



SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD.
(A Wholly Owned Subsidiary Of SBI)

SBI GITC Circle office
First Floor, State Bank Global IT Center, Plot no.8, 9, 10, Sector 11, CBD Belapur, Navi
Mumbai 400614

**ANNUAL OPERATION AND MAINTENANCE (O&M) CONTRACT FOR
ELECTRICAL, CIVIL, PLUMBING, CARPENTRY WORKS AT SBI - STAFF COLONY,
NERUL & 177 FLATS AT NRI COLONY, SEAWOODS**

Tender ID : GIT201903020

TENDER SUBMITTED BY:

NAME : _____

ADDRESS : _____

GSTIN NO. : _____

DATE : _____

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PART 1 : INVITATION TO BID

SBIIMS on behalf of State Bank of India (hereinafter referred to as 'SBI' / 'The Bank') is having its Staff Colony at Nerul (87 Old Buildings, 4 Towers) & NRI Colony (177 Flats) at Seawoods.

In order to provide services in operation and maintenance of Electrical, Civil, Plumbing & Carpentry works at Staff Colony, Nerul on daily basis & 177 flats at NRI colony, Seawoods on call basis, the Bank proposes to invite Tenders from established Companies / Agencies (hereinafter referred to as 'Bidder' or 'Contractor') to undertake Annual Operation and Maintenance Contract for Electrical, Civil, Plumbing and Carpentry works.

The Bidding documents are to be downloaded from the Bank's Websites www.statebankofindia.com or www.sbi.co.in and the bid is to be submitted to the office of (Name & Address of office):

Vice President & Circle Head
SBIIMS, GITC, Circle office,
1st Floor, C wing,
SBI GITC Office, Sector 11,
CBD Belapur, Navi Mumbai 400 614

Please note that all the information / documents desired are provided. Incomplete information may lead to non-consideration of the proposal.

- Tender process shall be carried out in regular two bid system [Technical bid & Commercial bid].
- All Technical Bids must be accompanied by Earnest Money Deposit (EMD) and cost of tender processing fee as specified in the Bid document. Otherwise, the bid will be rejected.
- SBIIMS/SBI reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders through the Bank's websites www.statebankofindia.com or www.sbi.co.in.
- The information provided by the bidders in response to this RFP document will become the property of SBIIMS/SBI and will not be returned. SBIIMS/SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.

PART 2: DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or SBIIMS on behalf of State Bank of India (Bank), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SBIIMS/SBI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SBIIMS/SBI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

The SBIIMS/SBI reserves the right to accept or reject any Bid/ offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the SBIIMS/SBI action. SBIIMS/SBI reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

SBIIMS/SBI reserves the right to cancel the entire Bidding / procurement process at any stage without assigning any reason whatsoever.

PART – 3: SCHEDULE OF EVENTS

Address for communication and submission of Bid. Email: headgipc.sbiims@sbi.co.in Mobile: V P (Civil) – 8454948412 VP (Electrical) – 9848309696	Vice President & Circle Head SBIIMS, GITC, Circle office, 1 st Floor, C wing, SBI GITC Office, Sector 11, CBD Belapur, Navi Mumbai 400 614
Date of issue of tender documents form Bank's website	28.03.2019
(a) Technical Bid	28.03.2019 to 11.04.2019 from Bank's website www.sbi.co.in under <Link>procurement news.
(b) Price Bid (Only for bidders qualified in Technical bid)	From 18.04.2019 to 22.04.2019 at Service Provider M/s E-Procurement Technologies Ltd on portal https://etender.sbi
Pre-bid meeting at the above-mentioned address	From 3.00 pm to 4.00 pm on 04.04.2019
Date and Time of opening of Technical Bids	3.30 pm on 11.04.2019 Authorized representatives of vendors may be present during opening of the Technical Bid s. However, Technical Bids would be opened even in the absence of any or all of the vendor representatives.

PART – 4 : NOTICE INVITING TENDER

Sealed Tenders in two bid system, technical bid and online price bid (i.e. E- tendering), are invited from reputed, established and financially sound Operations & Maintenance Contractors for '**Annual Operation & Maintenance contract for Electrical, Civil, Plumbing & Carpentry works at SBI - Staff Colony, Nerul & 177 flats at NRI Colony, Seawoods**

Name of Work	Annual Operation & Maintenance for Electrical, Civil, Plumbing & Carpentry works at SBI - Staff Colony, Nerul & 177 flats at NRI Colony, Seawoods
Issuing of Tenders to Bidders	Will be available at Bank's website: www.statebankofindia.com [OR] www.sbi.co.in (procurement news)
Validity of Tender offers	90 days from the date of opening
Earnest Money Deposit	Rs 74,000/- (Rupees Seventy Four thousand only) by way of Bank Draft or Pay Order, payable at Mumbai / Navi Mumbai in favor of "SBIIMS, GITC, Circle office, CBD Belapur", should accompany the Tender, without which, the Tenders are liable to be rejected. EMD of unsuccessful bidder will be released within 60 days from the date of opening bid.

Security Deposit	The successful Bidder shall have to submit the Initial Security Deposit in the form of Bank guarantee from any commercial /nationalised Bank for the amounts to be paid equivalent to three months contract value. This amount has to be submitted to the SBI within 15 days of the receipt of the work order. No interest shall be payable on the Initial Security Deposit and Earnest Money Deposit. This shall be treated as Total Security Deposit and shall be retained by the Bank for contract period.
Commencement of works	Within 15 days (Mobilization period) from the date of Work Order. If the Contractor delays by more than 15 days over and above the specified time, the Bank is at the liberty to terminate the contract without giving any notice.
Cost of tender documents	The Tender Documents along with BOQ can be downloaded from Bank's website viz. www.statebankofindia.com [OR] www.sbi.co.in (procurement news) and the tender processing fee of Rs. 5000/- to be deposited through SB collect with Tender ID no. GIT201903020 The receipt should be enclosed along with the Technical Bid towards the cost of tender processing fee. The tender documents without cost of tender processing fee shall be rejected.
Contract Period	01(one) year (The contract may be renewed at same terms and conditions for a further period of one more year, at the discretion of the SBIIMS/SBI)

SAMPLE BUISNESS RULE DOCUMENT

ONLINE E-TENDERING FOR Annual Operation & Maintenance contract for Electrical, Civil, Plumbing & Carpentry works at SBI - Staff Colony, Nerul & 177 flats at NRI Colony, Seawoods

(A) Business rules for E-tendering:

1. Only empaneled contractors with SBIIMS PVT.LTD. under appropriate category who are invited by the project Architect/SBIIMS shall only be eligible to participate.
2. SBIIMS PVT.LTD. will engage the services of an E-tendering service provider who will provide necessary training and assistance before commencement of online bidding on Internet.
3. In case of e-tendering, SBIIMS will inform the vendor in writing, the details of service provider to enable them to contact and get trained.
4. Business rules like event date, closing and opening time etc. also will be communicated through service provider for compliance.
5. Contractors have to send by email, the compliance form in the prescribed format (provided by service provider), before start of E-tendering. Without this the vendor will not be eligible to participate in the event.
6. The Contractors will be required to submit the various documents in sealed Envelope to the office of SBI Infra Solutions Pvt Ltd.at the address mentioned hereinbefore by the stipulated date i.e. (1) Hard Copy of Technical Bid duly signed and stamped on each page (2) Demand Draft of specified amount of EMD (3) Demand Draft of Cost of Tender documents (4) Certified copy of A-Class Electrical License). Contractors not submitting any one or more documents shall not be eligible to participate in the on-line price bidding.
7. E-tendering will be conducted on schedule date & time.
8. **The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.**

(B) Terms & conditions of E-tendering:

SBIIMS PVT.LTD. shall finalize the Tender through e-tendering mode for which **M/s E-Procurement Technologies Ltd.** has been engaged by SBIIMS an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid.

1. E-tendering shall be conducted by SBIIMS through **M/s E-Procurement Technologies Ltd.**, on pre-specified date. While the Contractors shall be quoting from their own offices/ place of their choice, Internet connectivity and other paraphernalia requirements shall have to be ensured by Contractors themselves. In the event of failure of their Internet connectivity, (due to any reason whatsoever it

may be) it is the bidders' responsibility. In order to ward-off such contingent situation bidders are requested to make all the necessary arrangements/ alternatives such as back-up power supply whatever required so that they are able to circumvent such situation and still be able to participate in the E-tendering successfully. Failure of power at the premises of Contractors during the E-tendering cannot be the cause for not participating in the E-tendering. On account of this the time for the E-tendering cannot be extended and SBIIMS Pvt. Ltd. is not responsible for such eventualities.

