



पंजाब नैशनल बैंक  
...सरोसे का प्रतीक !



punjab national bank  
...the name you can BANK upon !



GAD, CO: THANE, 4<sup>TH</sup> FLOOR, PRAGATI TOWER BUILDING, BKC, MUMBAI: 400051

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PART-A

TENDER DOCUMENT

(TECHNICAL BID)

**Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs, DG Set and Electrical installations at STC Belapur, Navi-Mumbai.**

**CLIENT:**

**PUNJAB NATIONAL BANK,**

**CIRCLE OFFICE: THANE, PLOT NO., C-9, G-BLOCK, BANDRA KURLA COMPLEX. BANDRA (EAST), MUMBAI: 400051**

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GAD, CO: THANE, 4<sup>TH</sup> FLOOR, PRAGATI TOWER BUILDING, BKC, MUMBAI: 400051

### NOTICE INVITING E-TENDER (NIT)

**Reg: Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai.**

Punjab National Bank (PNB) invites E-tender (two bid systems) for Annual Maintenance Contract for Operation & day to day Maintenance of pumps, sanitary, carpentry, HVAC, Split & Window ACs and electrical installations at STC Belapur, Navi-Mumbai, *who fulfil the eligibility criteria* mentioned in tender documents.

Tender documents may be downloaded from our official website **[www.pnbindia.in](http://www.pnbindia.in)** & bank's e-Tendering website **<https://etender.pnbnet.in/login>**.

The tender cost fee of **Rs.1,180/- inclusive of GST** in the form of Demand Draft shall be submitted by bidders in a separate envelope along with EMD in Envelope No.1.

The Bidders intending to participate in this tender are required to get enrolled on the bank's website i.e. **<https://etender.pnbnet.in/login>**. Enrolment on the above mentioned website is mandatory.

As the bids of the Bidders have to be digitally signed by the Digital Certificate of the respective Bidder before submitting the bids online, the bidders are advised to obtain Digital Certificates in order to bid for the tender.

The Tender Documents containing detailed terms & conditions can be downloaded online directly from the portal **<https://etender.pnbnet.in/login>** as per tender schedule attached and shall be submitted online.

Bidders may submit their queries regarding any technical clarification up to 17:00Hrs before **08.03.2022** through e-mail: **[cothanegad@pnb.co.in](mailto:cothanegad@pnb.co.in)**; Standardized documents may be downloaded from the "Corrigendum / Addendums" section of the above mentioned portal as per scheduled available on website (PNB e-tender System) after clarification on queries. No deviation on the above will be entertained by the bank there after.

Based on the clarification of conditions by the bank, the intending bidder will submit their unconditional acceptance on the prescribed format along with tender document.

### **SUBMISSION OF TENDER**

Bidders are required to submit their bids in the three envelope system as detailed under.

Seal & Signature of Bidder

### **ENVELOPE NO.1- TENDER COST& EMD**

Envelope No.1 shall contain Tender Cost of **Rs.1,180/- inclusive of GST** (INR Thousand, One Hundred and Eighty only), in the form of DD which shall be non-refundable & Earnest money deposit in the form of Crossed **Demand Draft of Rs.68,000/- (INR Sixty Eight Thousand only)** in favour of Punjab National Bank payable at Mumbai which will be refunded to unsuccessful bidders on completion of tender process. This envelope shall be super scribed **“Envelope No. 1- Earnest Money Deposit and Tender Cost for Bid: “Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai”.**

<b>“Envelope No. 1- Tender Cost &amp; EMD for Bid: Annual Maintenance Contract for Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Electrical installations at STC Belapur, Navi – Mumbai”.</b>	
<b>From</b> <b>Name of Firm:</b> <b>Address:</b>  <b>Tel;</b> <b>Mobile:</b> <b>E-mail:</b>	<b>To,</b>  <b>The Chief Manager</b> <b>Punjab National Bank</b> <b>GAD, CO: Thane,</b> <b>4<sup>th</sup> Floor, Pragati Tower Building</b> <b>BKC, Mumbai: 400051</b>

### **ENVELOPE NO. 2 – TECHNICAL BID**

Envelope No. 2 shall contain technical bid (one set of duly signed tender document except commercial bid). Each page and correction duly signed by Bidders including tender form duly filled in with complete details and descriptions. Bidder shall submit supporting documents in support of eligibility criteria as mentioned in tender documents. This envelope shall be super scribed **“Envelope No. 2 - Technical Bid for: “Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai”.**

<b>“Envelope No. 2- Technical Bid: Annual Maintenance Contract for Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Electrical installations at STC Belapur, Navi – Mumbai”.</b>	
<b>From</b> <b>Name of Firm:</b> <b>Address:</b>  <b>Tel;</b> <b>Mobile:</b> <b>E-mail:</b>	<b>To,</b>  <b>The Chief Manager</b> <b>Punjab National Bank</b> <b>GAD, CO: Thane,</b> <b>4<sup>th</sup> Floor, Pragati Tower Building</b> <b>BKC, Mumbai: 400051</b>

### **ENVELOPE NO.3 i.e BIG ENVELOPE**

In this envelope shall contain above mentioned all 02 envelopes namely: Envelope No. 1 (Tender Fees& EMD), Envelope No.2 (Technical Bid). This envelope shall be super scribed **“Big Envelope: Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai”**.

