

**BANK OF BARODA  
BARODA APEX ACADEMY  
GANDHINAGAR**



**INVITATION FOR SUBMISSION OF  
TENDER FOR PREMISES  
AND  
FACILITY MANAGEMENT SERVICES**

**TECHNICAL BID  
(Part-I)**

**(To be submitted in sealed envelope-1)**

## INVITATION FOR SUBMISSION OF TENDER FOR PREMISES AND FACILITY MANAGEMENT SERVICES

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**Name of the job: Tender for Premises and Facility Management Services.**

Tenders from eligible agencies are invited in the prescribed format in sealed covers for providing services such as manning and maintaining of electrical installations, air conditioning, housekeeping, plumbing, sanitation at Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar, Gujarat, consisting of ground plus seven floors (incl.open area/parking) admeasuring approximately 8100 sq.mtrs.

<b>Sr. no.</b>	<b>Brief Description</b>	<b>Estimated cost for three years (Rs.)</b>
1	Manning and maintaining of electrical works, air conditioning, housekeeping, plumbing, sanitation at Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar, Gujarat consisting of ground plus seven floors (incl.open area/parking) admeasuring approximately 8100 sq.mtrs.	120 lacs

Although the scope of the job is for three years, performance of the successful bidders will be reviewed on annual basis and continued for further period only if the performance is found to be satisfactory. It may be extended for further period of one year after the expiry of agreement period of 3 years, if bank required and rate will be mutually agreed.

**Eligibility for Qualification:**

Applications of the contractors who are desirous of tendering for above work and fulfil following requirements only shall be considered.

**AVERAGE ANNUAL FINANCIAL TURNOVER**

- Average Annual financial turnover of the firm for each job during the last –3- years, ending 31<sup>st</sup> March, 2019, should be at least 30% of the estimated cost ( i.e. Rs 36 lacs/- supported with audited balance sheets).

**EXPERIENCE**

- A minimum period of seven years' experience as on 31-03-2019 in similar nature of services explained above. The applicant in the past should undertake and complete successfully similar nature of work explained above in a commercial building / hotel building / training institute. The seven years experience however, may be either of the following: (each project shall be treated separately)
  - Three similar completed works for each job (single job or combined offer from one party) costing not less than Rs.48/- lacs  
OR
  - Two similar completed works for each job (single job or combined offer from one party) costing not less than Rs.60/- lacs  
OR
  - One similar completed work for each job (single job or combined offer from one party) costing not less than Rs.96/- lacs
- Applicant having sufficient number of experienced personnel, technical know-how, equipment & machinery - to complete the project well in time with superior quality of materials and workmanship as per standard specification to run the institute smoothly.

- The applicants should have executed at least two jobs of similar nature i.e. Facility management services in commercial building / hotel building / training institute having area of around 3000 sq. mtrs. or above and value of the order more than Rs.30/- lacs in **Ahmedabad / Gandhinagar**.

OR

- The applicants should have an office in Ahmedabad / Gandhinagar, operational for minimum five years. (Certificate of registration is required)

Application forms and other details are available on bank's web site [www.bankofbaroda.in](http://www.bankofbaroda.in)

**Brief Description of the building :**

Bank of Baroda is having its Training Center- Baroda Apex Academy at Gandhinagar. The details of the Building are as under:

Sr. No.	Floor	Floor Area [in sq. mts] (Approx)	Present Utilization
1	Basement	50	Fire safety Room
2	Ground	2331	Auditorium, Reception, Passage, Parking and surrounding Area, Security cabin, Electrical panel room, Duct area -2- nos.
3	First	751	Baroda Academy-Rajkot, Gymnasium, Library, CCTV Room, Baroda Radio recording studio, Heritage Gallery, Passage, Common toilets -2- nos (for Gents and Ladies)
4	Second	551.24	3 sharing hostel rooms with attached toilets -5- nos, Common toilets -2- nos (for Gents and Ladies ), Passage, toilet for handicapped persons.
5	Third	744.24	3 sharing hostel rooms with attached toilets -16- nos, 2 sharing hostel rooms with attached toilets -2- nos, Passage, Electric room and water cooler room
6	Fourth	744.24	3 sharing hostel rooms with attached toilets -16- nos, 2 sharing hostel rooms with attached toilets -2- nos, Passage, Electric room and water cooler room, Store room
7	Fifth	744.24	3 sharing hostel rooms with attached toilets -16- nos, 2 sharing hostel rooms with attached toilets -2- nos, Passage, Electric room and water cooler room, Store room
8	Sixth	744.24	Class rooms -4- nos, Faculty cubical -9- nos, Head, Apex Academy office -1- no, Deputy Gen. Manager's office, Doctor's room, Pantry room -1- no, Passage, Xerox room -1- no, common toilets -2- nos (for Gents and Ladies )
9	Seventh	744.24	Class room and conference room, Faculty cabins -10- nos, AGM cabins -4- nos, Admin sitting area for 12 persons, Meeting room -1- no, store room, Daftary room, Pantry room, Passage, common toilets -2- nos (for Gents and Ladies )
10	Terrace	744.24	Open area, lift cabin, AC outdoor unit area
<b>Total</b>		<b>8148.68</b>	

As the building covers office area as well as Hostel Blocks, the requirement of manpower will be as under:-

Day	Shift-1 ( 07:30 am to 3:30 pm)	Shift-2 ( 3:30 pm to 11:30 pm)	Shift-3 (11:30 pm to 07:30 am)	Total Manpower
	Warden cum Supervisor	Warden cum Supervisor	Warden cum Supervisor	
Monday to Saturday	1	1	1	3
All Sunday and bank Holiday	1	1	1	3

Day	Shift-1 (7:30 am to 3:30 pm)	Shift-2 ( 9:30 am to 5:30 pm )			Shift-3 (11:00 am to 7:00 pm)	Total Manpower
	House-keeper	Manager	Caretaker	Electrician	House-keeper	
Monday to Saturday	8	1	2	1	2	14
All Sunday and bank Holiday	4	0	0	0	0	4

- Bank may ask for additional services at some instances on working days and / or holidays.
- Timing as mentioned above may be staggered / changed as per exigency of the bank

### **Please note:-**

Prescribed Application forms along with tender and earnest money deposit (EMD) in an envelope sealed and super scribed as envelope-1 should reach the Head, Apex Academy & I/c Chief Learning Officer, Bank of Baroda, Baroda Apex Academy, Sector-11, Near Udyog Bhavan, Gandhinagar-382011 on or before 12<sup>th</sup> March, 2020 before 3.00 p.m..

No other tender notice shall be published in the newspapers for the job referred to above.

The price bid of only qualified bidders (to be submitted in separate sealed envelope-2) shall be opened.

The Bank reserves the right to reject any or all the applications without assigning any reason thereof.

Tender is to be submitted in two bid system i.e. Technical & Price Bid at the time and place specified in the tender.

### **Technical Bid shall consist of (Envelope-1)**

1. Technical part of the tender document duly signed by the authorised signatory as token of acceptance of all terms and conditions (page no. To )
2. Documents as required in the bid document (check list)
3. Earnest Money Deposit

### **Price Bid (Envelope-2)**

Only price part of the bid document i.e. Price Bid and Annexure-I part of price bid.

### **INSTRUCTIONS TO THE APPLICANTS / CONTRACTORS**

Application forms can be downloaded from Bank's website [www.bankofbaroda.in](http://www.bankofbaroda.in) from tender section. Applications received, which is not in the prescribed format shall be summarily rejected.

#### **Standards and Procedures**

The applicants / contractors should have well established and certified standards / procedures for all the services rendered. A set of formats and standard operating procedures (Sop's) for all the proposed services are to be submitted along with this offer.

#### **Organization Chart**

The applicants / contractors have to submit the latest Organization Chart along with details of technical and non technical staff employed by him / them.

#### **Goods and Service Tax Registration Certificates**

The applicants / contractors shall submit copies of certificates registration of GST/ sales / income tax and other relevant departments or agencies along with the application for pre-qualification.