2. **M/s E-Procurement Technologies Ltd**, shall arrange to train your nominated person(s), without any cost to you. They shall also explain you all the Rules related to the E-tendering. You are required to give your compliance on it before start of bid process.
3. BIDDING CURRENCY AND UNIT OF MEASUREMENT: Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online E-tendering.
4. BID PRICE: The Bidder has to quote the rate as per the Tender Document provided by SBIIMS Pvt. Ltd. their appointed Architects.
5. VALIDITY OF BIDS: The Bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.
6. Procedure of E-tendering:
 - i. **Online E-tendering:**
 - (a) The NIT & Technical bid available on the Bank's website during the period specified in the NIT.
 - (b) Online e-tendering is open to the empaneled bidders who receive NIT from the Architect and qualified for participating in the price bidding as provisions mentioned hereinabove through SBIIMS approved Service Provider.
 - (c) The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item.
 - (d) The Contractors are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
 - (e) It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
 - (f) In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as **"Incomplete Tender"** and shall be liable for rejection.
7. LOG IN NAME & PASSWORD: Each Bidder is assigned a Unique User Name & Password by **M/s E-Procurement Technologies Ltd**. The Bidders are requested to change the Password after the receipt of initial Password from **M/s E-Procurement Technologies Ltd**. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.

8. **BIDS PLACED BY BIDDER:** Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as per the rates quoted, SBIIMS shall at liberty to take action as deemed necessary including de-paneling such contractors and forfeiting their EMD.
9. At the end of the E-tendering, SBIIMS Pvt. Ltd. will decide upon the winner. SBIIMS Pvt. Ltd. decision on award of Contract shall be final and binding on all the Bidders.
10. SBIIMS shall be at liberty to cancel the E-tendering process / tender at any time, before ordering, without assigning any reason.
11. SBIIMS shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
12. Other terms and conditions shall be as per your techno-commercial offers and other correspondences till date.

13. **OTHER TERMS & CONDITIONS:**

- The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
- The Bidder shall not divulge either his Bids or any other exclusive details of SBIIMS Pvt. Ltd. to any other party.
- SBIIMS Pvt. Ltd. decision on award of Contract shall be final and binding on all the Bidders.
- SBIIMS Pvt. Ltd. reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion.
- SBIIMS or its authorized service provider **M/s E-Procurement Technologies Ltd** shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- SBIIMS or its authorized service provider **M/s E-Procurement Technologies Ltd** is not responsible for any damages, including damages that result from, but are not limited to negligence.
- SBIIMS or its authorized service **M/s E-Procurement Technologies Ltd** will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

N.B.

- All the Bidders are required to submit the Process Compliance Statement duly signed to **M/s E-Procurement Technologies Ltd**.
- **All the bidders are requested to ensure that they have a valid digital signature certificate well in advance to participate in the online event.**

PROCESS COMPLIANCE STATEMENT

(The bidders are required to print this on their company's letter head and sign, stamp before emailing)

To,
M/s. e-Procurement Technologies Ltd. (AuctionTiger), Ahmedabad,
Mr. Samjad Khan
Phone: +91-79-68136868/6805/6857
Email: samjad@auctiontiger.net

AGREEMENT TO THE PROCESS RELATED TERMS AND CONDITIONS FOR THE ONLINE E-TENDERING FOR ANNUAL OPERATION & MAINTENANCE CONTRACT FOR ELECTRICAL, CIVIL, PLUMBING & CARPENTRY WORKS AT SBI - STAFF COLONY, NERUL & 177 FLATS AT NRI COLONY, SEAWOODS

Dear Sir,

This has reference to the Terms & Conditions for the E-tendering mentioned in the Tender document
This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the E-tendering as mentioned in RFP of SBIIMS Pvt. Ltd. as well as this document and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the E-tendering tool and have understood the functionality of the same thoroughly.
- 4) We confirm that SBIIMS Pvt. Ltd. and **M/s E-Procurement Technologies Ltd**, shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-E-tendering platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the E-tendering event.
- 5) We confirm that we have a valid digital signature certificate issued by a valid Certifying Authority.
- 6) We, hereby confirm that we will honor the Bids placed by us during the E-tendering process.

With regards,
Date:

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Scan it and send to this Document on -----

ARTICLES OF AGREEMENT (Sample)

(On non-judicial Stamp Paper of Rs. 500/- or as per latest Govt. Rules)

ARTICLES OF AGREEMENT made the _____ date of _____ between SBI,
having its office at Mumbai hereinafter called "the Service Provider" of the One Part and

WHEREAS the SBIIMS PVT. LTD. is desirous of
_____ and has caused specifications describing the work to be done to be prepared by
SBIIMS.

AND WHEREAS the said Drawings numbered _____ to _____
inclusive, the Specifications and the Schedule of Quantities have been signed by or on behalf
of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions
set forth herein and to the Conditions set forth herein in the Special Conditions and in the
Schedule of Quantities and Conditions of Contract (all of which are collectively hereinafter
referred to as "the said conditions") the works shown upon the said Drawings and / or
described in the said Specifications and included in the Schedule of Quantities at the
respective rates therein set forth amounting to the sum as therein arrived at our such other
sum as shall become payable there under (hereinafter referred to as "the said Contract
Amount.)

NOW IT IS HEREBY AGREED AS FOLLOWS:

- 1) In consideration of the said Contract Amount to be paid at the times and in the manner
set forth in the said Conditions, the Contractor shall upon and subject to the said
Conditions execute and complete the work shown upon the said Drawings and
described in the said Specifications and the priced Schedule of Quantities.
- 2) The Employer shall pay to the Contractor the said Contract Amount, or such other sum
as shall become payable, at the times and in the manner specified in the said
Conditions.
- 3) The term "The Architects" in the said Conditions shall mean the **SBIIMS**, or in
the event of their ceasing to be the Architects for the purpose of this Contract for
whatever reason, such other person or persons as shall be nominated for that purpose
by the Employer, not being a person to whom the Contractor shall object for reasons
considered to be sufficient by the Employer, PROVIDED ALWAYS that no person or
persons subsequently appointed to be Architects under this Contract shall be entitled to

disregard or overrule any previous decisions or approval or direction given or expressed in writing by the outgoing Architects for the time being.

- 4) The said Conditions and Appendix thereto shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by submit themselves to the said Conditions and perform the Agreements on their part respectively in the said Conditions contained.
- 5) The Plans, Agreements and Documents mentioned herein shall form the basis of this Contract.
- 6) This Contract is neither a fixed lump-sum contract nor a piece work contract but a contract to carry out the work in respect of the entire building complex to be paid for according to actual measured quantities at the rates contained in the Schedule of Quantities and Rates or as provided in the said Conditions.
- 7) The Contractor shall afford every reasonable facility for the carrying out of all works relating to civil works, installation of lifts, Telephone, electrical installations, fittings air-conditioning and other ancillary works in the manner laid down in the said Conditions, and shall make good any damages done to walls, floors, etc. after the completion of his work.
- 8) The SBIIMS Pvt. Ltd. reserves to itself the right of altering the drawings and nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this Contract.
- 9) All payments by the SBI under this Contract will be made only at Mumbai.
- 10) All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Mumbai and only the Courts in Mumbai shall have jurisdiction to determine the same.
- 11) That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.

IN WITNESS WHEREOF THE SBIIMS PVT. LTD. and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year first hereinabove written.

SIGNATURE CLAUSE

SIGNED AND DELIVERED by the
_____ By the
(Employer)

hand of Shri _____

(Name and Designation)

(Signature of Employer)

In the presence of:

1) Shri / Smt. _____

(Signature of Witness)

Address _____

(Witness)

SIGNED AND DELIVERED by the

_____ by the
(Contractor)

(Signature of Contractors)

In the presence of:

Shri / Smt. _____

(Signature of Witness)

Address _____

(Witness)

***Note:** Draft of agreement will be as approved by the SBI.

Part – 5 : TENDER CONDITIONS

5.1 INTRODUCTION

Brief Scope of Work : Annual operation and maintenance of Electrical equipment, Diesel Generators (DG), water pumps, Sewage Treatment Plant equipment, Civil, Plumbing & Carpentry etc. at SBI - Staff Colony, Nerul & NRI Colony, Seawoods

Area of Work:

A. SBI – Staff Colony, Nerul

1. Four Towers (M1, M2, S & T) which comprise of 187 flats, refugee areas, common areas, STP plant, pump houses, DG rooms, Roads, Children park, Garden, etc.
2. 87 buildings of Colony which comprise of 991 flats, common areas, guest rooms, chummages, transit flats, pump house, Roads, Children park, Garden, etc. as detailed below :-

A type buildings =25 Nos

B type buildings = 42 Nos

C type buildings =5 Nos

CA type buildings =4 Nos

D type buildings = 3 nos.