<b>“Envelope No. 3- Big Envelope: Annual Maintenance Contract for Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Electrical installations at STC Belapur, Navi – Mumbai”.</b>	
<b>From</b> <b>Name of Firm:</b> <b>Address:</b>  <b>Tel;</b> <b>Mobile:</b> <b>E-mail:</b>	<b>To,</b>  <b>The Chief Manager</b> <b>Punjab National Bank</b> <b>GAD, CO: Thane,</b> <b>4<sup>th</sup> Floor, Pragati Tower Building</b> <b>BKC, Mumbai: 400051</b>

The contractor should also submit attested copy of relevant documents along with technical bids per check list provided in Technical Bid.

### **COMERCIAL BID**

Commercial bid shall be submitted **online only**. No physical copy of commercial bid (price bid) shall be submitted by bidder along with tender documents.

The price bid of technically eligible bidder who meets the eligibility criteria stipulated in tender documents will be opened online in the presence of participated or representatives of participated bidders as per scheduled available on Bank's website (PNB e- tender System). All disputes arising out of or in connection with this agreement shall deem to have arisen in Mumbai and only the courts of Mumbai shall have the jurisdiction to determine the same.

- Last date for downloading the tender document (as per tender schedule).
- Last date for Bid Preparation and Hash Submission (as per tender schedule).
- Last date for Bid Submission (as per tender schedule).

**Please note that bid preparation& hash submission and bid submission (re-encryption) is compulsory activity, failing which bidder will not be able to submit the bids online.**

Please note that for tendering procedure through the electronic tendering system, refer to the instructions for using the Electronic Tendering System document available along with the tender documents on <https://etender.pnbnet.in>.

### **PHYSICAL SUBMISSION**

Sealed tenders (Tender Fees, EMD, Technical Bid& supporting documents as per check list) as above will be received by the office of Chief Manager (GAD), CO: Thane, 4<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai 400051 up to **15:00 hours on 10.03.2022** and Envelope no.1 (Tender Cost& EMD) and technical bid (Envelope No.2) will be opened in line with **11.03.2022 at 11:00 Hrs.**

Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained. **The tender not accompanied by the Tender Cost & EMD by Demand Draft are liable to be rejected as NON-RESPONSIVE.**

The Tender shall be valid for a period of 90 days after the date of opening of Commercial Bid (online).

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

Interested Bidders are requested to send the email to **cothanegad@pnb.co.in** containing following information, so that in case of any clarification same may be issued to them.

- a) Name of company
- b) Contact person
- c) Mailing address with Pin Code
- d) Telephone No
- e) Fax No
- f) Email address
- g) Mobile No

Yours faithfully,  
FOR & ON BEHALF OF PUNJAB NATIONAL BANK  
**Chief Manager**

## IMPORTANT BID DETAILS

1.	TENDER REFERENCE	CO/THANE/GAD/AMC/SS-RSC/2021-22
1.1	Name of work	<b>Annual Maintenance Contract for Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Electrical installations at STC Belapur, Navi – Mumbai</b>
2.	Date of release of Tender	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
3.	Date & time of commencement of Tender download	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
4.	Last date and time downloading tender	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
5.	Date & time of start of Bid Hash preparation	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
6.	Last Date & time of Bid Hash preparation	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
7.	Date & time for start of preparing technical & Commercial bid	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
8.	Last date & time for submission of technical & commercial bid online	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
9.	Last date & time for physical submission of Technical bid	<b><u>10.03.2022 up to 15:00Hrs.</u></b>
10.	Date & time of Bid re-encryption	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
11.	Date & time of opening & closing of EMD	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
12.	Date & time for opening & closing of Technical Bid online	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
13.	Date & time of Technical evaluation	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
14.	Date & time of Commercial bid opening	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
15.	Uploading of R-Auction MOM	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )
16.	Date & time of award of tender	As per schedule (Plz. Visit at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a> )

17.	Cost of Tender Document	<p><b>Rs.1, 180/- inclusive of GST (INR One Thousand One Hundred and Eighty Only inclusive of GST)</b> (nonrefundable) in the form of Demand Draft favouring Punjab National Bank payable at Mumbai.</p> <p>* Firms registered under SMEs for providing services of supply of Manpower would be exempted from submission of tender fees.</p> <p>Note: Firms are registered under SMEs for other services would not be exempted from submission of tender fees.</p>
18.	Earnest Money Deposit (EMD) Amount	<p><b>Rs. 68,000/- (INRSixty Eight Thousand only)</b> in the form of Demand Draft in favour of Punjab National Bank payable at Mumbai. In case of unsuccessful bidder, EMD will be returned after completion of bid process (without interest).</p> <p>* Firms registered under SMEs for providing services of supply of Manpower would be exempted from submission of EMD.</p> <p>Note: Firms are registered under SMEs for other services would not be exempted from submission of EMD.</p>
19.	Estimated Cost of Work	<b>Rs.40.27Lakh inclusive of GST, per annum</b>
20.	Validity of Tender	90 Days from the date of opening of commercial bids.
21.	Duration of contract	12 months and can be extended for further two years (one year + one year) on same terms & conditions of contract, if Bank desires, on the basis of satisfactory performance of the successful vendor.
21.1	<b>Extent of Contract:</b>	Bank will also have reserve the right to extend this contract by further one more year at same terms & conditions of contract, if the performance of the firm found satisfactory by bank authorities.
22.	Acceptance of letter	7 days from date of award of work
23.	Date of start of work	15 days from the date of issue of award letter.
24.	Place of opening of technical bid physically & online & price bid online	GAD, CO: Thane, 4 <sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai: 400051



