

## **TENDER DOCUMENT**

TENDER ID : LUC201912007

### **Annual Maintenance Contract(AMC) at Administrative Office, Bareilly**

Last date and time for Payment of tender fees

Through SB collect : 03.00 PM on 31.12.19

Last date of submission of tender: 03.30 PM on 31.12.19 Date

of opening of tender: Technical Bid : 04.00 PM on

31.12.19

Financial Bid

: (Will be informed after technical Bid  
Evaluation or may be opened  
on same day

## Notice Inviting Tender

SBI Infra Management Solutions Pvt. Ltd. on behalf of State Bank of India invites tenders from eligible bidders ( eligibility criteria is placed at annexure-I ) for Annual Maintenance Contract(AMC) at Administrative Office, Bareilly.

Details of tenders are as under:

1.	Name of Work	:	Annual Maintenance Contract(AMC) at Administrative Office, Bareilly
2.	Earnest Money Deposit	:	<b>Rs. 5,000/- (Rupees Five Thousand only) by crossed Bank Draft/ Banker's Cheque drawn in favour of State Bank of India, Payable at Lucknow (to be enclosed in sealed envelope as a part of Technical Bid).</b>
3.	Processing Fee of Tender Documents.	:	<b>A non-refundable amount of Rs. 1000/- (one Thousand only) To be deposited online through SB Collect <a href="https://www.onlinesbi.com">https://www.onlinesbi.com</a></b>  Process flow for tender fee payment. <b>Open website <a href="http://www.onlinesbi.com">www.onlinesbi.com</a>&gt;</b> <b>select "SB Collect"&gt;Proceed &gt;</b> <b>select "All India" &gt;</b> <b>Select "Commercial services" &gt;</b> <b>Select "SBI Infra Management Solutions" &gt;select</b> <b>Tender Application fees"</b>  > Enter "Tender ID "> <b>LUC201912007</b>  Next page will be ready for filling details.
4.	Last date and time of receipt of Tenders	:	<b>31.12.2019 upto 3.30 p.m.</b>
5.	Address at which the Tenders are to be submitted	:	<b><u>Technical Bid:</u> to be submitted in hard copy at SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD. 6<sup>th</sup> Floor, A- Block, Moti Mahal Marg, Lucknow-226001</b>  <b><u>Price Bid:</u> Price Bid to be submitted in hard copy as per attached format only</b>

			<u>vendor must have valid digital signature certificate</u>
6.	Pre-bid meeting date		nil
7.	Date and time of opening of Tenders	:	31.12.2019 at 3.30 p.m.
8.	Place of opening Tenders	:	<b>Vice President</b> <b>SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD.</b> <b>6<sup>th</sup> Floor, A- Block, Moti Mahal Marg, Lucknow-226001</b>
9.	Validity of Offer	:	90 days from the date of opening the Tenders.
10.	Contact person		<b>Shri Pramod Kumar</b> <b>Manager (Electrical Engineer)</b> <b>8384826503</b>

**Mode of Submission of Tender:** The tender shall be submitted in both physical and online in two cover system in accordance with the procedure detailed herein below. Specified documents shall be sealed in envelopes of appropriate size each of which shall be sealed.

## **ELIGIBILITY CRITERIA**

**COVER-I (TECHNICAL BID)** : This sealed envelope shall contain;

- (a) The EMD of **Rs 5000/-**( Rupees five thousand only) in favour of "SBI Infra Management Solutions Pvt. Ltd" payable at Lucknow and
- (b) Tender fees payment receipt generated through SB collect
- (c) **Class A Electrical contractor license (copy)**
- (d) Applicable Labour licenses. If any
- (e) ESI Registration certificate (s)
- (f) EPF Registration certificate (s)
- (g) Turn over for last three Financial years (2016-17 , 2017-18 & 2018-19)

**COVER-II (PRICE BID)**: This sealed envelope shall contain only price bid.

Price bid and technical bid must superscripted with **"Tender for Annual Maintenance Contract(AMC) for Administrative office, Bareilly.**

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## **SCOPE OF WORKS**

### **Electrical maintenance work: (ITI holder/ Electrician) FULL TIME (GENERAL SHIFT)**

- Providing and supplying one experienced Electrician (ITI holder) to attend day to day electrical complaints and maintaining the installations in serviceable, clean and hygienic conditions for proper upkeep of Bank's properties. Switch off and switch on light/Fan/AC etc.
- All the external lights such as area lights, garden lights, and common area lights, pump room lights, (as also all internal lights / office lights etc. shall be cleaned once in two months by the contractor's personnel
- Materials / fittings/ fixtures/repair of home appliances/ paid by the Bank at prevailing market Rates or any approved rates of the Bank. The contractor has to take necessary approval of rates, make and model before installation from the banks Official/Engineer.

### **PLUMBING MAINTENANCE: (ITI holder) FULL TIME (GENERAL SHIFT)**

- (i) Maintenance of water pipe line and other.
- (ii) Qualified plumber should be available on daily basis attending complaints / problem.
- (iii) The cost towards consumable items like plumbing and sanitary fittings will be reimbursed by the Bank as per prevailing cost of materials. Prior permission from the engineer must be obtained for the work involved replacement of plumbing or sanitary fittings.
- (iv) No. of plumber – one.