E type buildings =2Nos

EA type buildings =2nos.

F type buildings =1 No

G Type buildings = 2 nos.

H type buildings =1 No

3. VVIP Guest rooms 12 nos. on 1st floor T-Tower

B. 177 Flats at NRI Colony, Sea woods [The electrical scope of work for these 20 flats is restricted from MSED metering KIOSK up to Electrical installations inside the flats]

The Bidder should visit the premises to get a brief knowledge about the area and nature of various works.

5.2 ELIGIBILITY CRITERIA

- 5.2.1 The Bidder should have a minimum 05 years of experience as on 31.03.2019 in the field of operation and maintenance of electrical, Civil, plumbing & carpentry works in residential & commercial buildings. **The bidder should furnish previous work orders for establishing the experience.**
- 5.2.2 The tender must be accompanied by self-attested copies of the following without which the tender shall be rejected:
- a) Valid Electrical Contractor's License and valid documents of a licentiate plumber
 - b) GST Registration number
 - c) E.S.I.C. Registration or workmen's compensation policy
 - d) PAN card
 - e) Audited Balance Sheet for the years 2016-2017, 2017-2018, and provisional / audited Balance sheet for 2018-2019, establishing the turnover criteria as per clause '5.2.3' of Eligibility criteria.
 - f) Documentary evidence specifying the experience of the firm as per clause '5.2.1' of Eligibility criteria.
 - g) Documentary evidence for value of relevant executed annual operation and maintenance contracts in commercial / residential buildings contracts during the last 3 years in Mumbai / Navi Mumbai / Thane, as per clause '5.2.4' of Eligibility criteria.
 - h) Print of receipt for payment deposited towards Tender Processing Fee.
 - i) Bank Draft for 'Earnest Money Deposit' (EMD)
 - j) List of Annual Operation & Maintenance Contracts for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings carried out during the last three years i.e. 2015-2018 in Govt. / PSB / PSU / Private sector Organisation at Mumbai/ Navi Mumbai/ Thane are to be enclosed mentioning the period of contract, value of the contract in Rupees & contact details of that Organisation [As per point no. 02 of Evaluation Criteria (matrix)]
 - k) List of Annual Operation & Maintenance Contracts for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings carried out for an value of Rs. 22.14 lacs & above during the years 2015-2018 in Mumbai/ Navi Mumbai/ Thane [As per point no. 03 of Evaluation Criteria (matrix)]

- l) List of technically skilled workmen / licentiates employed for Electrical, Civil, Plumbing & Carpentry works with the Technician name, skill set & years of experience [As per point no. 05 of Evaluation Criteria (matrix)]
- m) Work order copy specifying the value of single largest Annual operation & maintenance contracts for Electrical, Plumbing & Carpentry works in Commercial / Residential buildings carried out during the years 2015-2018 in Mumbai/ Navi Mumbai/ Thane [As per point no. 06 of Evaluation Criteria (matrix)]

Original documents need not be submitted with the bid offer. However, the bidder should provide the original documents at the time of verification by the SBIIMS/SBI.

5.2.3 Average annual turnover for last three year should be minimum of Rs.22.14 lacs (as on 31-03-2018). Audited / certified Balance sheets (by Chartered Accountant) of last three years are to be enclosed as proof.

5.2.4 The minimum value of executed Operation and Maintenance contract for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings during the last 3 years in Mumbai / Navi Mumbai / Thane, should be at least of

One annual contract of Rs. 59.00 lacs 'or'

Two annual contracts of Rs. 37.00 lacs each 'or'

Three annual contracts of Rs. 29.51 lacs each

5.2.5 The bidder should have an office in Mumbai / Navi Mumbai / Thane districts.

5.3 BIDDING DOCUMENTS

Quotation has to be submitted in 2 separate envelopes super scribed Technical Bid / Commercial Bid for 'Annual Operation & Maintenance Contract for Electrical, Civil, Plumbing & Carpentry Works at SBI – Staff Colony, Nerul & 177 flats at NRI colony, Seawoods sealed & coupled together as per the procedure narrated below. The tenders should be dropped in the Tender Box located at the following address or the Bidders may also submit the Tender by post so as to reach at:

Vice president & Circle Head
SBIIMS, GITC, Circle office,

1st Floor, C wing,
SBI GITC Office, Sector 11,
CBD Belapur, Navi Mumbai 400 614.

Before 2.00 pm on 11.04.2019. SBIIMS shall not be responsible for any postal delay. Each paper of Tender documents should be stamped & signed by the authorized official of the company with a seal of the company.

5.3.1 First envelope (Technical Bid) should contain:

Bidder's forwarding letter with unconditional acceptance of all the Bank's Tender conditions, Terms & Conditions, Scope of Work, Payment terms, etc. The format of the forwarding letter should be as per Annexure – FL. Tender with conditions will be rejected which please note. All the documents sent by you should be stamped and signed on each page. Besides it, the tender must be accompanied by self-attested photocopies of the following without which the tender shall be rejected.

1. Valid Electrical Contractor's License and valid documents of a licentiate plumber
2. E.S.I.C. Registration or Workmen's compensation policy
3. PAN card
4. GST Registration number
5. Audited Balance Sheet for the years 2016-2017, 2017-2018, and provisional / audited Balance sheet for 2018-2019, establishing the turnover criteria as per clause '5.2.3' of Eligibility criteria.
6. Documentary evidence specifying the experience of the firm as per clause '5.2.1' of Eligibility criteria.
7. Documentary evidence for value of relevant executed Annual Operation and Maintenance Contracts for Civil, Electrical, Plumbing & Carpentry works in Commercial / Residential buildings carried out during the years 2015-2018 in Mumbai / Navi Mumbai, as per clause '5.2.4' of Eligibility criteria.
8. Print receipt for payment deposited towards tender Processing fee through SB collect.
9. Bank Draft for 'Earnest Money Deposit' (EMD)

10. List of Annual Operation & Maintenance Contracts for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings carried out during the years 2015-2018 in Govt. / PSB / PSU / Private sector Organisation at Mumbai / Navi Mumbai / Thane are to be enclosed mentioning the period of contract, value of the contract in Rupees & contact details of that Organisation [As per point no. 02 of Evaluation Criteria (matrix)]
11. List of Annual Operation & Maintenance Contracts for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings carried out for an average value of Rs.22.14 lacs & above during the years 2015-2018 in Mumbai / Navi Mumbai / Thane [As per point no. 03 of Evaluation Criteria (matrix)]
12. List of technically skilled workmen / licentiates employed for Civil, Electrical, Plumbing & Carpentry works with the Technician name, skill set & years of experience [As per point no. 05 of Evaluation Criteria (matrix)]
13. Work order copy specifying the value of single largest Annual Operation & Maintenance Contracts for Civil, Electrical, Plumbing & Carpentry works in Commercial / Residential buildings carried out during the years 2015-2018 in Mumbai / Navi Mumbai / Thane [As per point no. 06 of Evaluation Criteria (matrix)]

The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected.

All documents submitted should be serially numbered as per forwarding letter (Annexure-FL).

Note: Bank may seek additional documents / information for ascertaining the eligibility of the Bidder.

(Tender Processing fees method)

PROCESS FOR SUBMISSION OF TENDER PROCESSING FEES THROUGH SBI COLLECT APPLICATION.

The steps involved in making the payment through **SB Collect towards Cost of Tender** are as under :-

1. The Vendor needs to use SBI internet banking site <https://www.onlinesbi.com/>.
2. Select "**SB Collect**" from Top Menu, that will lead to the next page:
3. "**Proceed**" will lead to the next page:
4. Select "**All India**" in "State of Corporate / Institution" & Select "**Commercial Services**" in "Type of Corporate / Institution".
5. "**Go**" will lead to the next page:
6. Select "**SBI Infra Management Solutions**" in Commercial Services Name and "**Submit**"
7. Select "**Tender Application Fee**" in "Payment Category" and enter the "**Tender ID**" exactly as we preloaded with characters in Uppercase only in place of Circle Codes.
8. The next Page will be ready with few of the Preloaded Tender Details:
9. The Vendor will have to fill up the fields properly and upon making the payment a receipt will be generated with a Reference No.