25.	Contact Details	Chief Manager, GAD, CO: Thane, 4 <sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai: 400051
26	Performance Security (PS)	Successful Contractor will deposit 3% of quoted /awarded amount within 02 days of date of order (in form of DD: In favour of Punjab National Bank, Payable at Mumbai) as PS.
27	Forfeiture of EMD	EMD of successful Contractor will be forfeited, if the successful Contractor withdraws or amends its bid or impairs or derogates from the bid in any respect within the validity period of bid. Further, if the successful Contractor fails to furnish the required performance, if prescribed, within the specific period, it's EMD will be forfeited.
28	Refund of EMD	EMD of unsuccessful Contractors will be refunded after completion of bidding process subject to submission of request letter on Company Letter head whereas, EMD of successful Contractor will be refunded immediately after furnishing of Performance Security amounting to Rs.3% of awarded value
30	Refund of PS	PS amount will be paid to the Successful Contractor after successful completion of contract period.
31	Forfeiture of PS	In case the contractor abandons the contract or leaves the contract unperformed, the Security Deposit shall be liable to be forfeited.

Bank will be following the e-tender process. The complete details of the requirements for participation in the e-tender process of the bank are given in the website <https://etender.pnbnet.in>, which may be referred for details & clarification. It is essential for the bidder to be registered on our website to be able to submit the bid online also.

Note: - Technical & price bid will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be published on Bank's website ([www.pnbindia.in](http://www.pnbindia.in) & <https://etender.pnbnet.in>) wherever feasible.

## LETTER OF SUBMITTING TENDER

Chief Manager,  
GAD, CO: Thane  
4<sup>th</sup> floor, Pragati Tower Building  
BKC, Mumbai: 400051

Dear Sir,

**Reg: Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai.**

With reference to the tender invited by you for **Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai**. I/ We do hereby offer to execute the work under contract at the respective rates mentioned in the schedule of quantities. I/ We have seen the site understood the general conditions. I/ We agree to execute the work as per specifications general conditions of contract, special conditions, additional conditions, schedule of quantities etc.

I/ We have deposited earnest money **Rs. 68,000/- (INR Sixty Eight Thousand only)** by Demand Draft/Pay Order which amount is not to bear any interest. I/ We do hereby agree that this sum shall be forfeited by you in the event our tender is accepted and I/ We fail to execute the contract when called upon to do so.

I/ We understand that you are not bound to accept the lowest or any tender that you receive.

Yours faithfully,

Signature: -----

Name: -----

Designation: -----

Registered address: -----

Seal

-----

Tele: -----

Mobile no: -----

E-mail:-----

Place: -----

Date: -----

### Eligibility Criteria

This invitation of bid is open to all Indian Companies having presence in India who fulfil the eligibility criteria as mentioned below.

S. No.	Eligibility Criteria
1	<p>Bidder should be capable of handling <b>Annual Maintenance Contract for Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Electrical installations</b>. The Bidder (Proprietorship / Partnership/Company) should have following Registrations and same should be at least 05 years old: -</p> <p>a) E.P.F. Registration, Mumbai based. b) E.S.I. Registration, Mumbai based. c) Service Tax Registration (old) and GST (new), combined both (Mumbai based). d) PAN Number</p> <p>Note:- I. In case of Partnership Firm, besides above, copy of Partnership deed is also required. II. In case of Company, besides above, copy of ROC &amp; AOA is also required.</p>
2	<p>The Bidder for electrical works should have valid electrical contractor license (class-A) issued from the NT or any states for last 07 years and same should be valid up to 31.04.2022. Trade license no. &amp; copy to be attached. Authority from Government of India (if applicable).</p>
3.	<p>The Bidder should have valid dealership certificate issued from at least one of the OEMs of AC Companies and same should be valid up to 31.04.2022.</p>
4	<p>Bidders should have average annual turnover during the last 3 years, ending 31<sup>st</sup> March of 2021, should be 30% of estimated cost. Bidder to submit GST No, Balance sheets along with Trading Profit &amp; Loss Account statement of the last three financial years.</p>

4	<p>Bidder should have experience of having successfully completed similar works (Composite AMC work of buildings of Banks/State or Central Govt./Public Sector organization/ reputed Ltd. companies during the last 7 years ending 31<sup>th</sup> Jan., 2022 (Between 01.02.2015 to 31.01.2022) should be either of the following:</p> <ul style="list-style-type: none"> <li>a. Three similar completed works costing not less than amount equal to 40% of estimated cost.</li> <li>b. Two similar completed works costing not less than amount equal to 50% of estimated cost.</li> <li>c. One similar completed works costing not less than amount equal to 80% of estimated cost.</li> </ul> <p><b>Similar work:</b> Similar work means <b>Annual Maintenance Contract for Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Substation 11KV/433 V</b> for not less than one year for last 07 years having individual capacities not less than 750 KVA Transformer and their associated components.</p> <p>Bidder to submit copy of completion certificate for completion of awarded work and Performance certificate from employer as evidence of satisfactory performance of work.</p>
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Note: The Bidder should have sufficient manpower and will have to provide sufficient staff as per scope of work to attend the work and the payment of staff will have to paid by vender as per the wages announced by Central Govt. from time to time as per the notification. The successful Bidder will have to deposit all statutory dues, i.e. PF and ESI of employees regularly. The successful Bidder will have to follow all the statutory rules and provisions as required by law.

## ARTICLES OF AGREEMENT

This agreement is made at Mumbai on..... Day of..... 2022 between Punjab National Bank (CO: Thane, 4<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai) a Body Corporate, constituted under the Banking Companies (Acquisition and transfer of undertakings) Act 1970, having its Head Office at Plot No 4, Sector -10, Dwarka, Delhi-110075 (hereinafter called the "Bank", which term shall, wherever the context so permits, mean and include its successors and assigns) of the one part

&

..... (Herein after called "the Tenderer") of the other part.