### **LIFT ATTENDANTS (ITI holder) : FULL TIME (GENERAL SHIFT)**

- Provision of experienced liftmen for operation of the lifts at AO Building.
- Although the lift and other special installations will be under AMC of OEM, they are required to manage them such as register of complaints, follow up with the OEM to make it operational.
- Switch of the stand by lift power supply during off-peak Hours to save Energy.

### **PARKING CARETAKER: FULL TIME (GENERAL SHIFT) UNSKILLED**

Management of 4 wheeler, 2 wheeler and cycles parking in parking stand in order.

### **GARDENER: UNSKILLED (PART TIME)**

Watering and gardening work.

## **GENERAL & TERMS CONDITIONS**

1. The rate shall include the cost of tools & tackle etc., all complete as required at site including necessary conveyance charges required to attend the complaints received from the user of the building etc., all complete as required at site as directed by the Bank's Engineer-in-Charge.
2. 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 the place designated for it by the Bank.
3. The contractor's personnel shall take all monsoons and other seasonal precautions, to protect the electrical installation/ pumps. In case any expense is involved in such precautions, the Bank shall be consulted beforehand.
4. The contractor shall co-operate with the electric / water supply authorities, electrical inspector, municipal inspectors, and attend their inspections and liaise with them in case of defective meters, rectification of bills etc. In particular, the contractor shall ensure that earthing to the electrical installation is proper as also that there is no water accumulation on account of water pumps.
5. The Bank has provided electrical gadgets/appliances to various Dept. at State Bank of India. On receiving complaints about these appliances/gadgets, the electrician of the contractor shall checkup and correct simple faults like loose connections, thermostat setting, etc., in order to rectify the fault in the gadget/appliance. However, if it is not possible to rectify, the electrician should bring the same to the notice of the concerned maintenance contractor and bank's engineer/officer.
6. The contractor's electrician should be good in communication and able to communicate and understand in Hindi/ English Languages.
7. The contractor and contractor's electrician/plumber/liftman/parking caretaker/Gardener must have mobile phone, for prompt communication.
8. Manpower is to be deployed as mentioned in price bid. 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. The Contractor shall also carry out the repairs / maintenance on holidays as well as on Sundays.
9. That the Contractor shall maintain at the premises of the Bank a

written maintenance and repairs log book and shall record work carried out.

10. That the Bank 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. A valid CAR (**Contractor All risk Policy**) Policy in the joint name of Bank and the Contractor should be provided to the Bank and it should be reviewed from time to time.
11. Minimum wages as per Govt. Guidelines should be paid Payment to the workers should be paid through their Bank Account. And the statement of the same along with the PF and ESI to be submitted along with the monthly AMC bill
12. 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.
13. The Contractor agrees that its personnel shall comply with security regulations in effect from time to time. The Contractor alone shall be fully responsible for safety and security & insurance or life insurance of their personnel who are working at site.
14. The Contractor should issue a valid Company Identity cards to all their staff personnel who will be providing services under this contract.
15. 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 employees should be well dressed and well mannered.
16. That the contractor shall appoint qualified persons, after verifying their antecedents and a copy of the police verification report and photograph of persons will be submitted to the Bank for its record.
17. That the contractor shall comply with the requirement for Electrical Inspector during annual inspection.
18. The CONTRACTOR shall provide **at least two sets of uniform with dark coloured full length trousers, light colored shirt and black shoes with socks to their employees** at its own cost. Personnel will have to be provided with plastic name tags giving name of firm which they should put on whenever engaged. Identity cards shall be issued by you to all your employees and they will wear it in the Bank.

19. The following measuring instruments/ equipment's and tools in good working condition must be available at site/ with the Electricians and other equipment's shall be brought by the CONTRACTOR as and when required at their cost.
20. Tata sky complaints register and follow up and recharge in consultation with the Bank's official and charges shall be reimbursed by the Bank.
21. Liaising with Utility service provider and govt. authorities such as UPPCL for necessary approval, correction of bills, restoration of supply etc.
22. The contractor has to maintain daily register for receipt of complaints and its disposal. Any complaint attended based on the message register or directly by the in charge of the work or directly received during maintenance has to be entered in the dairy.
23. In case the contractor or any of his employees, fails to fulfil his obligations as per his scope of work for any day or any number of days, to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquated damages up to a sum of Rs.1,000/- per day for the entire number of such days and the Bank shall without prejudice to his other rights and remedies, be entitled to deduct such damages from the amount, if any, payable to the contractor
24. The amount of monthly bill shall be paid by the Bank to the contractor on submission of proper bill (s), along with required confirmation of adhering statutory requirements, confirmation of payment of wages to the employees through Bank account.
25. The contractor binds himself executor or administrator and agrees to indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings costs, charges and / or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law / Act / Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employee/engaged by the contractor / sub- contractor in connection with this contract. This indemnity shall survive even after termination of the contract
26. The contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment of P.F. contributions, code on wages 2019, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, CL (R&A) Act, Essential Commodities Act, Migrant Labour Act and / or such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including T.D.S. as per