**In addition to the above, the applicant shall also furnish the following submittals along with their offer:**

Letter of transmittal as in Appendix A

Copies of original documents defining the legal status of the contractors, its structure and organization, place of registration and principle place of business of the applicant in Format-A.

The qualifications and experience of key personnal proposed for administration and execution of the contract, both on and off site in Proforma – Format-B.

Details of experience, present and past performance of the contractors on works of similar nature in Proforma – Format – C & D.

Details of systems / infrastructure and facilities available for performing the services.

Certificates in support of suitability, technical know-how and capability for having successfully completed minimum 3 similar works during the last 7 years or being rendered for last 7 years.

Applicants for pre-qualification must provide evidence of having adequate experience. This should include supporting certificates or reports relating to financial, technical and other capability of the applicants. Agency has to submit documentary evidence for the same.

Applicant has to sign all the pages of the application. No deletion or additions in the application are permitted.

Downloaded application alone need to be used by the contractor. All the information should be furnished in the space provided and documentary evidences / copies of certificates duly certified by concerned agencies along need to be attached.

**Particular Attention:**

Applicants shall be disqualified at any stage at their risk and cost if they are found to have “made untrue or false representation in the bid, forms, statements and any attachments submitted in proof of qualification and requirements.

**Queries**

The applicants for pre-qualification are requested to obtain any information for the services to be rendered by contacting the Bank’s official attached to Administrative Department, Bank of Baroda, Baroda Apex Academy, Sector-11, Near Udyog Bhavan, 7<sup>th</sup> floor, Gandhinagar-382011 during working hours not later than 2 days before the date of submission of pre-qualification documents. Only pre-qualified agencies will be allowed to inspect the building after floating the tender.

Contact person	Chief Manager (Administration)
Telephone No.	079-23973223 / 23973246
E-mail	<a href="mailto:sc.ahmedabad@bankofbaroda.com">sc.ahmedabad@bankofbaroda.com</a>

**APPLICATION FORM**

**Pre-Qualification of Contractors for Premises and Facility Management Services at Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar, Gujarat.**

**Address of the company / firm**

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**Place:**

**Date:**



**Ref. No.**

**Date:**

The Head, Apex Academy & I/c Chief Learning Officer)  
Bank of Baroda  
Baroda Apex Academy  
Sector-11 Near Udyog Bhavan  
Gandhinagar-382011

Dear Sir,

We have read and understood the tender notice and instructions to the applicants. We do hereby declare that information furnished in the Proforma given in Pre-qualification documents are correct as per my knowledge and belief.

Thanking you,

Yours faithfully,

( )

Signature  
Name  
Designation  
Registered Address  
Seal

**LETTER OF TRANSMITTAL**

**To:**

**The Head & I/c Chief Learning Officer  
Baroda Apex Academy,  
Bank of Baroda,  
GH-4, sector-11  
Near Udyog Bhawan  
Gandhinagar.**

**Sir,**

**Sub: Submission of Tender for Premises and Facility Management Services at Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar**

1. We have examined the details given in the invitation to pre-qualify bidders of the work referred under subject above we hereby submit the pre-qualification information and relevant documents.
2. We hereby certify that all the statements made and information supplied in the enclosed Formats A to D and Annexure A to C and accompanying statements are true and correct.
3. We have furnished all information and details necessary for pre-qualification and will further submit confidential information regarding us / our organization and such other information desired by the bank on being qualified for tender bidding.
4. We submit the requisite certified solvency certificate and authorise the Bank of Baroda, to approach the Bank issuing the solvency certificate to verify the correctness thereof. We also authorize the Bank to approach individuals, employers, firms and corporation to verify our competency and general reputation.
5. We will also submit a detailed description of our latest methods of performing the services (SOP's) on being qualified for the bidding of the contract.
6. We submit in Annexure – C the certificate in support of our suitability, technical know-how and capacity for having successfully completed the works during the last **Seven** years.

**For.....**

**Authorized Signatory**

### **Check List for Enclosures**

Please state whether following enclosures has been enclosed or not.

<b>Sr.No.</b>	<b>Description of Items</b>	<b>Enclosed</b>	<b>Not Enclosed</b>
1	Application in duplicate including Letter of Transmittal and Formats A to D and Annexure A to C.		
2	Copies of IT Clearance Certificate		
3	Certificate of Registration from any Government/Public Bodies.		
4	GST registration		
5	Copies of Audited Balance Sheet and P & L statement for last 03 years.		
6	Solvency certificate from Bankers for Rs.24.00 lacs.		
7	Previous similar work completion / experience certificate from clients		
8	Copies of S T / GST Clearance for past 3 years		
9	Supporting certificates for technical and financial capacity from relevant authorities.		
10	Details of Board of Directors/Partners/ Authorized officials.		
11	Organization Chart with responsibilities		
12	Details of facilities for performing the services.		
13	Details of tie-ups, technical, financial with reputed foreign organization (if any)		
14	A detailed write-up on any latest method of approach specially devised by the contractor to perform the work to international standard level.		
15	Any other important information.		
16	Copy of Power of Attorney/Board Resolution Authority to participate in the tendering process/signing all relevant document.		

I /We hereby agree to abide by the decision of The Bank of Baroda in all matters related to this pre-qualification.

**Seal & Authorised Signature of Bidder**

**Organizational Data**

1. Name of the Organization :
2. Registered Head Office Address :  
  
Local Office Address :
- Telephone Number :
- Telefax Number :
- E-mail ID :
- Website :
3. Year of Establishment :
4. Status of the Firm :  
(Whether Company/Firm/Proprietary/ Association)
5. Name of Directors/Partners/Proprietor/Office bearers:
6. Whether registered with the Registrar of Companies / Registrar of firms. If so, mention Number and date and attach a copy of registration.
  - a) Name address of Bankers:
  - b) Enclose Solvency Certificate from the bankers for Rs.24 lacs.
7. Whether registered for GST purposes. If so, mention number and date. Also furnish copies of GST/Sales tax clearance certificate.
8. Mention permanent account number and furnish copies of income tax clearance certificates:
9. Furnish copies of audited balance sheet and Profit Loss account (Audited) for the last 3 years.
10. If you are registered in the panel of other banks and other financial institutions, furnish details of registration viz names, category and date of registration etc.:
11. What are your fields of activity? Mention the fields on preference basis.

12. Detailed description and value of similar works handled for others in the past.

13. Specify the maximum value of work ( one job of similar nature (P&FMS)) handled in a year :

14. Furnish the names and addresses of the **-3-** clients who will be in a position to certify about the quality as well as past performance of your organization:

15. Where copies are to be furnished, these are to be certified copies:

**Format B**

**Personnel Data**

**Give details of key Technical and Administrative Personnel (who could be assigned for the works) in the following proforma. (In case of partnership firm particulars of partners to be given)**

A. Details of the Board of Directors			
1) Name of the Director			
2) Organization			
3) Address			

Details of the Board of Directors			
4) Name of the Director			
5) Organization			
6) Address			

Details of the Board of Directors			
7) Name of the Director			
8) Organization			
9) Address			

**B. Key Technical and Administrative Personnel and Consultants :**

- 1) Individual's Name
- 2) Qualification
- 3) Present position in the Office
- 4) Professional experience and details of P & FM works carried out.
- 5) Years with the applicant.
- 6) Languages known.
- 7) Additional information

C. Details of key Service Personnel to take care of various services.

The following key Personnel Permanently Employed with us and will be directly involving in this new job

Sr. No	Name	Designation	Qualification	Experience	Years With The Firm	Any Other Details
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

## Format C

The contractor has to submit details of their best three jobs (completed during last 7 years) that suit to the requirement of the bank and as mentioned in the pre-qualification criteria and advertisement.