WHEREAS the Employer is desirous of **Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai** and has vide letter of acceptance dated ..... accepted a tender by the Tenderer for the execution, completion, and maintenance of such works. The successful tenderer (M/s. -----) has deposited Rs.\_\_\_\_, with the Bank as security deposit for due performance of the agreement.

### NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the said conditions of contract hereinafter referred to.
2. The following documents and the terms & conditions contained therein shall form and construe as integral part and parcel of this agreement viz.
  - a) Original tender document.
  - b) Relevant correspondence (all letter/ correspondence) forming parts of contract and referred to in acceptance letter.
  - c) Acceptance letter
  - d) Bill of quantities
  - e) Other additional documents as required
  - f) Corrigendum, if any.
3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies the latest documents issued by the Bank shall prevail over the earlier documents.
4. In consideration of payment to be made by the employer to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the employer to perform execute, complete and maintain the work in conformity in all respects with the provision of the contract.

5. It is also agreed that bank may, in the event of termination of contract as provided herein having regard to exigencies of matter, arrange maintenance/ repair/ replacement of parts etc. in discretion from any other source/ agency from the date of notice. In the event of termination of contract for non-satisfactory performance of the contract, the security deposit made by tenderer shall stand forfeited. The Bank is not liable to pay any interest on the security deposit made by the tenderer.

6. The Annual service contract includes **Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai.**

7. The employer hereby covenants to pay the tenderer in consideration of the execution, completion and maintenance of the work such sums as shall become payable hereunder at the time(s) and in the manner prescribed in the said conditions and price schedule of quantities / bill of quantities prescribed in the contract.

8. All disputes or differences whatsoever arising between the parties shall be settled amicably. If parties are not able to solve amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act 1996. Venue of arbitration shall be Mumbai. Arbitration shall be conducted by the sole arbitrator.

IN WITNESS, whereof the parties hereto have caused their respective common seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day, month and year first above written.

SIGNED SEALED AND DELIVERED BY THE

Said\_\_\_\_\_

Said\_\_\_\_\_

(Name  
On behalf of the contractor

(Name  
On behalf of the Employer

In the presence of

in the presence of

Name:

Name:

Address

Address

## **INSTRUCTIONS TO BIDDERS FOR ONLINE SUBMISSION OF BID**

### **STEPS FOR BID SUBMISSION ONLINE**

1. Make Digital signature certificate (DSC)
2. Visit at PNB e-tender System (etender.pnbnet.in)
3. Download Bidder Manual from option Bidder Support and follow the instructions
4. Go to Bidder support, follow the instructions and do vendor registration
5. Get registration confirmation from Bank
6. Get configured your PC/Laptop from IT personal at your end as per instructions given in bidder's manual
7. Download schedule of activities from site: etender.pnbnet.in
8. As per schedule you can download the tender documents
9. As per schedule prepare the bid & Hash submission
10. As per schedule do the activity of re-encryption

**Note: - Bidders are advised to note that Bank will not entertain queries pertaining to process of activities and issues pertaining to activities. Bank will entertain queries pertaining to technical bid clarification and approval of registration only.**

(Bidders are advised to go through the Instructions, Terms & conditions before submitting offer)

### **MODIFICATION AND WITHDRAWAL OF BID BY THE TENDERER**

Modification of the submitted bid shall be allowed on-line and the bidder may modify and resubmit the bid on-line only before the deadline of Bid Hash Preparation. For modification of e-bid, bidder has to rework and upload/resubmit digitally signed modified bid on bank's e-tendering portal i.e. <https://pnbindia.biz>.

Bids once submitted will be treated as final and no bid may be modified subsequent to the deadline for Bid Hash Preparation.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified in tender documents. For withdrawal of bid after the end date of online bid submission, the bidder will have to make a request in writing to Tender Inviting Authority of Bank. Withdrawal of bid may be allowed till issue of work order with the following provision of penal action.

If the request of withdrawal is received before informing the date for opening of commercial bid, the EMD submitted by bidder will be forfeited and bidder will be debarred for 6 months from participating in tenders in PNB. The commercial bid of remaining technically qualified bidders will be opened and the tender process shall go on.

If the request of withdrawal is received after informing the date for opening of commercial bid, the EMD submitted by bidder will be forfeited and bidder will be debarred for 1 year from participating in tenders in PNB. The price bid of remaining technically qualified bidders will only be opened.

## **GENERAL TERMS AND CONDITIONS (GTC)**

Sealed tenders should be addressed to the Chief Manager, GAD, CO: Thane, 04<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai: 400052 superscripted **Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai** and sent so as to reach not later than **15:00Hrs on 10.03.2022**.

