extinguishers .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 upto 210 kgs./cm².

- b) Other Extinguishers if any

D6 PERIODICAL MAINTENANCE AS PER MANUFACTURERS SPECIFICATION

All the fire fighting installations shall be maintained in perfect serviceable condition so that their utility in emergency is availed of. The Fire Officer 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 Services Personnel as well as those of staff members desirous of learning their operations, if need be, by requisitioning the services of local Fire Brigade personnel / 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.

SL NO	DESCRIPTION	DAILY	MONTHLY
	FIRE ALARM		
1	Acknowledge all the alarms	Yes	
2	Check the supply voltage phases, neutral, phase earth and neutral earth		Yes
3	Check the battery voltage and its back up mode operation		Yes
4	Check the fire and other fire alarm condition		Yes
5	Check functioning of all hooters		Yes
6	Check and ensure that all interlocks with AHU 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		Yes
	PUBLIC ADDRESS SYSTEM		
1	Ensure power to amplifier is on	Yes	Yes
2	Check the functionality of the amplifiers		Yes
3	Ensure music volume is at desired level		Yes
4	Check functionality of the speaker		Yes
5	Check functionality of CD changer		Yes
6	Clean lens of the camera		Yes

E VAULT DOORS / STRONG ROOM DOORS

For smooth operations and maintenance of vault doors under the supervision of security and banks officials following steps shall be taken. The frequency shall be atleast once in quarter.

- Periodic Pest Control treatment

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 inspection / running purchase and use of diesel consumed and running time of generator set shall be carried out quarterly.

G. FIRE Tank & Over Head Tank

Housekeeping of the area together with overall control on the same for satisfactory operation continue to remain with Premises and Facility Management Services Contractors (P & FMSC)

P & FMSC are required to quote for any attendant for running of the plant in Price Bid(Part II).

H. PLUMBING

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, tapes, 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 storm water drain and pipes of silt , debris and dry leaves.
8. Clean all water 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

I CARPENTRY

2. All main entrance doors are connected with access control system. It is very important to maintain the doors and door closures and ensure proper functioning of same to prevent unauthorised entry to the premises.
3. Periodical maintenance of door / door closure hinges, handles etc.
4. Attending minor carpentry jobs related to furniture (modular, chairs, filing cabinets, tables, table side units, credenza etc.
5. Ensure that all ceiling tiles are placed properly

Reporting and Record keeping

Management reporting and process reviews

The employer shall approve the format for the monthly report

Operating Meetings

During the early stages of the agreement it is expected that the frequent operation meetings will be required between the P&FMS contractor's account manager and employers representatives to discuss priorities to establish satisfactory reporting procedures. The contractor shall make the appropriate personal available for attendance at all these meetings.

Progress Meetings

Progress meetings shall be held on, progress and the maintenance of the quality standards. P&FMS contractor and employer representative shall attend these meetings.

Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The senior management of P&FMS contractor and employer shall attend these meetings.

Quality Assurance

The contractor shall implement a quality system in accordance with ISO9001-2000 standards . The contractor shall develop , in conjunction with the employer's representatives, the standards of service to be provided and how performance to be measured and monitored.

A set of "Formats" Recommended for use for operation, maintenance and repair records

S. No.	Description of format	Remarks
1	Daily Report	To be submitted by P&FMSC
2	Monthly consumable / spares consumption statement	To be submitted by the P&FMSC every month
3	Daily attendance sheet	To be submitted by P&FMSC daily
4	Monthly assessment of P&FMSC's performance for the month	Issued by the owner

S. No.	Name of record
1	Customer complaint register
2	Monthly report format for O & M team
3	Job request for ACMV
4	Job requeste register for ACMV
5	Daily report for HVAC
6	Daily report for Electrical Services
7	Daily report for Fire Protection System
8	Daily report for Elevator
9	Fire alarm / Fire Audit Report
10	Water level daily report
11	Housekeeping schedule
12	Pest control schedule
13	Work instructions for house keeping O & M Team
14	Checklist for toilet
15	Checklist for office area
16	Checklist for common areas

17	Performance slip
18	Pest control log book
19	Security services work instructions
20	Emergency evacuation instructions
21	Schedule for 4 training of personnel in security, fire and safety
22	Schedule for training of fire wardens
23	Annual maintenance schedule
24	List and location of fire extinguishers (To be installed by BOB)
25	Fire alarm report
26	Fire warden's reporting form
27	Fire equipment inspection report form
28	Incident report form
29	Public address system test conduct form
30	Visitors pass
31	Outgoing material pass
32	Daily occurrence register
33	Site visit book
34	Vehicle movement register
35	Lost / found property register
36	Checklist for periodical audit
37	Break down complaint register
38	Break down work order
39	Spares register
40	Hot permit form
	PPM - PERIODIC PREVENTIVE MAINTENANCE
41	PPM Schedule for HVAC
42	PPM Schedule for Electrical systems