### Experience of Completed Works (1)

Give details of the similar type of P & FM work (satisfying the requirements mentioned in the Tender notice) completed during the last two years in the following proforma (Separate form of each work)

1. Name of work and location.
2. Client's name and Address
3. In case of Indian Company, was there any tie up with foreign company? If yes, give name, address and details of company with nature of tie-up and since when.
4. Total tendered cost of work (Agreement No. and date).
5. Brief description of work including principal features and main items of the work.
6. Name of applicant's Building & Facility Manager of the work and professional Qualifications.
7. Period of Services
  - a) Originally
  - b) Renewal time, if any
8. Were there any penalties/fines/stop – notice/compensation/liquidated damages imposed? (Yes or No) (If yes give amount and explanation).
9. Details of litigations / arbitration cases, if any pertaining to works completed.
10. Attach client's certificate as may be available. (Signed by Authorized Signatory of no below the rank of Director) along with copy of work order, agreement clearly stating the scope and details of P & FM work.



## **Experience of Completed Works (2)**

Give details of the similar type of P & FM work (satisfying the requirements mentioned in the Tender notice) completed during the last two years in the following proforma (Separate form of each work)

1. Name of work and location.
2. Client's name and Address
3. In case of Indian Company, was there any tie up with foreign company? If yes, give name, address and details of company with nature of tie-up and since when.
4. Total tendered cost of work (Agreement No. and date).
5. Brief description of work including principal features and main items of the work.
6. Name of applicant's Building & Facility Manager of the work and professional Qualifications.
7. Period of Services
  - a) Originally
  - b) Renewal time, if any
8. Were there any penalties/fines/stop – notice/compensation/liquidated damages imposed? (Yes or No) (If yes give amount and explanation).
9. Details of litigations / arbitration cases, if any pertaining to works completed.
10. Attach client's certificate as may be available. (Signed by Authorized Signatory of no below the rank of Director) along with copy of work order, agreement clearly stating the scope and details of P & FM work.

### **Experience of Completed Works (3)**

Give details of the similar type of P & FM work (satisfying the requirements mentioned in the Tender notice) completed during the last two years in the following proforma (Separate form of each work)

1. Name of work and location.
2. Client's name and Address
3. In case of Indian Company, was there any tie up with foreign company? If yes, give name, address and details of company with nature of tie-up and since when.
4. Total tendered cost of work (Agreement No. and date).
5. Brief description of work including principal features and main items of the work.
6. Name of applicant's Building & Facility Manager of the work and professional Qualifications.
7. Period of Services
  - a) Originally
  - b) Renewal time, if any
8. Were there any penalties/fines/stop – notice/compensation/liquidated damages imposed? (Yes or No) (If yes give amount and explanation).
9. Details of litigations / arbitration cases, if any pertaining to works completed.
10. Attach client's certificate as may be available. (Signed by Authorized Signatory of no below the rank of Director) along with copy of work order, agreement clearly stating the scope and details of P & FM work.

**Format C Cont.**

**Particulars In Respect Of Similar Services Rendered for other organizations**

Sr. No.	Name of work/ services rendered with address	Short Description of Work and Services rendered	Name and address of the Owner	Value of work/ services rendered	Period for which services are being rendered

**Format C Cont.**

**Particulars In Respect Of Similar Services Rendered for other organizations**

Sr. No .	Name of work/ services rendered with address	Short Description of Work and Services rendered	Name and address of the Owner	Value of work/ services rendered	Period for which services are being rendered

**Experience of Ongoing Work Job No.1**

Give details of (best two jobs only) the similar type of P & FM work (satisfying the requirements mentioned in the Tender notice) ongoing and performance progress as on the date of submission of pre-qualification document in the following Performa (separate form of each work):

1. Name of the work and location:
2. Client's name and Address :
3. In case of Indian Company, was there any tie-up with foreign company? If yes, give name, address and details of company with nature of tie-up and since when:
4. Total contract cost of work (Agreement No. And Date; copy to be attached)
5. Name of applicant's Building & Facility Manager with professional Qualifications:
  
6. Brief description of works including principal features and main items:
7. Details of job responsibilities
  - a.
  - b.
  - c.
  - d.
  - e.
  - f.
8. Were there any penalties/fines/stop – notice/compensation/liquidated damages imposed? (Yes or No) (If yes give amount and explanation.) :
9. Were there any fines, claims or stop notice filed by the employer ?(Yes or No) (If yes, give amount and explanation):
10. Details of litigations/arbitration cases, if any, pertaining to Services ongoing. -
11. Attach client's certificate as may be available. (Signed by Authorized Signatory of not below the rank of Director) along with copy of work order, agreement clearly stating the scope and details of P & FM work.

**Experience of Ongoing Work Job No.2**

**Format D**

1. Name of the work and location:
2. Client's name and Address :
3. In case of Indian Company, was there any tie-up with foreign company? If yes, give name, address and details of company with nature of tie-up and since when:
4. Total contract cost of work (Agreement No. And Date; copy to be attached)
5. Name of applicant's Building & Facility Manager with professional qualifications.
  
6. Brief description of works including principal features and main items:
7. Details of job responsibilities
  - a.
  - b.
  - c.
  - d.
  - e.
  - f.
  
8. Were there any penalties/fines/stop – notice/compensation/liquidated damages imposed? (Yes or No) (If yes give amount and explanation.) :
  
9. Were there any fines, claims or stop notice filed by the employer ?(Yes or No) (If yes, give amount and explanation):
  
10. Details of litigations/arbitration cases, if any, pertaining to Services ongoing: -
  
11. Attach client's certificate as may be available. (Signed by Authorized Signatory of not below the rank of Director) along with copy of work order, agreement clearly stating the scope and details of P & FM work.

Signature of the applicant

## **Annexure A**

**Details of infrastructure available with P&FMS contractor to perform the services**

## **Annexure B**

**Details of P&FMS work operated with computerized maintenance management system at Training Institutes/ Banks / Hotels/commercial building.**



## **Annexure –C**

### **Certificates**

Certificates in support of suitability , technical know- how and capability for having successfully completed the P&FMS works during last two years along with copy of work order , agreement clearly stating the scope and details of work

Name and address of the clients' services and bankers

## NOTICE INVITING TENDER

To,

M/s -----  
-----  
-----

Dear Sirs,

### Tender for Premises and Facility Management Services at Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar, Gujarat.

Tenders in two bid system are invited from eligible contractors for premises and facility management services i.e. electrical work, house-keeping, plumbing and sanitation and other miscellaneous work at Bank of Baroda. Baroda Apex Academy, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar-382011. Price Bid of only those bidders shall be opened for further consideration that – who may be shortlisted as per pre-qualification criteria and tender terms of contract.

The tender documents is uploaded / released on Bank of Baroda website – [www.bankofbaroda.in/tenders.asp](http://www.bankofbaroda.in/tenders.asp). Tender documents and supporting documents to be downloaded from the above. Subsequently tender fully filled, signed, and stamped along with the EMD and supporting documents submitted as per schedule given in notice.

#### **Description of work**

Premises and facility management services i.e. electrical work, house-keeping, plumbing and sanitation and other miscellaneous work at Bank of Baroda. Baroda Apex Academy, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar-382011.

The job role also includes monitoring, liasoning with public utility agencies, public bodies and offering administrative support by utilising latest technology duly supported by trained manpower to the full satisfaction of the Bank.

- Estimated cost of Rs.120/- lacs for a period of three years
- Period of contract - -3- years from the date of commencement subject to performance review on annual basis by the bank.

Accordingly, a **pre-bid meeting** will be arranged on 28.02.2020 at 11.00 a.m. at 7<sup>th</sup> floor, Bank of Baroda. Baroda Apex Academy, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar-382011.

#### **Submission of Bids:**

The bidder shall submit the bid in one sealed main cover containing two separate sealed covers and these two covers shall be super scribed as "Part-1" and " Part-II" respectively.