1. No tender will be received after **15:00Hrs on 10.03.2022** under any circumstances whatsoever.
2. Part A (Technical Bid) will be opened on **11.03.2022** at **11.00 hrs** in presence of the tenderers/ their representatives who wish to be present.
3. The tender shall remain valid for a period of 90 days from the date of opening the commercial bids.
4. Each page of the tender documents is required to be signed by the person or persons submitting the tender in token of his / their having acquainted himself / themselves with the tender documents in total.
5. The successful Tenderer to whom the Contract is awarded shall deposit as Performance Security by BANK Draft sum to make up 3% of the value of the accepted tender after the appropriation of the Earnest Money deposited by him.
6. The Performance Security will have to be made by the Contractor to the Bank within 3 days of acceptance of award letter, failing which the employer at his discretion may revoke the letter of acceptance. The PS shall be accepted in the form of Demand draft not by Bank Guarantee. The employer is not liable to pay any interest on PS. In case of default on the part of contractor to perform and observe any covenant, conditions and provisions herein contained, it shall be lawful for PNB in its absolute discretion to forfeit the whole of the PS or a part thereof with prejudice to any other right or remedy that may be available to it against the Contractor under this agreement, for such breach.
7. The PS will be refunded only after satisfactory fulfillment of the contract. In case the contractor abandons the contract or leaves the contract unperformed, the PS shall be liable to be forfeited.
8. All compensation or other sums of money payable by the contractor to the employer under the terms of the contract may be deducted from his PS. The amount so permit and contractor shall unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.
9. **Duration of contract and notice period:** - The period of contract shall be 12 months from the date of commencement and can be extended for further two years (one year + one year) on same terms & conditions, if Bank desires, on basis of satisfactory performance of the vendor. The contract can however, be terminated by PNB by giving a notice of 30 days without assigning any reason whatsoever.



10. The contractor must not assign the contract. He must not sub-let any portion of the contract except with the written consent of the Employer failing which the employer may rescind the contract and the security deposit shall stand forfeited and at absolute discretion of the employer.
11. The tenderer must obtain for himself on his own responsibility all the information which may be necessary for the purpose of making a tender and entering into a contract. The tenderer is advised to inspect the installations at the site of work and acquaint him with all local conditions, nature of work and all matters pertaining thereto.
12. The successful tenderer must co-operate with other contractors engaged by the employer and the work shall proceed smoothly with least possible delay and to the satisfaction of the employer.
13. The employer shall provide water and electric power from the existing sources free of cost.
14. On award of work, the contractor will furnish to PNB full particulars of the staff deployed on the work and issue/ obtain identity cards, which shall be carried by them throughout the time of their duty. The security staff of PNB shall have right to check or interrogate to any of the contractor's staff while entering/ leaving the premises.
15. The staff provided by the contractor shall be disciplined, polite and courteous. They shall not misbehave with any PNB staff and shall not engage themselves in any unlawful activities in the premises. The contractor shall be fully responsible for any theft, burglary, fire or any other mischievous deeds of his staff and shall replace any staff if asked for by PNB.
16. The rates quoted shall be applicable throughout the period of contract.
17. **Payment Period:** - The contractor shall submit bill once in a month which will be paid within 15 days.
18. The Successful Contractor shall be responsible for settling any claim/ compensation against all damages and accidents caused due to negligence on the part of his employees and keep Bank indemnified from any compensation/ liability.
19. GST or any other Tax on materials and also on the turn over, if any, in respect of this contract shall be paid extra by the Bank as per applicable rates.
20. The Successful Contractor shall discharge obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provisions Act, 1952, the Employees State Insurance (ESI) Act, 1948 ESI (**if applicable at the place of work –Mumbai, MH State**), the Contract Labour (Regulation & Abolition) Act, 1970, the Inter-State Migrant workman (Regulation of employment & conditions of Service) Act, 1979, The Minimum Wages Act, 1928, the Payment of Wages Act, 1936, The Workmen's Compensation Act, 1923 and other

relevant Act, Rules and Regulations, instructions etc. issued / enforced from time to time.

21. Existing drains, pipes. Cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the contractor at his own expense. The contractor shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.
22. Samples of all materials required for execution of the work shall be got approved from the Officer-in-Charge. Materials manufactured by Firms of repute as required and shall only be used. Materials classified as "First Quality" by the manufacturer shall be used unless otherwise specified. In case materials bearing BIS Certification mark are not available, the quality of samples brought by the contractor shall be judged by the standards laid down in the relevant BIS specifications. All materials and articles brought by the contractor to the site for use shall conform to the samples approved by the Officer-in-Charge which shall be preserved till the completion of the work.
23. Work shall be carried out on all days including Sundays and Holidays. The contractor shall attend complaints received in connection with the services immediately. Any failure will attract penalty as decided by the bank.
24. The Successful Contractor shall take at his own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the aforementioned services to be rendered to the bank and against all claims, damages or compensations payable under workmen's Compensation Act, 1923 or any modification thereof.

25. **TAXES AND DUTIES-**

The bidders must quote their tender prices excluding the prevailing rate of GST or any other cess or local charges, as may be applicable at present rate. **GST shall be paid extra as per applicable rates as per Govt. Guidelines.** However, tax shall be deducted at source at the specific rate of Central Government regulations and guidelines respectively, if applicable. The certificate in respect of TDS shall be issued by the Bank as per rule. Any variation in taxes and duties and/ or imposing any new taxes and duties during currency of contractor extended period, i.e. only the difference in tax, shall be borne by the Bank. No claim whatsoever on this account shall be entertained. The rates quoted by bidder shall be valid for one year from the date of start of work.

26. **Compliance of Laws**

- 26.1 The Successful Contractor shall be responsible for fulfilling the requirements of all statutory provisions of all labour laws, rules & regulations and notifications issued thereunder from time to time whether from Central or state or local bodies, at own cost and risk, in respect of personnel employed by the Service Provider and will maintain necessary records as per statutory requirements. If due to any reason whatsoever PNB is made liable for any liabilities, it shall be payable by the Service Provider to PNB and also, such liabilities shall be recoverable by PNB from dues payable to the Service

Provider and from security deposit of the Service Provider with PNB or by invoking the contract performance bank guarantee.