43	PPM Schedule for fire protection system
44	PPM Schedule for DG Sets
45	PPM Schedule for Elevators
46	Key register
47	Cold permit form
48	PPM work order
49	PPM Checklist - AC- Weekly
50	PPM Checklist - AC - monthly
51	PPM Checklist - CHILLER - quarterly
52	PPM Checklist - CHILLER - half yearly
53	PPM Checklist - CHILLED - WATER PUMP - WEEKLY
54	PPM Checklist - CHILLED - WATER PUMP - monthly
55	PPM Checklist - CHILLED - WATER PUMP - quarterly
56	PPM Checklist - CHILLED - WATER PUMP - half yearly
57	PPM Checklist - AIR HANDLING UNIT - monthly
58	PPM Checklist - AIR HANDLING UNIT - quarterly
59	PPM Checklist - AIR HANDLING UNIT - half yearly
60	PPM Checklist - H T Panel
61	PPM Checklist - TRANSFORMER - monthly
62	PPM Checklist - AIR HANDLING UNIT - quarterly
63	PPM Checklist - AIR HANDLING UNIT - half yearly
64	PPM Checklist - MCC Panel
65	PPM Checklist - Capacitor panel
66	PPM Checklist - distribution panel
67	PPM Checklist - bus duct / RMS
68	PPM Checklist - battery charger
69	PPM Checklist - battery

70	PPM Checklist - main control center
71	PPM Checklist - SHU starter panel
72	PPM Checklist - earth pits
73	PPM Checklist - Diesel Pump - Hydrant - weekly
74	PPM Checklist - Diesel Pump - Hydrant - monthly
75	PPM Checklist - Diesel Pump - Hydrant -quarterly
76	PPM Checklist - Diesel Pump - Hydrant - half yearly
77	PPM Checklist - Main Pump - Hydrant - weekly
78	PPM Checklist - Main Pump - Hydrant - monthly
79	PPM Checklist - Main Pump - Hydrant - quarterly
80	PPM Checklist - Main Pump - Hydrant - half yearly
81	PPM Checklist - Main Pump - Sprinkler - weekly
82	PPM Checklist - Main Pump - Sprinkler - monthly
83	PPM Checklist - Main Pump - Sprinkler - quarterly
84	PPM Checklist - Main Pump - Sprinkler - half yearly
85	PPM Checklist - Jocky Pump - Hydrant - weekly
86	PPM Checklist - Jocky Pump - Hydrant - monthly
87	PPM Checklist - Jocky Pump - Hydrant - quarterly
88	PPM Checklist - Jocky Pump - Hydrant - half yearly
89	PPM Checklist - Jocky Pump - Sprinkler - weekly
90	PPM Checklist - Jocky Pump - Hydrant - monthly
91	PPM Checklist - Jocky Pump - Hydrant - quarterly
92	PPM Checklist - Jocky Pump - Hydrant - half yearly
93	PPM Checklist - Booster Pump - weekly
94	PPM Checklist - Booster Pump - monthly
95	PPM Checklist - Booster Pump - quarterly
96	PPM Checklist - Booster Pump - half yearly

97	PPM Checklist - Sprinkler - monthly & quarterly
98	PPM Checklist - Sprinkler - half yearly
99	PPM Checklist - Fire cut out - monthly & yearly
100	PPM Checklist - Fire Extinguisher - monthly & yearly
101	PPM Checklist - Diesel Generator - weekly
102	PPM Checklist - Diesel Generator - monthly
103	PPM Checklist - Diesel Generator - quarterly

104	PPM Checklist -Water pump -monthly
105	PPM Checklist - Water pump - quarterly
106	PPM Checklist - Water pump - half yearly
107	PPM Checklist - Ventilator Fan Monthly and Quarterly
108	PPM Checklist - Lift - Quarterly
109	PPM Checklist - Lift - Half yearly
110	PPM Checklist - FAÇADE CLENING - monthly
111	PPM Checklist - General Plumbing Monthly
112	PPM Checklist - Water pumps monthly
113	PPM Checklist -Fire Alarm System Quarterly
114	PPM Checklist - AHU Monthly
115	PPM Checklist - Water Management system Monthly
116	PPM Checklist -Parking record register
117	PPM Checklist - Register for identity / Security access cards
118	PPM Checklist - Access card audit register
119	PPM Checklist - Electrical reading card
120	PPM Checklist - A/C reading card
121	PPM Checklist - Water reading card
122	PPM Checklist - Statutory / Regulatory approval tracking form

123	PPM Checklist - Asset Register
124	PPM Checklist - Tracking sheet for Insurance policies
125	PPM Checklist -Customer satisfaction survey format
126	PPM Checklist -Data Card
127	PPM Checklist -Daily report
128	PPM Checklist - Continual Improvement report
129	PPM Checklist -Corrective action report
130	PPM Checklist - Preventive action report