- a) The bidder shall clearly write on Part-1 the words "**Technical Bid for Premises and Facility Management Services at Baroda Apex Academy**" Earnest Money Deposit, amounting to **Rs 1,20,000.00/-** ( Rupees one lac twenty thousand Only) in the form of Demand Draft drawn in favour of Baroda Apex Academy, payable at Gandhinagar/Ahmedabad, must accompany Technical Bid of tender.
- b) The bidder shall clearly write on Part-II the words "**Price Bid for Premises and Facility Management Services at Baroda Apex Academy**".
- c) The bidder shall clearly write on **Main cover** the words "**Bid for Premises and Facility Management Services at Baroda Apex Academy**" at Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar.

All the covers shall be addressed to:

**The Head & I/C Chief Learning Officer  
Baroda Apex Academy  
Bank of Baroda,  
GH-4, Sector-11,  
Near Udyog Bhawan,  
Gandhinagar- 382011**

Name and address of the bidder: -- (To be filled by the tenderer) on the left side of envelop

If all the envelopes are not sealed and marked as mentioned above, the Bank shall assume no responsibility for the misplacement or premature opening of the bid. In that case, bidder will be disqualified and their tender will not be considered.

**Time and Date of Submission of tender:** At or before 3.00 p. m. on 12th March, 2020.

Tender will be valid:

- i) If copies of the tender documents are submitted in the manner specified above before the aforementioned closing date.
- ii) **Submission is not allowed by Fax transmission.**

**The bid not accompanying EMD is liable to be rejected.**

Tender shall be valid for the **period of 90 days** from the date of opening of Part-II (Price Bid) of the tender and may be accepted at any time before the expiry of such period. EMD will be forfeited if the bidder withdraws the offer before expiry of the said period.

**Acceptance of Terms:**

A bidder will, by responding to the tender, be deemed to have accepted the terms as stated in this tender.

### **Contract Period:**

Initial period of Contract shall be for **36 months** ( subject to performance review on annual basis) from date of commencement of work and subsequent extension of contract for further one year after expiry of the agreement period of three years, will be decided by mutual negotiation between the Bank and Premises & Facility Management (P&FM) Service Contractor. The Bank reserves the right for splitting the order or not extending the contract beyond the said contract 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 contract period and / or extended period of service, Bank may terminate the services of the P&FM Service Contractor, with one month notice in writing.

### **Time frame:**

The following is an indicative timeframe for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process.

1. Last date of submission of tender: 12<sup>th</sup> March, 2020 on or before 3.00 p.m.
2. Time and Date of opening of Technical bid (pre-qualification tender): 12<sup>th</sup> March. 2020 at 4.00 p.m.
3. Tender Opening (Price Bid) - Shall be intimated separately to short listed technically qualified bidders

All taxes including the GST or any other Tax on material or finished works like service tax, work's contract tax, turn over tax etc prevailing at the time of tendering in respect of this contract shall be payable by the contractor and the Bank will not be liable for any claim whatsoever in this respect during the period of contract if the statutory payment structure remains unchanged. However any increase or additional taxes (GST), levies, by the Government or statutory authorities after the date of submission of tender, will be borne by the Bank.

All disputes and differences of any kind pertaining to this contract shall be deemed to have arisen at Ahmedabad / Gandhinagar and only courts in Ahmedabad shall have jurisdiction to determine the same.

Yours faithfully

**The Head & I/c Chief Learning Officer  
Bank of Baroda  
Baroda Apex Academy  
Sector-11 Near Udyog Bhavan  
Gandhinagar-382011**

### **Special Instructions to the Bidder**

1. All rates and lumpsum amount, if any, shall be same 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.
2. No extra payment will be given for working beyond mentioned hours or on Sundays and Holidays if P&FM Service Contractor desires so for meeting the targets as per the terms of contract. (Except if Bank has informed for additional services)
3. 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.
4. 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.
5. The Bank will directly enter into Annual comprehensive Maintenance Contracts (AMCs) for certain services such as HVAC, lifts, A/C units, water coolers, water purifiers , kitchen equipments, health club equipments, etc. and may attach these contractors / care taker to the P&FM Service Contractor for management and for certification of bills etc.
6. Bank will pass necessary instructions to the Manager / Supervisor cum Care taker only in fair cases. He will be responsible to work done as per the instructions. Routine works shall be carried out without waiting for any instruction for normal cases.
7. 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.
8. Please note that this contract is a lump sum contract and payment shall be released based on the performance parameters given hereunder :
  - a) Submission of compliance reports executing satisfactory services for housekeeping of common areas, toilets, pantry, office area such as mopping, cleaning, putting all the consumable items in place as per contract terms.
  - b) Attending the maintenance issues pointed out by the respective users / departments
  - c) Up-keeping of all the external building and open surface including jet cleaning of all hot surfaces, cleaning of all lights, conducts, switch boards, ventilation, fans etc., including servicing as per the manufacturers' specifications, cleaning and repairing work including removal of dirt, dust, cob webs, switching on / off lights / fixtures, ACs, transformers, fire fighters, fire alarms, sprinklers etc. Regular watering of plants, removal of damaged leaves, branches etc. Putting manure as per contract terms.
  - d) Calling AMC agency periodically as per their AMC contract and timely renewal of their service contract
  - e) Maintaining inventory of consumable items and submitting its monthly reports alongwith bills.
  - f) If any shortfall observed, if any of the above parameters, deduction at 5% per activity shall be effected and if the same shortfall is repeated again and again, deductions can be upto 10% per activity.

Contractor/vendor are required to take all the possible action to achieve 100% efficiency in the PFM service 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.

Requirement of no. of staff and labour deployment shall be accounted for by the vender looking in to the task, he has to perform under the FMS. Hence at any point of time, no such deficiency should be observed.

The bank's working hours shall be Monday to Saturday, except 2<sup>nd</sup> & 4<sup>th</sup> Saturday. No extra claim for payment shall be entertaining on Sundays and holidays. If FMS service contractor desires so for meeting the targets as per the terms of contract.

**Particular Attention: Applicants shall be disqualified at any stage at their risk and cost if they are found to have "Made untrue or false representation in the forms, statements and attachments submitted in proof of qualification and requirements"**

## **TENDER FORM**

To  
The Head & I/c Chief Learning Officer,  
Baroda Apex Academy  
Bank of Baroda,  
GH-4, Sector-11  
Near Udyog Bhawan  
Gandhinagar-382011  
Gujarat

Dear Sir,

Having examined the job data, scope of work , schedule of equipments/ quantities etc. relating to the works specified in the memorandum hereinafter set out and having acquired the requisite information relating to thereof as affecting the tender, I / We hereby offer to undertake the job specified for duration specified in the said memorandum at the rates mentioned in the attached Price Bid and in accordance in all respects with the specifications, scope of work and instructions in writing referred to in conditions of the tender, the Article of Agreement, Job requirements and conditions of contract and with such equipments as are provided for by and in all respects in accordance with such conditions so far as they may be applicable.

## **MEMORANDUM**

### **Description of work**

The Premises and Facility Management Service Contractor are required for the **Premises and Facility Management Services at Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar-382011**. Such as Supervisor, Sweeping and cleaning the floor, toilet cleaning, plumbing, Housekeeping, electrical etc.

The job role also includes monitoring, liasoning 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 utilising latest software and hardware (at the cost of the agency) duly supported by a trained man power to the full satisfaction of the Bank.

- a) **Earnest money** : **Rs.120000/- Rs. One lac twenty thousand only (by crossed DD/BC in favour of Baroda Apex Academy payable at Gandhinagar)**
- b) **Period of contract** : Contract period commences from 10<sup>th</sup> day of letter of intent by the Bank and period of contract will be Three year from the date of commencement, subject to annual review by the bank.

Should this tender be accepted , I / We hereby agree to confirm and to abide by and fulfill the terms and provisions of the said conditions of contract annexed hereto and in default whereof authorize the Bank to forfeit and pay to the Bank, the amount of earnest money mentioned in the said contract.

I / We have deposited a sum of Rs 120000/- as earnest money with the Bank which will not bear any interest. Should I / We fail to perform the terms of the contract when awarded, I / We do hereby agree that this sum shall be forfeited by the Bank.