- 26.2 The Successful Contractor shall pay and meet all expenses, arising out of or as a consequence of, various provisions in the aforesaid Acts and statutes.
- 26.3 The Successful Contractor shall issue annual statement of PF accounts to the workmen under intimation to PNB. A copy of the annual Statement of PF Accounts needs to be submitted to the PNB within the stipulated time limit as purported in the Act.
- 26.4 The Successful Contractor shall be solely responsible as regards salary/ wages and service conditions and terms extended by the Service Provider to its employees/ workmen and shall in that connection maintain requisite records and comply with all laws, enactments, rules, regulations and orders applicable to the Service Provider and its employees/ workmen in general and in particular, laws, enactments, rules, regulations and orders dealing with employment of Contract Labour, payment of wages/ Compensation Contributions under the ESIC Act, 1948, Safety regulations, regulations relating to employment of female work force, security requirements and such other rules and regulations as may be applicable at hereafter.
- 26.5 The wages paid by the Successful Contractor to its employees/ workmen shall be fair, and in no case, be less than the wages prescribed under the Minimum Wages Act, read with other relevant statutes, as prescribed by the State Govt. from time to time. In case of any increase in the minimum wages during the currency of the contract, the Service Provider shall bear the same. PNB shall not entertain any other claim for compensation whatsoever, except the prices fixed for the services under the agreement.
- 26.6 The Successful Contractor shall be responsible for settlement of any claims/ dues, in case any of the Service Provider's employee/workman dies or sustains injury or damage or loss either to his/ her person, or his/her property, in accordance with the provisions of law. The Service Provider shall have to take necessary and relevant insurance coverage for all its employees/ workmen in this regard.
- 26.7 The Successful Contractor shall be responsible for payment of overtime to its workmen in case the workman works more than the prescribed hours as laid down under the relevant Central/ State Rules.
- 26.8 It will be obligatory on the part of the Successful Contractor to disburse monthly wages/ wages to its workmen in presence of Authorized Representative of PNB and obtain signatures on the attendance roll/ wage disbursement register as per the relevant Act.
- 26.9 The Successful Contractor must provide one-day rest or weekly "Off" to its workers who put in continuous six (6) days' work in a week with full wages.

## **27. Safety and Labour Laws**

- i. All safety and labour laws enforced by statutory agencies as well as by PNB shall be applicable in the performance of this Contract, and the Successful Contractor shall abide by these laws.

- ii. The Successful Contractor shall take all measures which are necessary and/ or proper to protect the personnel, work and facilities, and shall observe all reasonable safety rules and instructions.
- iii. The Successful Contractor shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- iv. The Successful Contractor shall apply, within 7 days from the date of award of the contract, to appropriate Labour Authority for Labour License to provide the services and shall submit the copy of the Labour Licenses along with the first bill.
- v. The Successful Contractor shall not engage/ employ persons below the age of 18 years and not above 45 years of age.
- vi. It shall be the duty of the party/ bidder to acquaint his staff with all safety regulations as proposed by any statutory authorities.
- vii. The Successful Contractor shall indemnify the Bank against any violation of safety laws, rules and regulations while carrying out maintenance as required by the contract.
- viii. All liabilities, owing to injury/ death due to negligence or miscommunication or during discharging regular work of the staff of the party/ bidder, will be to the party/ bidder and what so ever the work, in any case Bank will not be responsible for any liabilities of injury/ death etc. It's the duty of the Successful Contractor to guide the staff regarding safety measures.
- ix. All staff of the Successful Contractor while working on Air Conditioners & Electric infrastructure should use adequate safety/ protection equipment such as Electrical safety gloves, Rubber shoes, Insulated cutting Pliers & screw drivers and Insulated line tester.
- x. The workmen shall execute the work as per IS code of practice of relevant equipment and follow the IE rules 1956. The party/ bidders staff has to follow the safety & procedures & practices in electrical works as per IS 5216 part 1 and 2. The contract shall take all precautions to avoid accident and causes of accident. He must be careful regarding safety during working of his staff in the premises.
- xi. Safety precautions of portable electrical appliances: Precaution in handling portable electrical appliances are more significant under monsoon conditions, some likely situations are highlighted here for your attention and action to ensure that conditions and methods of usage conform to the safety of personnel and property.
- xii. Broken sockets/ pin plug/ loose connections: These conditions cause sparks which lead to fault conditions or electrical shock situations. Wires shall not be directly inserted into the sockets as the earth lead of the equipment inserted into the phase socket may give shock to the operator.
- xiii. Polarity of phase/ neutral and earth: certain appliances may give violent electrical shock during work if polarity conditions are not satisfied.
- xiv. Joints in flexible cables: During usage of portable appliances as such, the electrical and physical integrity of joint in cables/ wires may be suddenly affected leading to severe sparking and fire, if any combustible/ inflammable materials are present near the joint, if not noticed by operator at all.
- xv. Appliance body grounding and system grounding: In absence of or ineffective appliance body grounding, operator may receive severe shock, in case of phase to earth fault during usage. And also, all earth pins in sockets must have low impedance and mechanically firm earthing, according to Indian Electricity Rule so that safety is assured to operator even under fault conditions.

## **28. Responsibilities of Successful Contractor:**

The Successful Contractor shall be responsible for maintaining all the statutory records and deposit the Govt. dues as per the norms specified. Further Service Provider to ensure obtaining Labour License under Sec.12 of Contract Labour (R&A) Act as well as other Certificates/ Licenses/ permission/ Registration etc. within 30 days of mobilizing services.

### **28.A Quality Control**

- a. The Successful Contractor should have a system of maintaining quality control on the services/ raw material used. Special care is to be given to maintain the store of materials/ office area clean & hygienic.
- b. PNB will provide space, electricity etc. in its premises to the service provider, necessary for executing the contract. The Service Provider has to keep proper acknowledgement of the same, and Service Provider shall take care to use/ maintain these items properly. Malfunctioning/ misuse of any such facility shall not to be entertained as excuse for unsatisfactory services.