I.T. Act, applicable from time to time

27. The contract shall be **valid for 12 months only** and may be extended to another 12 months with same terms and condition subjected satisfactory performance of the vender and during the contract the bank shall have the right to terminate the same with one month's prior notice in writing without assigning any reason. No correspondence in this respect will be attended.
28. Contract amount shall remain fixed for a period of one year and any increase in Minimum wages during contract that shall be borne by the contractor and payment to their personnel shall made as per minimum wages decided by Govt. However renewal shall be done after one year on minimum wages applicable at that time.
29. The Contractor shall, on the instruction of the Manager(Electrical), immediately dismiss from the work any person employed thereon, who may, in the opinion of the Manager(Electrical), be unsuitable or incompetent or who may misconduct himself and such person shall not be again employed or allowed on the work without the permission of the Manager(Electrical)/ Vice President(SBIIMS).
30. **Security deposit** in the form of STDR favouring the Assistant General Manager(P&E), State bank of India, LHO, Lucknow of value **5% of 12 month** of accepted monthly rate at which orders are placed. Bank shall have full authority and discretion to make any recoveries it deems fit for entire or part amount from the security deposit to cover any loss or deficiency arising out of the contractors doing. Earnest money shall be returned on submission of security deposit. The security deposit shall be retained by the Bank for the full period of contract.
31. **The contractor shall be responsible for any injury/damage to** workmen, persons(including third person), material or things and for all damages to installation being operated and/or under upkeep or any part of the building or any other system or material thereat consequential to the contractor carrying out their work. The contractor shall from start of work indemnify the employer(Bank) from any responsiblilty or claim in respect of injury or damage consequent upon such claims.
32. Bank shall not be liable for any compensation in case of any injury, death caused to any of the contractors employees while performing/discharging their duties/visiting Bank premises for inspection or otherwise. By entering in to the contract with the Bank, contractors shall completely and absolutely indemnify Bank on this count.
33. Not withstanding anything else mentioned elsewhere in tender documents, the contractor will have comply with minimum wages

stipulations as notified time to time by the labour commission(central).Payment of wages should be invariably online to workmen bank account for the purpose. Any less payment from minimum wages(central) with EPF and ESI in any month shall be treated as default and maximum penalty of Rs 50,000-00 will be imposed for said month. Each work should have a UAN (Universal Account Number) which should be attached to the account to which wages are paid as well as for EPFO, ESIC purpose.

34. Working space to accommodate one office table, one office and one visiting chair, one filing cabinet shall be made available. Electricity and water required for the work under this tender shall be made available free of cost.
35. The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract attached herewith on Non judicial stamp paper of RS 100/- within 15 days from the receipt of intimation of acceptance of his tender by the Bank. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful tenderer irrespective of whether such formal agreement is subsequently entered in to or not.
36. The courts in Lucknow(U.P) alone shall have the jurisdiction in respect of any or all matters/dispute relating to or connected with tender.
37. The tenderer must obtain for himself at his own responsibility and expenses, all the necessary information/documents including approvals, permission, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Bank, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the tender documents.
38. The contractor shall not assign or sub-contract the benefits of this tender/contract to any other person.
39. The contractor would get the police verification of all his employees hired for the purpose and submit a copy to the Bank. List of employees with their Name, photograph, permanent address, local address, contact number will be deposited with the Bank. The staff will bear photo identity cards.
40. The Electrician should be holder of a Wireman permit issued by the Directorate of Electrical Safety, Govt of U.P. Electrician will be considered as a skilled workman and helper as unskilled.
41. MANPOWER: As per BOQ/price bid
42. For repair/ maintenance work done in the premises no labour charges shall be paid. If any material is used, such as tube, bulb , choke, MCB , TPN SFU , MCCB, wire cable, extension board, fan, water tap , water line, it will either be issued by the Bank or shall paid to contractor after award of work and raising GST bill.
43. The contractor shall be responsible for any loss due to theft/pilferage of / damage to the Bank's property arising out of any act on part of the workmen engaged by the contractor for the job or the contractor himself. Contractor shall be liable to make good, compensate the Bank/resident of the colony for any of the aforesaid losses. Law of land shall govern as prescribed.
44. The contractor shall bear all the costs and expenses in respect of

Signature of the Contractor with Seal

- all charges, stamp duties etc for executing the agreement with the Bank.
45. Selection of L-1 will be decided on the basis of lowest quote in the price bid.
  46. The Bank does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason.
  47. The minimum wages in the price bid for skilled and unskilled are considered as per order of Chief Labour Commissioner file no 1/36/(3)2019 LS-II dated 23.09.2019 for Building operation, Electric Lines applicable for Class A city, Lucknow. The vendor has to quote rate only for minimum wages for part time gardener & profit/ admin expenditure involve as per scope of work, stationary, uniform for employees etc.
  48. All the statutory deductions shall be made as per applicable norms. GST shall be paid extra as applicable for manpower supply or material.

On behalf of State Bank of India  
**VICE PRESIDENT (SBIIMS)**  
**CIRCLE OFFICE , LUCKNOW**