NOTE : *Any type of vendor, whether dealing with SBI or other bank can use this SB Collect facility. Even a contractor not dealing with any bank can use this portal and generate challan and deposit by cash in any SBI branch. The bank charges for cash deposit will be also borne by the vendor himself.*

5.3.2 After scrutinizing the Technical Bid parameters, Bidders who qualify will be shortlisted. **Bidders who fulfil the requirements of Technical Bid will only qualify for online price Bid.**

5.3.3 Online Price bid The price quoted should contain rates referring as per Annexure - BOQ wherein the **Base Price, GST as applicable, if any shall be paid by the Bank separately.**

Note: Base Price should include minimum wages, EPF, ESIC, Bonus, Escalation on account of increase in minimum wages during the contract period of initial one year, include Profit, lump sum payment towards the cost such as Insurance, PPE (personal

protective equipment), safety shoes, tools required, cycles, mobile charges, etc.

5.4 Documents constituting the Bid

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required in the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the bid at the discretion of the Bank.

5.5 Clarification / Amendment of Bidding Document

5.5.1 Bidder requiring any clarification of the Bidding Document may notify the Bank in writing at the address or by e-mail indicated as per time and date mentioned in Schedule of Events (Part 3).

5.5.2 A **pre-bid meeting** is scheduled as per time and date mentioned in Schedule of Events (Part 3).

5.5.3 Text of queries raised (without identifying source of query) and response of the Bank together with amendment to the bidding document, if any, will be posted on Bank's website. No individual clarification will be sent to the bidders. It is the responsibility of the bidder to check the website before final submission of bids.

5.5.4 Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on Bank's Website.

5.5.5 All bidders must ensure that such clarifications / amendments have been considered by them before submitting the bid. Bank will not take responsibility for any omissions by bidder.

5.5.6 At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

5.5.7 In order to enable bidders' reasonable time in which to take amendments into account in preparing the bids, the Bank, at its discretion, may extend the deadline for submission of bids.

5.6 Documentary Evidence Establishing Bidder's Eligibility and Qualifications

The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall establish to the Bank's satisfaction that adequate, specialized expertise are available to provide necessary maintenance services and the Bidder will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the contract period.

5.7 OTHER CONDITIONS:

5.7.1 Successful Bidder will have to enter into an agreement with the Bank.

The format of the agreement shall be designed drafted based on the Terms & Conditions / Clauses mentioned in this RFP document. However, Bank reserves the right to add / delete any other Clauses in this Agreement.

The successful Bidder should forward a letter specifically indicating the names of their personnel who will be providing services in different heads. Along with the letter, the following data should also be provided:

- a. Attested copy of valid Plumber's licence, valid Electrician's license of all their personnel who will be providing services.
- b. The Contractor has to submit the Bio-data, Qualification & Experience certificate for all their personnel who will be providing services in this contract.

Bank reserves the right to reject any persons to be employed by the Contractor at the discretion of the Bank. Once the contract is awarded, if they wish to change any of the above personnel, the maintenance contractor will inform the Bank in writing and obtain the Bank's prior approval, one week in advance. After the contract is awarded, the Contractor will carry out the work without raising any preconditions regarding the functioning of any installations of Civil, Electrical, and Plumbing & Carpentry etc. Irrespective of existing condition of the equipment, circuits, cables, plumbing lines, etc., the Contractor should

carry out all maintenance / rectification works that are necessary to make the system fully operational.

5.7.2 Decision of Bank in regard to interpretation of the Tender Conditions, Terms & Conditions, Scope of Work, Agreement, Payment terms, etc. shall be final and binding on the Contractor. In case of any dispute between the Contractor and the Bank, the Bank shall have the right to decide. However, all matters of jurisdiction shall be subjected to courts in Mumbai.

5.7.3 SBIIMS/SBI reserves its right to reject any or all the Tenders without assigning any reasons therefore and the SBIIMS/SBI decision shall be final and binding.

5.7.4 No deviation of any kind will be allowed in Tender conditions, Scope of work, Terms & Conditions, Payment Terms, etc. after the tendering process are over.

5.7.5 The EMD may be forfeited:

- a. If a Bidder withdraws or amends its bid during the period of Bid validity specified herein; or
- b. If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of contract; or
- c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the contract with the Bank within a period of 30 days; or
 - (ii) To furnish Initial Security Deposit / Performance Guarantee to the Banks.

PART – 6: TERMS & CONDITIONS OF THE CONTRACT

The Contractor should possess a valid Electrical & Plumbing Contractor license issued by Government authorities.

6.1 MANPOWER, WAGES, ETC.

- The Contractor should ensure to comply with all the provisions of Labour Act / State / Central Govt. agreed procedures. The Contractor shall be solely responsible for compliance to provisions of Various labour and industrial laws and all statutory obligations such as minimum wages as per Central Govt. rules, allowances, compensations, EPF, Bonus, gratuity, ESIC, etc. relating to workers provided to the Bank. The Bank shall have no liability in this regard.
- **The Contractor shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character.**
- All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the SBIIMS/SBI.
- That the Contractor will not sub-contract or permit any other person to perform any of the work or services agreed to without prior permission from the SBIIMS/SBI.
- The Contractor shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules.
- Contractor's personnel or their family members shall not be allowed to stay / reside at site.

6.2 SAFETY, SECURITY, ETC.

- That the SBI/MSB shall not be liable for any compensation in case of any fatal injury / death caused to any other Contractor's employees while performing / discharging their duties / visiting Bank's premises for inspection or otherwise. The contractor shall alone be fully responsible for safety and security & insurance or life insurance of their personnel who is working on the operation and maintenance works.
- In no case, safety norms shall be violated. Even in case of urgency, when temporary rectification is done, etc. no such compromise is allowed as regards to safety provisions.
- The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at Bank's premises and externally for materials belonging to SBI at all times. The Contractor alone shall be fully responsible for safety and security & insurance or life insurance of their personnel who are working at site.
- The Contractor should issue a valid Company Identity cards to all their staff personnel who will be providing services under this contract.
- The Contractor shall provide and ensure sufficient personal protection gears like safety shoes, hand gloves, full body safety belts, ladders, etc. are being worn by their workers while carrying out works.
- The Contractor shall ensure that necessary tools and equipment like MultiMeter, Megger Meter, phase sequence meter, Tongue tester, lug crimping machines, Spanner Kit, Screw Driver Kit, Ladders, Ratchet Kit, etc. are always available at site for the purpose of attending breakdowns on emergency basis. All the tool kits and meters should be of an ISI marked wherever applicable and the required numbers are to be made available by the Contractor.

- The Electrician, Plumber, Carpenter, Gardener, Civil Masson/labour shall report to the Security Reception of M1 Tower in-gate while entering & exiting the premises. All personnel of Contractor will be subjected to a thorough physical checking while coming and leaving the colony. Those persons so deputed will sign in the Register for arrival and departure at the site.

6.3 PAYMENT TERMS

- Payment of AMC shall be made post monthly basis. Copy of the routine maintenance works have to be submitted along with the Bills.
- There would be no increase in rates payable to the Contractor during the Contract period. In-case of renewal after the initial contract period of one year the minimum wages component will be revised considering the changes in the Central Govt. minimum wages, if any.
- **Payment of wages to all the workers engaged by the contractor should be through an Account maintained with any Scheduled Commercial Bank.**

6.4 SPARES

- Spares required for routine maintenance of electrical equipment like switching accessories, lighting accessories, switch gears, plumbing materials, civil materials, carpentry materials, etc. shall be supplied / borne by Bank. However, weekly demand of materials has to be projected by the Contractor to Caretaker Office.
- In case of any materials are not available in the stock for preventive / breakdown maintenance, the Contractor should immediately arrange for purchase of the materials from the market after obtaining approval from Bank. The cost of such material purchased by the contractor shall be borne by the Bank as per the terms stated below.

Only handling charges which include transportation cost shall be paid by the Bank over and above the actual material cost. Handling Charges shall be 10% of the value of material purchased as per bills submitted by the contractor. Any taxes payable on such handling charges claimed by the contractor shall be borne by the Contractor himself. All purchase bills of the materials supplied by the contractor should be in the name of „State Bank of India, Belapur“. Bank reserves the right to verify the reasonableness of the prices.

- All necessary components required for the breakdown maintenance of all equipment shall be arranged by the Contractor at the market rate and same shall be reimbursed by Bank as stated above, along with acknowledgement of having done the work from individual occupants, Caretakers.