## **29. Deployment of Staff**

- a. No Deviation in the Deployment of minimum number of personnel for performing AMC works shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be out rightly rejected.
- b. Officer-In-charge of Punjab National Bank may require a breakup of costing and any other relevant details from the tenderer in case he is the lowest bidder, which has to be submitted before Letter of Intent/ award letter is issued.
- c. Minimum number of personnel required to be deployed have to be physically deployed on every day basis and therefore any other personnel required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the Successful Contractor as per the Statutory norms or rules etc. as applicable.
- d. Personnel should be smartly/ properly dressed in neat and clean uniforms having firm's logo. The uniforms and Personal Protective Equipment (i.e. Shoes, helmet, gloves etc) would be provided by the Successful Contractor.
- e. PUNJAB NATIONAL BANK reserves the right of Surprise audit, Inspection, Gap arrangement Analysis at the site at any time with or without prior information to the Service Provider by self or third party. Appropriate corrective measure shall be followed on finding any discrepancy in performance of contract, Safety measures, deployment of manpower & tools etc. Surprise audits & Gap Arrangement analysis can be conducted by PUNJAB NATIONAL BANK or a pre-determined ex-party of PUNJAB NATIONAL BANK and the Service Provider shall fully cooperate during the audits. Based on the audit report, if any change or addition/ deletion in the existing practices are found/ required, it has to be implemented by the Service Provider with an immediate effect.
- f. Deployed manpower at all levels must be properly trained as per job division/ requirement. Periodic training and Personnel Development Plan must be documented and presented to PUNJAB NATIONAL BANK on monthly basis.

- g. All statutory obligations are to be strictly adhered to, as per Govt. rules. Any negligence in this regard shall make the contract liable to be cancelled with immediate effect.
- h. All ESI & PF challans for the previous month have to be submitted along with the bills. Failure to do so shall be responded as no payment, without the possibility of part payment and absolutely no payment shall be made.
- i. Bank account of all the employees has to be opened/ registered prior of deployment at site for crediting their salary. Without the proof of salary transfer to the respective accounts of the employees, no payment shall be made. Permissible dates/ timelines given by labour department, in respect of disbursement of salaries, shall have to be adhered by the Successful Contractor and any delay in this regard shall be responded with a deduction of Rs.1, 000/- per day per incident.
- j. Since Building has very expensive equipment. The Successful Contractor shall make necessary arrangements at his own cost to prevent any damage inside/ outside the building to the existing work, due to his own activities. The Service Provider shall be responsible for any damage to the existing work due to his activities and shall make good the same at his own risk and cost. The decision of PUNJAB NATIONAL BANK in this regard shall be final and binding on the Service Provider.
- k. The Successful Contractor will be responsible for arranging any machinery/ equipment, etc. required for covering scope of work at his own cost.
- l. The Successful Contractor will install & maintain Biometric Attendance System, if Bank desired, for the man-power/ staff deployed at the said site for the tendered work.

### **30. Arbitration**

30.1. All disputes arising out of or in connection with this agreement shall be deemed to have arisen in Mumbai and only the courts of Mumbai shall have the jurisdiction to determine the same.

30.2. All disputes or differences of any kind whatsoever which shall at any time arise between the parties hereto touching or concerning the works or the execution or maintenance thereof of this contract or the rights touching or concerning the works or the execution of maintenance thereof this contract or the construction remaining operation or effect thereof or to the rights or liabilities of the parties or arising out of or in relation there to whether during or after determination for closure or breach of the contract (other than those in respect of which the decision of any person is by the contract expressed to the final and binding) shall after written notice by either party to the contract to the other of them and to the Employer hereinafter mentioned be referred for adjudication to a sole arbitrator to be appointed as hereinafter provided.

30.3. For the purpose of appointing the sole Arbitrator referred to above, the Employer will send within thirty days of receipt of the notice, to the Contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.

30.4. The Successful Contractor shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole Arbitrator and communicate his name to the Employer within thirty days of receipt of the names. The Employer shall thereupon without any delay appoint the said person as the Sole Arbitrator. If the Contractor fails to communicate such selection as provided above within the period specified, the component authority shall make the selection and appoint the selected person as the Sole Arbitrator.

30.5. If the Employer fails to send to the Successful Contractor the panel of three names as aforesaid within the period specified, the Contractor shall send to the Employer a panel of three names of persons who shall all be unconnected with either party. The Employer shall on receipt of the names as aforesaid select any one of the persons named and get appointed him as a Sole Arbitrator. If the Employer fails to select the person and appoint him as the Sole Arbitrator within 30 days of receipt of the panel and inform the Successful Contractor accordingly, the Contractor shall be entitled to appoint one of the persons from the panel as the Sole Arbitrator and communicate his name to the Employer.

30.6. It is also a term of contract that if the contractor does not make any demand of arbitrator in respect of any claim, within 90 days of receiving the intimation from the Bank that the final bill is ready for payment, the claim, if any received after 90 days' period, shall be absolutely barred from reference to the arbitrator.

30.7. If the Arbitrator so appointed is unable or unwilling to act or resign his appointment or vacates his office due to any reason whatsoever another Sole Arbitrator shall be appointed as aforesaid.

30.8. The work under the contract shall however continue during the Arbitration proceedings & no payments due or payable to the Contractor shall be withheld on account of such proceedings.