All schedules necessary in connection with the job to be performed in terms of the contract wherever required are enclosed.

Our Bankers are

a)

b)

The names of partners of our firm are

a)

b)

The name of the partner/ proprietor/ director of the firm authorized to sign:

Name of the persons having power of attorney to sign the contract:  
(Certified true copy of the Power of attorney to be attached)

Yours Faithfully

Signature of the Bidder/ P&FM Service Contractor

Seal

Witnesses

1     Signature  
       Occupation  
       Address

2     Signature  
       Occupation  
       Address

Authorised signatory



**DRAFT AGREEMENT FOR PREMISES AND FACILITY MANAGEMENT SERVICES AND MAINTENANCE**

The assignment is entered on this \_\_\_\_\_ day of March, 2020

Between

M/s. \_\_\_\_\_ a proprietorship concern / partnership firm / company having its principal place of business or registered office at \_\_\_\_\_

Through its proprietor / authorised partner / director hereinafter referred to "P&FM Service Provider" which expression shall unless repugnant to context or meaning, mean and include his legal representatives, successors and assignees the party of the first

AND

**Bank of Baroda**, a Body Corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 having its Head office at Mandvi, Baroda and Corporate office at Baroda Corporate Centre, C- 26, G-Block, Bandra Kurla Complex, Bandra (E), Mumbai-400051 and one office amongst several other offices situated at Baroda Apex Academy, Gandhinagar through General Manager (CLO & Head) \_\_\_\_\_ ( Hereinafter called 'the Bank') which expression shall, repugnant to context or meaning thereof, include administrators, assignees etc., of the party of the second part.

WHEREAS

Bank, party of the second part is in need of the services of \_\_\_\_\_ who or which can provide services such as \_\_\_\_\_

\_\_\_\_\_ at its \_\_\_\_\_

as specified in the tender in the Baroda Apex Academy of the Bank, has through advertisements published in \_\_\_\_\_ on \_\_\_\_\_ and also on bank's website invited bids or tenders from the service providers who can provide \_\_\_\_\_

\_\_\_\_\_ which the party of the first party in response to the advertisement has offered to provide as per the terms of the tender at \_\_\_\_\_

In Baroda Apex Academy of the Bank specified in the tender which Bank has accepted subject to the terms and conditions of tender dated \_\_\_\_\_ mentioned above.

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER:

The Premises and Facility Management service provider above is engaged in carrying on \_\_\_\_\_ as per the above arrangement with the Bank has agreed to enter into a service contract for a specific period of three years commencing from \_\_\_\_\_ for the purpose described above and maintenance of \_\_\_\_\_ under AMC at \_\_\_\_\_ of the Bank in Baroda Apex Academy on the terms and conditions mentioned in the tender document and also as mentioned hereunder :

AND WHEREAS the P&FM Service Contractor has deposited the security deposit of Rs 2,40,000/- 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.

1. The party of the first part hereinabove being the service provider, in consideration of Bank paying Rs.\_\_\_\_\_ (Rupees\_\_\_\_\_ ) agrees to provide and shall provide for the period mentioned above the service \_\_\_\_\_ more fully described in the schedule annexed hereto enclosed and the party of the second party in consideration of P&FM service provider agreeing to provide the above services, has agreed to pay or shall pay Rs.\_\_\_\_\_ subject to the performance of the terms and conditions of the tender dated\_\_\_\_\_ and these presents. This agreement and rules and documents annexed herewith shall form the basis of this contract.

**2. Scope of work:**

**As the building covers office area as well as Hostel Blocks, the requirement of manpower will be as under:-**

Day	Shift-1 ( 07:30 am to 3:30 pm)	Shift-2 ( 3:30 pm to 11:30 pm)	Shift-3 (11:30 pm to 07:30 am)	Total Manpower
	Warden cum Supervisor	Warden cum Supervisor	Warden cum Supervisor	
Monday to Saturday	1	1	1	3
All Sunday and bank Holiday	1	1	1	3

Day	Shift-1 (7:30 am to 3:30 pm)	Shift-2 ( 9:30 am to 5:30 pm )			Shift-3 (11:00 am to 7:00 pm)	Total Manpower
	House-keeper	Manager	Caretaker	Electrician	House-keeper	
Monday to Saturday	8	1	2	1	2	14
All Sunday and bank Holiday	4	0	0	0	0	4

- Bank may ask for additional services at some instances on working days and / or holidays.
- Timing as mentioned above may be staggered / changed as per exigency of the bank

- a) The P&FM service provider shall provide or cause to provide the services of \_\_\_\_\_ (as above).
- 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 in consideration of receiving the services mentioned above from the P&FM Service Provider shall pay 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 Technical and Commercial Bids and the said conditions.
- b. This contract is a signed for a fixed Lump Sum amount for manning and maintenance of the building and its services / facilities connected hereto and a sum proportionate to the actual work done shall be paid.
- c. All payments by the Bank under this contract will be made only at Gandhinagar 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. All taxes including the GST, sales tax or any other tax on material or finished works like service tax, work's contract tax, turn over tax etc prevailing at the time of tender in respect of this contract shall be payable by the P&FM Service Contractor and the Bank will not entertain any claim whatsoever in this respect. Any subsequent addition/deletion in statutory tax imposed by Government after tender processing will be considered by the Bank.
- e. 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 Provider shall provide timely services in the best interest of the bank with utmost care 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 be afforded every reasonable facility or opportunity to enable the P&FM Service Provider to carry out all work and services including manning and maintenance in the manner consistent in these present 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.) Time is the essence of the contract and the P&FM Service Contractor hereby agrees to commence the work soon after but not later than 10<sup>th</sup> 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 Bank of Baroda (BOB) 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 BOB. P&FM Service Contractor shall allow the Bank to conduct audits or inspection of its Books and account with regard to BOB or this Agreement by one or more of Bank officers or employees or other persons duly authorized by Bank.
- 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 of parties represents, warrants, and covenants that

- a. It is validly incorporated / constituted and is in existence and holding 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 signing 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.
- c. This Agreement constitutes a valid and binding contract

## **6 Applicable Law and Jurisdiction:**

The terms of this contract shall be construed in accordance with the laws of India. Courts and Tribunals in Ahmedabad / Gandhinagar shall have jurisdiction to determine disputes or difference if any arising out of these presents.

## **7 Termination:**

- a.) This contract is initially shall be in force for a period of **3** years subject to performance review on annual basis commencing from \_\_\_\_\_ and its duration shall be extended as agreed upon by the parties
- b.) If the P&FM Service Contractor for any reason whatsoever is unable or fails to perform any of it's obligations under this Agreement, Bank at nits discretion, may terminate services of the P&FM Service Provider at any time by giving one 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 during the contract period including extension.
- b). Bank shall 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 obtain insurance cover all its 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 as specified in the tender.

**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 bought 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 or amendment thereto.
- b). The parties shall appoint one arbitrator each and arbitrator so appointed shall select a third arbitrator who acts as an empire. The award of the arbitrators shall be final and binding to the parties.
- c). The seat of the arbitration shall be at Ahmedabad / Gandhinagar and the proceedings shall be conducted in English and the text of the agreement in English shall be for all practical purposes shall be authentic.

- d). The cost of the arbitration shall be borne by the losing party unless otherwise determined by the arbitration award. It is agreed that the parties, during the course of the dispute, shall continue to exercise remaining respective rights and fulfill respective obligations under this agreement.

**11 Notices and other communication:**

- a). All notices or other communications that are required or desired under this Agreement shall be provided in writing and be 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:**

P&FM Service Provider 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 Bank. 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.