6.5 DELAY IN WORKS & PENALTY

- If any of the preventive / breakdown maintenance are not carried out by the Contractor in time or absenteeism of their workmen or non-performance of duties, Bank will arrange to carry out this work through any other contractor at their will and deduct the expenses (decided by the Bank) from the AMC bill.
- In case of absenteeism of the contractor workmen, corresponding amount shall be deducted in the monthly AMC bill.
- If the Contractor does not fulfil the minimum qualifications of the manpower provided by them, then proportionate maintenance charges from the monthly AMC bill will be deducted by the Bank.
- That if the Contractor does not fulfil the provisions of the clauses mentioned, the proportionate maintenance charges for those months will not be payable by the Bank. The Bank shall then carry out the repair/ maintenance work and any loss borne by the Bank would be recovered from the charges payable to the Contractor.

- While executing the maintenance / breakdown works, Contractor has to take necessary precautions to avoid any damage to Bank's property. In case of any property damage, the Contractor has to repair/replace the same at no extra payment. If the Contractor fails to repair/replace, then the same work shall be carried out through other agency and the expenditure incurred shall be debited from the AMC amount payable to the Contractor.

DESCRIPTION	PENALTY AMOUNT
All minor repairs/faults, complaints, etc. as per Annexure-E1 need to be addressed and rectified within 48 hrs. In-case of non-compliance of timelines, the Bank shall impose penalty of	₹ 100/- per case per day
All major repairs/faults as per Annexure-E2 need to be responded by the Electricians within 2 hrs and necessary rectification has to be carried out within 72 hours * In-case of non-compliance of timelines, the Bank shall impose penalty of	₹ 2500/- per case per day
Any irregularities, unsafe practices, etc. noticed / informed by the Bank should be rectified by the Contractor within 48 hrs from the time of intimation. If the contractor fails to do so, the Bank shall impose a penalty of	₹ 1000/- per case
DG operator shall ensure that DG sets are immediately turned on after the failure of MSEDCL power. If the operator failed to turn on the DG sets within 20 minutes, the Bank shall impose a penalty of	₹ 1000/- per case
Sewage Treatment Plant: The Contractor shall ensure that breakdown of all electrical equipment & panels are attended within 24 hrs from lodging of the complaint. If the contractor fails to do so, the Bank shall impose a penalty of	₹ 2000/- per case per day

* If the estimated time is more than 12 hrs then the Contractor has to provide alternate solution within 06 hrs. However, the complete rectifications have to be completed within 72 hours.

6.6 TERMINATION OF THE CONTRACT

The Bank reserves the right to terminate the agreement in case of breach of any terms and conditions of this agreement by the Contractor, with 24 hours' notice. The Bank also reserves its right, to claim damages for such breaches and the decision of the bank in this regard shall be final. Bank can terminate the agreement if the services provided by the Contractor are found to be dis-satisfactory. Either party can terminate the agreement by giving 30 days' notice in writing to the other.

6.7 FORCE MAJEURE

Neither party shall be liable for delay in performing obligations if the delay or failure is due to any of the following force majeure i.e. Act of God or any Government Act, fire, earthquake, explosion, strikes/ Bandh, civil commotion or anything beyond the control of either party. The party shall use all reasonable endeavours to minimize any such delay.

6.8 BUSINESS TERMINATION

In the event that the contractor shall close conducting business in the normal course or wind up, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or shall avail itself or become subject to any proceeding under any Act or statute of any country or state relating to insolvency or protection of rights of creditors, then (at the option of the Bank notwithstanding clause 1.0 of the agreement) this agreement shall terminate and be of no further force and effect and any property or rights of such other party tangible or intangible shall forthwith be returned to it.

6.9 The Contractor shall provide cycles (04 nos.) to their personnel for easy commuting inside the Colony area. Contractor should arrange for uniforms (dress code to their Staff).

6.10 If the Bank does not avail of certain service(s) mentioned in the Scope of work, then the Bank shall not pay for that/those service(s). The Bank shall have the right, during performance of the maintenance contract to change the scope and/or technical character of the maintenance contract.

6.11 The Contractor must provide a common mobile phone with active connection for the use of Manager / Electricians/Civil Masson/ Plumbers & carpenter to enable the Bank's personnel to communicate with them. No additional charges shall be paid for provision of mobile phone and monthly bills. The Electrician, Civil Mason, Plumber & Carpenter should be able to communicate in local language, Hindi & English Languages.

Note: The contractor has to make all efforts to save Energy and Water.

PART – 7 : SCOPE OF WORK – ELECTRICAL

7.1 ELECTRICAL – GENERAL

7.1.1 All the Electrical works should be carried out through qualified licensed Electricians only. Contractor should deploy Manager with minimum qualification of Diploma in Electrical Engineering or above and having experience of minimum 05 (five) years in handling Electrical works. Electricians should be Govt. licensed with a minimum experience of 2 (two) years in the Electrical maintenance field. The LT equipment shall be operated only by the qualified licensed Electrician having suitable experience in handling LT installations. The Contractor shall carry out all repairs and maintenance services in agreed to with the help of qualified persons who are totally familiar with the work they are required to perform.

7.1.2 Manpower is to be deployed as mentioned in para 7.1.3 on all the days of the year (including Holidays and Sundays) for 24 hours (comprising of three shifts) for daily preventive / breakdown maintenance of electrical, plumbing, civil, carpentry installations and equipment. Supply of manpower is daily (including Holidays and Sundays) for 24 hours (comprising of three shifts) on all the 365 days for daily preventive / breakdown maintenance of electrical installations and equipment. The Contractor personnel should be available in the premises throughout the entire working hours. However, if the maintenance contractor feels that more expertise is required to carry out the above work, they may deploy additional experts at their discretion. Bank will not pay any additional amount for the additional manpower. However, in-case of major breakdown Bank may consider reimbursing the cost of the manpower on case to case basis. The Contractor shall also carry out the repairs / maintenance on holidays as well as on Sundays.

7.1.3 The Electricians & DG operators should be present as per below time chart on all the working days, including Sundays and Bank holidays, etc.

	Manpower in Shift wise Operation	Total Manpower
Manager for all services	01 no. in General Shift (weekly-off on Wednesday)	01 no.
Electricians	03 nos. in 1 st & 2 nd shift on all days	11 nos. + 02 nos. Relievers
Electricians	02 nos. in night shift on all days	
DG Operators	01 no. in each shift on all days	

7.1.4 The Contractor shall maintain the pumps, motors and electrical installation to keep them in working condition, every day. The contractor shall also attend to all complaints of the residents from time to time on daily basis.

7.1.5 The contractor shall arrange to attend the complaints relating to repair & replacement such as fused bulbs, tubes, fuses, damaged MCB, sockets, wiring, switches, connections, geysers, fans, exhaust fans, etc. in the flats, common areas and office areas, Street lights in the colony.

7.1.6 Operation of lighting installations (Street poles, Common areas), water fountain, etc. in the evening and morning. All the external lights such as street lights, area lights, garden lights, and common area lights, pump room lights (as also all internal lights / office lights in case of office premises) shall be cleaned once in three months by the Contractor personnel. However if any such light is too dirty so that illumination of light is restricted or filled with insects, then it shall be cleaned by the Contractor personnel immediately, whether falling in

three months schedule or not and if any defect noticed, then it should be rectified to prevent entry of dirt, insects etc.

- 7.1.7 Shift wise operation & monitoring of packaged air-conditioning units installed at G1/1 building. In case of any abnormal functioning observed, then the Contractor has to inform the AC vendor/Engineer In charge.
- 7.1.8 The Contractor personnel should deliver the monthly electricity bills from Caretaker Office to the Letter box of all the flats. The Contractor personnel shall maintain the complaint registers (Lifts, DG sets, Flats, etc.), preventive/breakdown maintenance registers, etc. After completion of every preventive (Routine) maintenance work as per the frequency, a report may be submitted to the competent authority of Bank.
- 7.1.9 The scope of work covers the maintenance of complete Civil, Electrical, Plumbing & Carpentry system including maintenance / repairs of all other equipment not covered here but forms a part of the Colony buildings and common area & 177 flats at NRI colony, Seawoods.
- 7.1.10 The Contractor's personnel shall work in close co-ordination with other agencies such as maintenance contractors for lifts, air-conditioners, plumbing, gardening, civil repairing, carpentry etc. Also, while dealing with the Bank's employee/ their family members the contractor's personnel shall be courteous.
- 7.1.11 The contractor personnel shall take all pre-monsoon and other seasonal precautions, to protect the electrical installation / pumps. In case of any expenditure towards purchase of materials in carrying such precautions, the Bank shall be consulted beforehand.
- 7.1.12 Bank has provided Electrical gadgets/ appliances to Bank's residential quarters as also some gadgets/ appliances in Bank's offices. On receiving complaints about these appliances/ gadgets, the electrician of the contractor shall check-up and correct simple faults like loose connections, thermostat setting, etc., in order to rectify the faults in the gadget/appliance. However if it is not possible to rectify, the electrician

should advise the occupant accordingly, so that the repairs can be entrusted to other agencies for such repairs.