**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.

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

Signature  
(Bank)

Signature  
(P&FM Service Contractor)

Name and Designation

Address

Baroda Apex Academy  
Bank of Baroda  
GH-4, Sector-11  
Near Udyog Bhawan  
Gandhinagar-382011  
Gujarat

WITNESSES

WITNESSES

1

2

## **General Rules and Instructions for Guidance of Bidder**

1. The duration of the contract will be of three years from the date of issue of written order subject to annual review of performance.
2. 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.
3. The discretion of acceptance of the tender will rest with Bank 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 reasons thereof. Tenders not in the prescribed format, not fulfilling tender terms or incomplete application are liable to be rejected outright.
4. 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.
5. Bank at its discretion may extend the time for submission of all proposals. The P&FM Service Contractor should quote in figures as well as in words the rate, and the amount quoted by them against each service. As indicated in Price Bid the amount for each item should be worked out and the requisite totals to be given.
6. All rates shall be quoted in the form given in Commercial Envelope which is part of the tender.
7. On acceptance of the tender, the name of the accredited representative(s) of the contractor who are responsible for taking instructions from the Bank shall be communicated to the Bank.
8. 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.
9. All taxes including the GST, sales tax or any other tax on material or finished works like service tax, work's contract tax, turn over tax etc prevailing at the time of tender in respect of this contract shall be payable by the P&FM Service Contractor and the Bank will not entertain any claim whatsoever in this respect.
10. The tender shall remain open for acceptance for a period of 90 days from the date of submission of bid. 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.
11. The successful bidder on the award of work, must sign the tender documents under its' seal and enter into an agreement with the Bank.
12. The bidder, apart from being a competent contractor, must associate themselves / himself with the agencies of appropriate class.
13. 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.



13. The successful bidder shall not assign the contract, not sublet any portion of the contract except with written permission of the Bank. In case of breach, Bank has liberty to rescind the contract after giving reasonable notice.
14. The successful bidder has to deposit 2% of the contract value (for 3 years) as security deposit (inclusive of EMD). The earnest money deposit, already submitted / deposited by them will be considered as security deposit on ward of contract and balance amount has to be paid within 10 days of award of contract by way of BC / DD favouring Baroda Apex Academy. The same shall remain valid till the period of contract including authorised extensions, if any.

## **15 Forfeiture of EMD**

### **The EMD deposited by the bidder shall be forfeited in case:**

- The bidder withdraws his tender before completing the selection process
- 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 security deposit as required under this tender
- The bidder violates any of the provisions of the terms and conditions of this tender.

## **16. 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 equipments 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.

17. Any 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 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.
18. The Bank shall have right to carry a audit / technical examinations of the works and the bill of the contractor including all supporting vouchers, abstracts etc. by any of the persons or organisations 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.

19. Neither the successful bidder nor any of their employees / officers / staff / personnel / representatives / agents shall under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents. After the award of contract, if the selected bidder does not perform satisfactorily, the Bank reserves the right to get the contract work done by another party of its choice. In the event, the selected bidder is bound to make the additional expenditure which the Bank may have to incur for the selection of another service provider.
20. 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.
21. 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.

### **TERMS OF PAYMENT**

- |                                 |   |  |
|---------------------------------|---|--|
| 1. Date of Commencement of work | : | 10 <sup>th</sup> day from the date of letter of intent issued by Bank  |
| 2. Period of Contract           | : | <b>36</b> months from the date of commencement   |
| 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 prices shall remain same and shall not subject to variation for any reason whatsoever. All taxes including the GST, sales tax or any other tax on material or finished work like GST, service tax, work tax, turnover tax etc., prevailing at the time of tender in respect of this contract shall be included in the tender rates / bids and payable by the contractor and the Bank will not be liable for any claims whatsoever during the period of contract, statutory payment structure remains unchanged except GST, the mode of payment shall be as per the government guidelines. However any increase or decrease in taxes levied by the government or statutory authorities after the date of submission of tender will be considered by the Bank. |

## 5 Security Deposit

The successful bidder has to deposit 2% of the contract value (for 3 years) as security deposit (inclusive of EMD). The earnest money, already submitted / deposited by them will be headed 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 favouring Baroda Apex Academy, Gandhinagar. The same shall remain valid till the period of contract including authorised extensions, if any.

Place:  
Date:

Signature of the Bidder

## Conditions of the Contract

### 1. Interpretation

In constructing these conditions, the job requirements and/or the schedule of equipments the following words shall have the meaning herein assigned to them, except where the subject or the context otherwise requires.

- (i) **Bank:** Bank of Baroda, Baroda Apex Academy, Gandhinagar and any of its employees representative authorised on their behalf.
- (ii) **P & FM Service Contractor:** The term P & FM Service Contractor shall mean the Premises and Facility Management Service Contractor and their legal representatives, successors and permitted assigns. P & FM Service Contractor acts as the "Single Point Contractor" for all Premises and Facilities Management Services related matters at site.
- (iii) **Site:** The site shall mean Bank of Baroda, Baroda Apex Academy, Gh-4, Sector-11, Near Udyog Bhawan, Gandhinagar, where the works are to be manned and maintained,
- (iv) **The term:** The term works shall mean the work or works to be manned and maintained by P & FM service contractors under this contract.
- (v) **The schedule:** The schedule of quantities shall mean the schedule of quantities as specified and forming part of this contract.

### 2. Scope

The Bank has established a high quality, well specified comprehensive training institute for its employees named Baroda Apex Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar. 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 Plumbing, Electrical, Housekeeping, etc.

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".

Bank of Baroda will enter into separate Annual Maintenance and Comprehensive Contracts for all utility equipments except Housekeeping and plumbing work etc 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.

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.

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".

The single point responsibility shall cover:

- (a) Ground maintenance to keep good appearance, maintain clean / hygiene conditions of the property, provide specialist maintenance of the same.
  - (b) Environmental Services including cleaning of all common areas, interior areas of offices, toilets, AHU/Electrical rooms within office areas, cleaning floors, walls, columns, furniture, computers, printers, all types office equipments, 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.
  - (c) 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.
  - (d) The services shall also include vaccum cleaning of carpets fixed in some of the areas inside the building premises.
  - (e) Operation and maintenance of plumbing, water supply, drainage, sewage installations.
  - (f) Waste Management, Devise and implement waste management systems for removal of waste from office / common areas / other designated areas to central collection centre initially and final disposal outside the site once in a week prescribed by the local statutory bodies like pollution board, GMC etc. Necessary records should be maintained as a proof of carrying out the waste disposal. Waste paper will be disposed by the Bank directly, co-ordination if required for the same shall be done by P&FM Service Provider.
- (d) Effective coordination with the following AMC contractors.
- AC Plants
  - Lifts
  - Canteen
  - D G Set
  - Fire fighting/ detection equipment
  - Lighting Control system
  - Panels , Battery charger
  - Landscaping/Gardening
  - Rodent and General Pest control service
  - CCTV
  - EPABX system

- (e) Liaisoning with all statutory / public bodies, Municipal offices, 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 BSNL/Water authority 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.
- (f) Building maintenance (windows, facade, external / internal faces of glasses, stair walls, lobbies, Terrace, WC areas and lighting systems.
- (g) Sanitary services
- (h) 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.
- (i) Assist the Bank technically and administratively in the process of maintaining an asset register.
- (j) Assist the Bank in preparation of yearly operations budgets and maintain spares inventory.
- (k) Maintain the key register
- (l) Maintain all doors/door closures, Door handle, Auditorium chairs, furniture and attending minor carpentry work
- (m) Serve drinking water, food / tea to the participants, faculties and employees of the Bank as per instructions
- (n) Daily routine check-up of all the Hostel Rooms, Class Rooms, Toilets, Work Areas, Cabins, Passages, Offices, Library, Laboratory, Guest Room, Auditorium and all other infrastructure of the Building as per instruction of the Bank.
- (o) A list of equipments, machineries, accessories, furniture, fixtures and sanitary wares etc. as mentioned in this tender and including all available at present, to be purchased and equipped in future at the Building shall be covered under P&FM services to the extent of the mentioned terms and conditions and scope of work.
- (p) All the bidders are requested to visit the site prior to submit the tender to make themselves aware with the infrastructure and Building terminologies.