CARE – In case of residential premises, occupied by officers in Scale JMGS I to SMGS V (Asst. Manager, Dy. Manager, Manager, Chief Manager & Asst. General Manager) the contractor will attend work only up to the wiring, switch socket and light / fan point, power / A.C. Point. However, he may attend work related to the tube light, choke, starter, patti, fans, geysers, lamps, etc. at mutually agreed rate between the occupant and contractor. For scale TEGS VI and above (Dy. General Manager, General Manager, Chief General Manager, Dy. M.D.), the contractor will attend to repair/replacement work of all electrical installation which forms part of fixed fixtures.

7.1.13 **LIAISON WITH STATUTORY AUTHORITIES**

- The Contractor has to maintain liaison with the MSEDCL/ NMMC Waterworks and other Government Agencies related to all electrical matters and water issues of the entire Colony.
- Attend to State Electrical Inspector and arrange their annual electrical inspection of the building and substation and any other related work if necessary. It is the Contractor's responsibility to obtain the clearance / approval from the State Electrical Inspector during his annual inspection of electrical installations of this building. Any objections / irregularities pointed out by the Electrical Inspection will be rectified by the Contractor within seven days from date of inspection and produce the approval from the Inspector to the Bank if necessary.
- In the event of failure or delay in the above, the Bank will arrange it through any other contractor and will deduct the whole expenditure from the maintenance contractor's bill. Amount decided by the Bank for the same will be final.

7.1.14 The Contractor workmen are required to perform the duties without waiting for specific directions/intimations from the Bank. The contractor shall also provide repairs and maintenance service in response to oral including telephonic notice by the Bank whenever necessary. No

supervision will be provided by the Bank for any works. The Contractor is solely responsible to ensure that no accident / damages occur to the installations / personnel during the maintenance work.

7.1.15 All debris resulted out of performing the work has to be removed out of Bank's premises and disposed as directed by CIDCO/NMMC authorities immediately after completion of the job. No bills will be considered before such site clearance. If any repair is carried out, the waste created during such repairs like cartons, boxes, broken pieces of wires, tapes, and such other material etc., shall be immediately removed out of site by the contractor as it creates a fire hazard. The Bank's saleable scrapped materials shall be kept by contractor in place designated for it by the Bank.

7.2 ELECTRICAL - PREVENTIVE (ROUTINE) MAINTENANCE

All the electrical equipment shall be serviced by the contractor personnel in a specific and phased manner as per the schedule of work to avoid frequent break-down and to ensure maximum utilization of the equipment generally. The following activities are to be done during routine maintenance. The maintenance procedures & components which are not specified here but form a part of standard procedures are required to be carried out by the Contractor.

7.2.1 LIGHTNING ARRESTORS, EARTH ELECTRODE AND EARTHING SYSTEM

- Megger Test to find out the leakage voltage between the Earth and neutral of the electrical installation (Equipment and neutral separately) to be carried out at least once in a year. Further, checking of earth resistance of Earth pits shall also be conducted once in a year. The Agency is liable to furnish Test certificate in this regard.
- Checking of earth leads to all equipment/panels/DB for its continuity after tightening all connection once in a year.

- In case the earth resistance found higher than prescribed value then it has to be brought to the notice of the Bank. The Agency is liable to furnish Test certificate in this regard.
- Checking of earth continuity of all testing machine/equipment, 3 phases, 415V or every section once in a year.
- The earth pits have to be frequently watered. If the resistance is found to be more than the prescribed value then the contractor should ensure to provide additional salt / charcoal, if required. The cost of materials shall be paid by the Bank.

7.2.2 MAIN L.T. PANEL

- General cleaning of L.T. Panel, inside and outside for removal of dust and soot once in a month.
- Checking the tightness of connection of the bus-bars, switch gears, control wirings for indicating lamps, voltmeters with selector switches, ammeters with selector switches, incoming and outgoing cables once in a month.
- Visual Inspection of the main contacts of the ACB/MCCB is to be carried out periodically and proper record is to be maintained for inspection of the Bank. Minor pitting of the contacts is to be cleaned with emery cloth and carbon tetrachloride / contact cleaning liquid. Major pitting or damaged contacts are to be replaced.
- Castle locking arrangement is to be checked for correct operation once in six months.
- Relays for protection are to be checked and cleaned once in six months.
- Replacement of damaged/burnt out component when necessary.
- Greasing/oiling of moving or sliding parts of ACB/MCCB once in six (6) months.
- Checking of tripping mechanism of ACB/MCCB once in six months.
- Testing of the relays once in six months.

- For L.T Panel, insulation test for phase to phase and phase to earth with megger are to be carried out once in a year. The contractor is liable to furnish the certificate for the above.

7.2.3 DISTRIBUTION BOARDS, FUSES & CABLES OF POWER, LIGHTING, LIFTS, FLATS, WATER PUMPS, DG SETS, STP, ETC. CIRCUITS

- General cleaning of Distribution Boards inside and outside for removal of dust and soot once in two months.
- Checking of tightness of connection inside the Distribution Boards once in three months.
- Replacement of damaged/ burnt out (if found any) components of the Distribution Boards when necessary.
- The Contractor personnel shall keep watch for overheating of wires, cables, fuse bases or such other electrical / mechanical parts in the common areas, LT panels, meter rooms, pump rooms etc. and if found to be abnormal the Contractor has to carry out necessary corrective action.

7.2.4 ROUTINE MAINTENANCE WORK OF LIGHT FITTINGS, FANS, REGULATORS, SWITCHES, PLUGS, SOCKETS, FUSES, CALLING BELLS, GEYSERS, ETC.

Routine maintenance/servicing of all Tube Light fittings, replacement of Lamps, Ceiling fans (inside Coil/bearing/bush), exhaust fans, Fan regulators, Calling bells, Plugs, sockets, Fuses, Street lights, fountain, Geysers, etc. located at various locations like flats (subject to clause 7.A.12), common areas, security cabins, guest houses, etc. Contractor personnel has to replace fused bulbs, tubes and other defective components immediately.

7.2.5 OTHER WORKS

- All related civil works such as drilling of holes, welding, soldering, fixing of light brackets, fixing of additional switched with necessary additional

wiring (for light fittings, conduits, fans, geysers, etc.), saddling, etc. shall be carried out by the Contractor. No additional charges for labour shall be paid on this account. However, material cost shall be borne by the Bank.

- Similarly, complete installation and commissioning of new add-on circuits, replacement for old defective circuits, replacement of street lights cables / components, disconnection of cables, etc. shall be carried out by the Contractor at no additional charges.
- The contractor should maintain the Electrical fixtures and circuits installed inside the Signage boards.
- The Contractor should install additional lighting fixtures and operate public announcement systems, etc. for the official functions organised by the Bank. The equipment shall be provided by Caretaker Office. No additional charges shall be payable by the Bank for this work.

7.3 ELECTRICAL - BREAK DOWN MAINTENANCE

- Besides the routine maintenance, on occurrence of a break down (even after normal working hours) of equipment or circuit, the fault shall be isolated and the power is to be restored to all the other equipment. The fault rectification shall be attended and rectified urgently.
- No short cut method of temporary rectification should be adopted.

7.4 SEWAGE TREATMENT PLANT (STP) - MAINTENANCE OF ELECTRICAL EQUIPMENT & PANELS INSTALLED FOR STP

- Monthly maintenance of the Electrical panel, DB, control switches, etc. installed in the STP system.
- Monthly preventive maintenance of the pumps, motors, control panels, DB, etc. installed in the STP system.
- The Contractor has to arrange for carrying out necessary repairs/replacements of motor pumps, Electrical panel components, etc. Payment of the consumables for the breakdown maintenance shall be paid by the Bank as per the clause „Spares“.

- Monthly projection of the list of components required for preventive maintenance should be provided by the Contractor to Caretaker Office.

7.5 DIESEL GENERATOR SETS [500 KVA - 02 nos.] OPERATION

- The DG operator should have thorough knowledge of the functioning of various accessories of the DG sets and associated electrical panels. He should have a minimum experience of 3 years in the field of operating DG sets.
- The DG operator should test run the DG sets once in two days to check the operating conditions of the DG Sets. He should write down the readings of voltage, R.P.M., water temperature, etc. from the DG electrical panels. The Log Book should specify the DG Sets operational time due to failure of MSEDCL supply or for any other reason (i.e. testing etc.).
- The DG operator should check the health of the battery, charging voltage & Battery voltage on daily basis. If required, he should carry out topping up of DG battery cells with distilled water and clean the contact terminals.
- The level of Diesel should be assessed at the time of testing and should be noted in the log book. The Diesel requirement should be periodically assessed by the Contractor and requirement should be provided to the Caretaker Office. Pumping of the Diesel from the drum to Diesel tank shall be carried out by the Operator and no extra charge shall be payable for this activity.
- The contractor should monitor the diesel consumption during the test run and should intimate the bank if the diesel level is drops less than 50% of the diesel storage tank. The Contractor should arrange for transportation and handling of Diesel from Belapur Diesel station to DG sets and vice versa. The cost of transportation & handling charges shall be borne by the Bank at actual.
- If any abnormality is noticed in the functioning of the DG Set and if any fault occurs, the same should be noted down in the separate register (i.e. in breakdown and maintenance register). The operator should

immediately give the information to the Bank's Engineer / Estate Department officials and simultaneously call the DG Set AMC contractor and get the faults rectified.

- The DG set operator should liaison with the MSEDCL Sub-station operator for operational issues.
- The DG operator engaged by the Contractor should daily clean the engine, alternator, electrical panel etc. and should keep the surroundings neat and clean.

7.6 OPERATION & MAINTENANCE OF WATER PUMPS

- Monitoring the water levels of the underground tank & overhead tanks. In case of shortcomings the Contractor has to inform the concerned Estate Official for necessary action. The water inflows in to the underground water tanks are to be monitored regularly and in case of water shortage on any day it should be informed to the concerned Estate Official and with the approval of the Department the Contractor should arrange for supply of required number of water tankers from NMMC to mitigate the shortage.

However, the cost of the water tankers will be borne by the Bank.

- Periodic operation of all the water pumps installed in the entire colony. Water Pumps with stand-by should be operated alternatively. Contractor shall ensure healthy operation of the stand-by pump.
- During monsoon, the submersible pumps installed inside the Meter room of the Towers are to be operated for draining the clogged water.
- Firefighting Equipment - Operation & testing of all Firefighting pumps, Panels & Diesel Engine on weekly basis.
- Monthly preventive (routine) maintenance of all type of Pumps, Motors, Foot valve, NRV valve, Electrical Control Panels, Shaft glanding, etc. installed inside the Colony & Towers should be carried out and report of the same should be submitted to Caretaker Office. The routine maintenance of pumps should be carried out through person having relevant expertise in working with all type of motor pumps.

- The Contractor has to arrange for carrying out necessary repairs/replacements of motor pumps, Electrical panel components, etc. Payment of the consumables for the breakdown maintenance shall be paid by the Bank as per the clause „Spares“.
- Monthly projection of the list of components required for preventive maintenance should be provided by the Contractor to Caretaker Office.

The following are the list of pump sets on which the Preventive Maintenance (Routine) has to be carried out.

Colony:

1. 30/40 HP Water Pump sets – 3 nos.
1. Fountain pump sets – 4 nos.

Towers:

1. 15 HP Water pump sets – 8 nos.
1. Fountain & garden pump sets – 3 nos.
2. STP water pump sets – 2 nos.
3. Meter room pump sets – 3 nos.

NOTE: All the above-mentioned scope of works is indicative and not exhaustive. SBIIMS/SBI reserves the right to add / delete any work under the scope of work. However, the Contractor has to ensure smooth and safe working of all the equipment in the system.

PART – 8 : SCOPE OF WORK – CIVIL

The scope of civil maintenance work include:

8.1 All types of repairs pertaining to masonry work, plastering, PCC, painting, welding etc. in the entire Bank Officers' Residential colony including DMD's Bungalows, GM & DGM's flats, Community hall, Transit House, Guest Houses & its underground Sump Wells, Pump Houses, Overhead Water Reservoir of the Colony and O.H. water tanks on individual Buildings/residence/Bungalows etc.

8.2 The services of mason/painter should be available as and when required.

8.3 The contractor will have to arrange for all types of tools etc. at their own cost for Undertaking such maintenance and repairs.

8.4 The contractor will make necessary arrangements for procurement of all necessary Materials such as cement, sand, stone aggregate, bricks etc. for the purpose and Cost thereof shall be initially borne by them at the time of execution of work. However, the same (actual expenditure towards purchase of material) shall be Reimbursed by the Bank on production of bills/cash memos/receipts along with “work Completion receipt/report” from the occupants at the end of each month. The rates Of the material should be as per prevailing market rates and acceptable to the bank.

8.5 The Masons deputed by the Contractor should be with minimum 2 years of relevant experience.

8.6 The Contractor shall depute two skilled plumbers and two helper for all the days of the week and attend to all the complaints registered in the Complaint Books.

	Working Days	Weekly Off	Work Timings
Mason - 1 & Labour- 1	6 days	Monday	7.00am to 3.00pm
Mason- 2 & Labour- 2	6 days	Thursday	12.00pm to 8.00pm

8.5 Contractor should insure for safety of the labour and the occupants and staff.

8.6 All debris / rubbish resulted out of work has to be removed out of Bank’s premises and disposed at site as directed by CIDCO / NMMC authorities immediately after completion of the job. No bills will be considered before such site clearance.

8.7 In case, contractor wish to work beyond the above time due to urgency, he will have to apply in writing in advance for the same to AGM (Estate).

NOTE: All the above-mentioned scope of works is indicative and not exhaustive. Bank reserves the right to add/delete any work under the scope of work. However, the Contractor has to ensure smooth and safe working of all the equipment in the system.

PART – 9: SCOPE OF WORK – PLUMBING

- 9.1 General Upkeep of all water taps, showers, flush tanks installed in the flats. Replacement / repair of ball cocks at overhead tanks, repair & replacement of gate valves at all buildings. Attending complaints received on day to day basis.
- 9.2 Maintenance of water lines and removing choke up in drainage lines, maintenance of rain water drain pipes.
- 9.3 Lessoning with NMMC water supply department.
- 9.4 The Contractor shall depute two skilled plumbers and two helper for all the days of the week and attend to all the complaints registered in the Complaint Books.
- 9.5 Cleaning of solar water panels in the terrace of four Towers, G buildings, etc. has to be carried out by the Contractor once in two weeks.
- 9.6 The Plumbers deputed by the Contractor should be with minimum 2 years of relevant experience.
- 9.7 The plumbers and helpers should be present as per below time chart on all the working days, including Sundays and Bank holidays.

	Working Days	Weekly Off	Work Timings
Plumber- 1 & Helper- 1	6 days	Monday	7.00am to 3.00pm
Plumber - 2 & Helper - 2	6 days	Wednesday	12.00pm to 8.00pm

- 9.8 Spares required for routine / breakdown maintenance of plumbing works shall be supplied / borne by Bank. However, weekly demand of materials has to be projected by the Contractor to Caretaker Office. In case of materials not available in the stock then the Contractor should arrange for the materials from the market and the cost shall be borne by the Bank as stated in the clause „Spares“. In case of emergency, the contractor shall provide necessary services at odd hours, if felt essential by the Bank's Engineer.
- 9.9 Contractor should insure for safety of the labour and the occupants and staff.

9.10 All debris / rabbit resulted out of work has to be removed out of Bank's premises and disposed at site as directed by CIDCO / NMMC authorities immediately after completion of the job. No bills will be considered before such site clearance.

9.11 In case, contractor wish to work beyond the above time due to urgency, he will have to apply in writing in advance for the same to AGM (Estate).

9.12 Quarterly and as & when required cleaning of Manholes, inspection chambers, gully traps and drainage line of all the buildings of colony to remove the choke up and proper flow of the effluent from sanitations.

NOTE: All the above-mentioned scope of works is indicative and not exhaustive. Bank reserves the right to add/delete any work under the scope of work. However, the Contractor has to ensure smooth and safe working of all the equipment in the system.