#### 4. **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.

5. **Tender Submission**

The entire set of tender paper issued/downloaded to/by the bidder should be submitted fully priced and also signed in the last page together with initials on every page. Initials and signature will indicate the acceptance of the tender conditions by the bidder.

6. **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 as well as where applicable.

7. **Taxes and Duties**

The tender must include in their tender prices quoted, for all duties, royalties and GST or any other taxes or local charges if applicable. No extra claim on this account will in any case be entertained. Any subsequent / additional / reduction in GST, shall considered by the bank and borne / recovered by the Bank as case may be.

8. **Premises & Facility Management Services Contractor's Employees**

The Contractor shall employ technically qualified and competent property 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) The Payment of Wages Act
- (b) Minimum Wages Act (Central Minimum wage act shall be consider)
- (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.

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.

9. **Insurance**

The P & FM Service Contractor shall indemnify and keep the Bank it's servants or agents indemnified against claims, actions or proceedings bought or instituted against the Bank, it's 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 Compliance Rs. 5.00 lacs

#### 10. **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 one 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.

#### 11. **Validity of Proposal**

The proposals from the bidders shall be valid for a period of 90 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.

#### 12. **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 Central Labour rules (which say that out of state minimum wage or central wage whichever is higher, shall be applicable) 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 required to be effected in accordance with the revision / change in the labour laws applicable to the employer/ employee shall be considered separately.

#### 13. **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.

#### 14. **Occupational Health and Safety**

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



## **Compliance**

- 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

### **15. 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

### **16. 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 equipments.

### **17. 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.

## 18. **Payment**

The P & FM bill shall be prepared by the contractor in the form prescribed by the Bank on monthly basis. The bill in proper form must be duly accompanied by details of work carried out in that month and must show deductions for all previous payments etc. Bank at its discretion shall verify strength of workers engaged, equipments and material used, quality of service rendered etc.

## 19. **SAFETY CODE**

### **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  $\frac{1}{4}$  to 1 ( $\frac{1}{4}$  horizontal and 1 vertical)
- (ii) Scaffolding or staging more than 4 m above the ground floor, swung or suspended from an overhead support or erected with stationary support shall have a guard rail properly bolted, braced or otherwise secured, at least 1 m above the floor or platform of such scaffolding or staging and extending/openings as may be necessary for the delivery of materials. Such scaffoldings or staging shall be so fastened as to prevent it from swaying from the building or structure.
- (iii) 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
- (iv) 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.
- (v) 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.

### **Other Safety Measures**

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

### **APPLICABLE LAW AND ARBITRATION**

**Governing Law** The terms of this contract shall be construed in accordance with the laws of India. The Parties agree to submit to the exclusive jurisdiction of Courts at Gandhinagar in respect of any matters arising out of the Agreement.

The Bank and the Facility Management Services Contractor agree that they will first attempt to resolve any disputes regarding the 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.

Arbitration: Any dispute, controversy or claim arising out of or relating to the Agreement, or breach, termination or invalidity thereof, shall be settled by arbitration in accordance with The Arbitration and Conciliation Act, 1996 as at present in force and the following provisions.

**Language** The arbitrators shall refer to the English text of the contract and all proceedings shall be conducted in English.

**Arbitrators** There shall be three (3) arbitrators all of whom shall be fluent in English. 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.

**Venue** The parties agree that the place of arbitration shall be Gandhinagar, India.

**Award Final** The arbitration award shall be final and binding on the parties. 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 fulfil their remaining respective obligations under the Agreement.

## **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 of sanitation, Health/Hygiene etc.

### **1.1 Operations**

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

### **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, 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**

P&FMSC shall carry out periodical audits stipulated by local electrical inspectorate and electricity boards. He should also monitor the load factor of the sanctioned demand, optimize the loading factor by reducing the excess demand to achieve economical energy costs. Expenses towards the same shall be borne by the Bank.

### **1.5 Breakdown Maintenance**

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

**Details of installation of specialised services and building finish.**

**SCHEDULE OF EQUIPMENTS OF BANK OF BARODA**

A) **Air-Conditioning System**

Split Indoor and Outdoor Units, Window AC Units, VRF units, Ductable units

B) **LIFTS**

Two ThyssenKroopp Lifts- with movement from Ground Floor to Seventh Floor , Lift Pit, Electric Room of Lifts and all related accessories

C) **Electrical Installation**

H. T. indoor Vacuum Circuit Breakers:

Indoor dry type transformers

LT and HT panels

Rising main

Other distributions, Domestic Pumps,

Basement, Indoor, Passage, Exterior, Terrace and Other lightings & all other lighting fixtures

Auditorium and class-rooms sound system and public address system.

Ceiling Fans, Wall Fans, Exhaust Fans, Pedestal Fans

Switches, Switch boards, regulators, controllers, MCCBs, RCCBs, Control Switch, Desk Panels, CPUs, Batteries, UPS, Chargers, Earth Pits, Power Distribution System,

D) **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 (Jockey Pump, Main pump, Diesel Engine Operated Pump, Booster Pumps)

Wet sprinkler system

Portable Extinguishers

Automatic Sprinkler System

Fire Detection System

**PROPOSED WORK METHODS, SUPPLIES AND PLAN**

1. P & F Management Services Contractor shall be required to prepare and submit 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 its 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 Head & I/c Chief Learning Officer,  
Baroda Apex Academy  
Bank of Baroda,  
GH-4, Sector-11  
Near Udyog Bhawan  
**Gandhinagar**

Dear Sir,

**Re: Confirmation of Insurance Policies / Agreement No.            for  
Tender for House Keeping and Facility Management Services at Baroda Apex  
Academy, Bank of Baroda, GH-4, Sector-11, Near Udyog Bhawan, Gandhinagar**

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.

Corporate or Company Seal

Authorised Signature

Name of Company

By.....

Title.....



**AREA DETAILS OF THE PROPERTY**

Sr. No.	Floor	Floor Area [in sq. mts] (Approx)	Present Utilization
1	Basement	50	Fire safety Room
2	Ground	2331	Auditorium, Reception, Passage, Parking and surrounding Area, Security cabin, Electrical panel room, Duct area -2- nos.
3	First	751	Baroda Academy-Rajkot, Gymnasium, Library, CCTV Room, Baroda Radio recording studio, Heritage Gallery, Passage, Common toilets -2- nos (for Gents and Ladies)
4	Second	551.24	Canteen and VIP canteen area, Store room, 3 sharing hostel rooms with attached toilets -5- nos, Common toilets -2- nos (for Gents and Ladies ), Passage, toilet for handicapped persons.
5	Third	744.24	3 sharing hostel rooms with attached toilets -16- nos, 2 sharing hostel rooms with attached toilets -2- nos, Passage, Electric room and water cooler room
6	Fourth	744.24	3 sharing hostel rooms with attached toilets -16- nos, 2 sharing hostel rooms with attached toilets -2- nos, Passage, Electric room and water cooler room, Store room
7	Fifth	744.24	3 sharing hostel rooms with attached toilets -16- nos, 2 sharing hostel rooms with attached toilets -2- nos, Passage, Electric room and water cooler room, Store room
8	Sixth	744.24	Class rooms -4- nos, Faculty cubical -9- nos, Head, Apex Academy office -1- no, Deputy Gen. Manager's office, Doctor's room, Pantry room -1- no, Passage, Xerox room -1- no, common toilets -2- nos (for Gents and Ladies )
9	Seventh	744.24	Class room and conference room, Faculty cabins -10- nos, AGM cabins -4- nos, Admin sitting area for 12 persons, Meeting room -1- no, store room, Daftary room, Pantry room, Passage, common toilets -2- nos (for Gents and Ladies )
10	Terrace	744.24	Open area, lift cabin, AC outdoor unit area, Water tank and Signage board tarrace
<b>Total</b>		<b>8148.68</b>	