PART – 10 : SCOPE OF WORK – CARPENTRY

10.1 **CARPENTRY:** The Contractor shall depute two skilled Carpenters with minimum two years of experience for attending to the complaints registered in the Complaint Books on day to day basis as directed by Bank. The Carpenters should be present as per below time chart on all the working days, including Sundays and Bank holidays. Spares required for routine / breakdown maintenance of carpentry works shall be supplied / borne by Bank. However, weekly demand of materials has to be projected by the Contractor to Caretaker Office. In case of materials not available in the stock then the Contractor should arrange for the materials from the market and the cost shall be borne by the Bank as stated in the clause „Spares“.

	Working Days	Weekly Off	Work Timings
Carpenter - 1	6 days	Monday	8.00am to 4.00pm
Carpenter - 2	6 days	Thursday	12.00am to 8.00pm

NOTE: All the above-mentioned scope of works is indicative and not exhaustive. Bank reserves the right to add/delete any work under the scope

of work. However, the Contractor has to ensure smooth and safe working of all the equipment in the system.

ANNEXURE - FL

(Forwarding letter has to be in the Company letter head, duly signed & stamped by the authorized signatory)

To,
Vice President & Circle Head
SBIIMS, GITC, Circle office,
1st Floor, C wing,
SBI GITC Office, Sector 11,
CBD Belapur, Navi Mumbai 400 614.

RFP : ANNUAL OPERATION & MAINTENANCE (O & M) CONTRACT FOR ELECTRICAL,CIVIL, PLUMBING AND CARPENTRY WORKS AT SBI - STAFF COLONY, NERUL & 177 FLATS OF NRI COLONY, SEAWOODS

We hereby state that we unconditionally accept all the terms and conditions of the contract, tender conditions, payment terms, scope of work as mentioned in the Tender document

We have our office at:

Contact Nos. : Mobile -

Landline -

Please find enclosed the following documents;

1. Valid Electrical Contractor's License
2. Service Tax Registration
3. E.S.I.C. Registration or workmen's compensation policy
4. PAN card
5. Audited Balance Sheet for the years 2016-2017, 2017-2018, and provisional / audited Balance sheet for 2018-2019, establishing the, establishing the turnover criteria as per clause „5.2.3“ of Eligibility criteria.
6. Documentary evidence specifying the experience of the firm as per clause „5.2.1“ of Eligibility criteria.

7. Documentary evidence for value of relevant executed annual operation and maintenance contracts for Annual Operation & Maintenance Contracts for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings carried out during the last 3 years in Mumbai / Navi Mumbai / Thane, as per clause '5.2.4' of Eligibility criteria.
8. Receipt of Tender Processing Fee
9. Bank Draft for 'Earnest Money Deposit' (EMD)
10. List of Annual Operation & Maintenance Contracts for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings carried out in Govt. / PSB / PSU / Private sector Organisation to be enclosed mentioning the period of contract, value of the contract in rupees & contact details of that Organisation [As per point no. 02 of Evaluation Criteria (matrix)]
11. List of Annual Operation & Maintenance Contracts for Electrical, Plumbing & Carpentry works in Commercial / Residential buildings carried out for an value of Rs.22.14 lacs & above during the years 2015-2018 in Mumbai, Navi Mumbai & Thane [As per point no. 03 of Evaluation Criteria (matrix)]
12. List of technically skilled workmen / licentiates employed for Electrical, DG operation, with the Technician name, skill set & years of experience [As per point no. 05 of Evaluation Criteria (matrix)]
13. Work order copy specifying the value of single largest Annual Operation & Maintenance Contracts for Electrical, Civil, Plumbing & Carpentry works in Commercial / Residential buildings carried out during the years 2015-2018 in Mumbai, Navi Mumbai & Thane [As per point no. 06 of Evaluation Criteria (matrix)]

Yours faithfully,

(Signature of the Bidder with stamp)

Annexure – BOQ: BILL OF QUANTITIES

ANNEXURE – E1: MINOR REPAIRS / FAULTS (ILLUSTRATIVE)

1. Attending to all complaints registered in the complaint books & resolving the same.
2. Replacement of switches, sockets, neutral links, fan regulators, lighting chokes, lighting fittings, fans, RCCB/MCB, switchgears, lamps, call bells, etc.
3. Replacement of wall/floor tiles, cement plastering in the flats and common area
4. Replacement of plumbing fixtures in the flats & common areas.
5. Replacement of carpentry fixtures in the flats & common areas.

ANNEXURE – E2: MAJOR REPAIRS / BREAKDOWNS

- a. Repair/replacement of pumps, Motors, control panels, foot valves, NRVs, Sewage Treatment Plant (STP) equipment, etc.
- b. Repair of defective circuits/wiring and re-installation of circuits if required in the flats, common areas, etc.
- c. Repair/ Replacement of cables from meter room to the flat DB, street light cables, common area cables, all equipment cables, from MSEDCL pillar to meter panel, etc.
- d. Replacing the defective components of street lights, flood lights, etc.

Note: The above mentioned lists of minor / major repairs are illustrative and any other repairs which are not specified in the lists shall be analysed on case to case basis, at the discretion of the Bank.

CATEGORY WITH SKILL SET	QUANTITY	TOTAL
Manager for all services : Highly Skilled	01 no. in General Shift (weekly off on Wednesday)	01 no.
Electricians :Skilled	03 nos. in 1 st & 2 nd shift on all days	11 nos. +
Electricians : Skilled	02 nos. in night shift on all days	02 nos. Relievers
DG Operators : Skilled	01 no. in each shift on all days	
Mason : Skilled	01 no. in 1 st Shift (Weekly-off on Monday) 01 no. in 2 nd Shift (Weekly-off on Wednesday)	2 No.s
Labour : Unskilled	01 no. in 1 st Shift (Weekly-off on Monday) 01 no. in 2 nd Shift (Weekly-off on Wednesday)	2 No.s
Plumber : Skilled	01 no. in 1 st Shift (Weekly-off on Monday) 01 no. in 2 nd Shift (Weekly-off on Wednesday)	02 nos.
Helper : Semi-skilled	01 no. in 1 st Shift (Weekly-off on Friday) 01 no. in 2 nd Shift (Weekly-off on Wednesday)	02 no.s
Carpenter : Skilled	01 no. in 1 st Shift (weekly-off on Monday) 01 no. in 2 nd Shift (weekly-off on Thursday)	02 nos.

EVALUATION CRITERIA (MATRIX) FOR VENDORS

S.No.	Parameters	Maximum Marks	Scoring
1	Average annual turnover for the last 03 years 2016-2017 2017-2018 2018-2019 (Audited / certified Balance sheets by Chartered Accountant of last three years are to be enclosed as proof)	05	above 50 lacs - 5 above 40 lacs & upto 50 lacs - 4 above 24 lacs & upto 40 lacs - 3
2	Whether carried out Annual operation & maintenance contracts for Govt. / PSB / PSU / Private sector Organisation? (List to be enclosed mentioning the period of contract, value of the contract in rupees & contact details of that Organisation)	05	Private + PSU / PSB / Govt. - 5 PSU / PSB / Govt.-4 Private sector - 3
3	Number of Annual Operation & Maintenance contracts for Electrical, Civil, Plumbing & Carpentry carried out for an value of 12 lacs & above during the years 2010-2013 in Mumbai, Navi Mumbai, Thane (List to be enclosed mentioning the period of contract, value of the contract in rupees & contact details of that Organisation)	05	Above 10 - 5 05 – 10 - 4 Less than 05 -3

4	Number of years of experience in the field of providing Annual operation & maintenance contracts for Electrical, Civil, Plumbing & Carpentry (The bidder should furnish previous work orders for establishing the experience.)	05	Above 10 years - 5 05 - 10 years - 3
5	Number of technically skilled / licentiates employed for Electrical Plumbing & carpentry works (List to be enclosed mentioning the name, skill set & years of experience)	05	Above 10 - 5 06 - 10 - 4 03 - 05 - 3 Below 03 - 2
6	Value of single largest Annual operation & maintenance contracts for Electrical, Plumbing & Carpentry carried out during the years 2014-2019 in Mumbai, Navi Mumbai, Thane (Copy of the work order to be enclosed with contact details of that Organisation)	05	Above 55 lacs -5 above 40 & upto 55 lacs -4 above 25 & upto 40 lacs -3
	TOTAL MARKS OBTAINED OUT OF	30	Minimum qualification marks committee visit = 18 marks
7	Observations of the committee after visit to office and to one site in regards to :- 1. Manpower employed at office 2. Bidder's Office / service set up 3. Quality of services 4. Feedback from the Organisation	10	Minimum marks to qualify = 06 marks
	TOTAL MARKS OBTAINED OUT OF	40	Minimum marks required to qualification = 24 Marks