### **Schedule of Equipments/ Quantities:**

<b>Sr.No</b>	<b>Description of Equipment</b>	<b>Capacity/ Size</b>	<b>Quantity</b>
1	A/c VRF In door unit	4.0 ton and 5.0 ton	32
2	A/c Split	1.5 ton	67
3	AC Windows	1.5 ton	0
4	A/c Ductable [package]	10 ton	1
5	A/c VRF out door unit	12HP	12
6	A/c Ductable out door unit [package]	12HP	02
7	CCTV Room, EPBAX room		01
8	UPS Room	10 kva	2
9	Lift		2
10	Water purifier system		7
11	Water coolers and refrigerator		8
12	Fire / Smoke detection system		1
13	Computers / Laptop / photocopiers / scanners and modems		
14	Multimedia projector		
15	EPBX & Telephone Video conferencing system		

**NOTE:** The quantities are not very accurate. The P&FMSC firm may like to verify the exactness if they so desire.

### **Job Data for various Installations**

#### **HOUSE KEEPING SERVICES**

All the daily services relating to Institute building and its compound including outside compound parking will be accomplished before office hours i.e. 9.30 a.m. unless specially advised otherwise and in hostel cleaning of rooms, open and common areas and work changing linens etc. Is to start after starting of classes i.e. 10.00 a.m. Even on Sundays and Holidays all jobs relating to housekeeping will be completed.

#### **DAILY MAINTENANCE SERVICES**

This covers daily cleaning of common area, office furniture, electrical / computer equipments and carpet area / floor area including hostel at 2<sup>nd</sup> to 5<sup>th</sup> floors.

The following activities are to be carried out:

- i) Sweeping and mopping of premises floor area
- ii) Glass cleaning within premises
- iii) Sweeping and cleaning of common area and lobbies
- iv) Removal of bird dropping and other dirt on the inner walls or on the foot of doors / windows / ventilators etc as and when required
- v) Dusting /. Cleaning and vaccumising of furniture, cupboards, telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemical to keep all such articles dust free during the morning time in the office and in common area
- vi) Cleaning of all toilets of the building (both ladies and gents)
- vii) Cleaning of parking area in building compound as well as outside compound in front of building including connecting road and removal of waste material from parking and other open area

- viii) Removal of garbage if it is collected at any place within the premises
- ix) Cleaning and mopping of the staircases within premises
- x) Vacuum cleaning / washing of carpets wherever provided at the Institute
- xi) Filling water in water bottles provided in hostel rooms and in office cabins and class rooms
- xii) Operating water pump to fill water in storage tank of the building to ensure round the clock water supply in hostel and canteen and all other places in building
- xiii) Upkeep of office / class room / hostel rooms / library / reception counters / store / lobby etc.
- xiv) Checking of water and electrical installations, ACs and lifts including UPS etc.

## **PERIODIC MAINTENANCE SERVICES**

Apart from regular cleaning, this includes cleaning of interiors with industrial cleaner. The following activities are included:

### **WEEKLY SERVICES**

- a) Cleaning and vacuuming of carpets provided in office
- b) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- c) Removal of cobwebs, dusts, termites, insects' pests etc.
- d) Windows sponging and cleaning
- e) Changing bed sheet / towel in hostel rooms twice in a week
- f) Keeping ceiling and table / pedestal fans, air conditioning grills dust free
- g) Cleaning of dustbins and buckets with detergents
- h) Up keeping of partition glasses and panels with utmost care and by application of glass cleaning chemicals
- i) Acid cleaning of sanitary wares
- j) Polishing and oiling of door closers, door handles and other brass fittings with Silvo / Brasso / Lubricants. Dusting and cleaning of murals, sceneries, photo frames, idols etc.
- k) Shampooing / spraying / disinfecting all carpets
- l) Specialised cleaning of computers peripherals, hardware, telephones, workstations and other sophisticated equipments as per direction of the Head of the Institute.

### **MONTHLY SERVICES**

- a) Oiling / greasing of ceiling fans and servicing of other electrical installations
- b) Testing of electrical lines to ensure proper distribution of supply

## **Job Description**

### **(1) MANAGER**

The manager engaged by the P&FMS contractor should be key responsible person of the entire services rendered by the vendor. He should be the permanent employee of the firm and having degree/diploma holder, with minimum 5 years' experience in the relevant fields.

## **(2) WARDEN CUM SUPERVISOR WORK IN HOSTEL**

To allot hostels rooms to participants on regular basis

To hand over the keys of hostel rooms to participants and collect back the same on their departure

To ensure upkeep of hostel rooms and common areas of hostel as well as building

To arrange changing of linens periodically

To maintain room allotment register

## **(3) PLUMBING (ON CALL)**

Maintain all supply and drainage pipes, ensure that there is no choking and the system is working at self cleaning velocity without surcharging at the manholes / inspection chambers.

Maintain all valves, tapes, floats and other plumbing and sanitary fittings along the perimeter wall free from leakages

Maintain all fixtures (cistern, basin, commode, urinals, taps etc) and pipes in the toilets

Ensure that the pressure of water supply for the fire fighting system is maintained

Check supply and drainage to and from water cooler and water purifier system

In coordination with the housekeeping personnel, help to control pests by opening the drainage chambers if any, adjacent to building to spray insecticides as and when required

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

Cleaning all drinking water tanks every quarter and other water tanks at least twice every year and disinfect specially before the start of the rainy season

## **(4) FLOOR LIGHTING MANAGEMENT / ELECTRICAL**

From the point of view of efficient and economical use of lighting fixtures on all the floors, Various checks that shall be carried out are tabulated below:

- To operate all common equipments install in building i.e. Access control, CCTV, HVAC, Electrical panels, FAS etc and will ISO, norms and documents.
- Provision to be made for break down and preventive maintenance like shutdown etc. On weekend, holidays.
- To be take care of all electrical, electromechanical, equipments at the building.
- Check the computer of lighting control is ON at the start of the day.

- Ensure the running of lighting system at predefined lux level as advised by bank
- Proactively switching On/Off the lighting fixtures as per usage by use of computerized control.
- Checking of internal wiring once in a month, control circuit of circuit breakers and tightening of loose wire connection of distribution board, switches and all electric fixtures
- Checking load on mains, sub main and feeder points with long tester to ensure that there is no over loading
- Electrician must having Degree/Diploma in Electrical stream.

## **(5) Schedule of House Keeping Equipments & Consumables**

### **Machineries & 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 (3. Nos)
- Mopping bucket with squeezer (3. Nos)
- Ladder 30'ft, 8'ft, & 4'ft (2.nos.)
- Handy Air Blower

### **Housekeeping Consumables:**

- Soft & Hard Broom
- Cob - Web Duster
- Floor & Glass Duster
- Table & Computer Duster
- Odonil Sticks / Naphthalene Balls, urinal screen mats
- WC - Brush, Silvo /Brasso
- Deodorized - detergent for mopping
- R-1 to R-7 ( Hindustan lever Brand)
- Murphy Oil / Min Cream, Spray bottles, Buckets, Caddies, Garbage Bags, Mugs, Dust Collectors, Odopic / Vim Powder. Round Mops, Kentucky Mops, Room Freshener, Mosquito repellent, liquid soap (Brand-Fem,Taski, Dettol, Lifebuoy) , 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 Attention 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 & Carpet & Upholstery Shampoo liquids HLL Soap for the dispensers in all toilets, Tissue rolls (Total Toilet 2 x IO levels x 5 units), also to be provided by the service provider. Items provided by the FMS will be verified by the concerned officer of Bank.

## **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 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.

### **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 ISO 9001-2000 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
	Checklist for Hostel Rooms
4	Daily report for Electrical Services
5	Water level daily report
6	Housekeeping schedule

7	Work instructions for housekeeping O & M Team
8	Checklist for toilet
9	Checklist for office area
10	Checklist for common areas
11	Performance slip
12	Annual maintenance schedule
13	Site visit book
14	Lost / found property register
15	Checklist for periodical audit
16	Break down complaint register
17	Spares register
18	Key register