30.9 The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

30.10 The Arbitrator may from time to time with the consent of the parties enlarge the time for making and publishing the award.

30.11 The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The Arbitrator shall decide each dispute in accordance with the terms of the contract and give a reasoned award. The venue of Arbitration shall be such place as may be fixed by Arbitrator on his sole discretion.

30.12 The fees, if any, of the Arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The costs of the reference and of the award including the fees, if any, of the Arbitrator who may direct to and by whom in what manner such costs or any part thereof shall be paid and may fix or settle the amount of cost to be so paid.

30.12 The award to the Arbitrator shall be final and binding on both the parties. Subject to aforesaid the provisions of the Arbitration & Consolidation Act 1996 or any statutory modification or re- enactment thereof and the rules made there under and for the time being enforce, shall apply to the Arbitration proceeding under this clause. The Employer and

Contractor hereby also agree that arbitration under clause shall be a condition precedent to any right to action under the contract with regard to the matters hereby/ expressly agreed to be so referred arbitration.

**31. Duration of contract Period:** - 12 months and can be extended for further two years (one year + one year) on same terms & conditions, if Bank desires, on basis of satisfactory performance of the Successful Contractor.

**31.1 Extent of Contract**

Bank also reserves the right to extend this contract by another twelve months (Beyond contract period of 03 years) at the terms & conditions, if the performance of the firm found satisfactory by bank authorities.

**32. Termination of Contract & Forfeiture of Performance Security (PS)**

In case the Successful Contractor abandons the work, or does not perform the works satisfactorily, or in the case of contravention of any of the terms and conditions of the contract or left the services prior to award of work to successor, Bank reserves the right to terminate the contract by giving notice of 30 days without assigning any reason whatsoever. After such termination of contract, Bank shall have right to assign the work to some other competent person.

In case of termination of contract in the above circumstances, PS of the Successful Contractor shall be forfeited by the Bank and retention money shall be applied for adjusting claims of the Bank arising under this contract without prejudice to Bank's right of recovering the balance if any from the contractor through due process of law.

**32.1 Refund of (PS):** - Within 30 days of successful completion of contract / extended contract subject to submission of request letter on Co./Firm Letter Head.

**33. Principal to Principal Relationship**

The relationship between the Bank and the Successful Contractor shall be on Principal to principal basis. Employees engaged by the Successful Contractor shall be deemed to be the employees of Successful Contractor as the case may be. The Successful Contractor would comply with all statutory obligations and Labour Laws/ regulations/ Rules etc. None of the provisions of the Agreement shall be deemed to constitute a partnership between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither party hereto is the agent of the other nor their master-servant relationship between the parties. The relationship is on Principal to Principal basis only.

**34. LIMITATION OF LIABILITY**

Contractor's aggregate liability under the contract shall be limited to a maximum of the contract value. In the following circumstances limitation of liability shall not apply and the contractor shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank: -

34.1 Breach of the confidentiality provisions.

34.2 Liability for an infringement of a third party's IPR by contractor and



34.3 Employment liabilities for contractor's staff relating to the period of their employment within **contractual period while working with purchaser Bank** and;

34.4 Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by the statutory authority/ government bodies/ court tribunals etc.

34.5 Any other breach caused due to the non-performance of the obligations of the contractor under the Agreement.

This limit shall not apply to third party claims.

### 35. **SURVIVAL**

The Parties have expressly agreed that any liabilities or obligations set forth in this contract by their nature and content are intended to survive the performance hereof, shall so survive despite such completion/expiration or termination of this contract.

### 36. **NON EXCLUSIVE CLAUSE**

The Successful bidder shall not have any exclusive right to provide the services to the bank. The bank shall be free to engage any other service provided/s or may entrust services similar to the services or any part thereof to any person/s during on/or after the expiry of the service agreement.

### 37. **FORCE MAJEURE**

Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the bidder and not involving the bidders' fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the bidder shall promptly notify the bank in writing of such condition and the cause thereof. Unless otherwise directed by the bank in writing, the bidder shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services due to the Force Majeure, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the service agreement and the Bank shall have the right to terminate the Service Agreement without giving any further notice to the Successful bidder. Further, the Bank also reserves the right to assign the work to other without any consequences and claims.

### 38. **CONFIDENTIALITY**

The bidder shall not, without the written consent of the Banks, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the Banks in connection therewith, to any person(s).

The bidder shall not, without the prior written consent of the Banks, make use of any document or information except for purposes of performing this agreement.

The Bidder shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement.

The Bidder shall take all steps as may be reasonably necessary to protect the integrity of confidential information and to ensure against any unauthorized disclosure thereof.

The Bidder shall use the confidential information only for the purpose for which it was provided and shall not profit from the same in an unauthorized manner.

The Bidder shall provide access of the Confidential Information to its employees only on need to know basis and such employees/ personnel shall be required to enter into a confidentiality agreement which is of no less strict terms than this Agreement. Even if some bidder's employee leaves the job, he will neither share any information about bank with anybody else nor will he use it for his new job. Bidder shall continue to be responsible for any such act of its ex-employee.

The Bidder shall indemnify Bank against any loss suffered by Bank due to disclosure of confidential information by employee of contractor.

The obligation contained in this clause shall survive after the termination of this agreement for a period of six years.

Confidentiality of customer information should be maintained even after the contract expires or gets terminated.

Confidentiality and Non-disclosure: The Bidder shall not without the consent of Bank make use of any document or information coming in its way while discharging their jobs of bank except for the purpose of performance of this agreement. Bidder will keep all the data, sources and information confidential and will not disclose or release it to any other party. This clause will remain valid even after the termination or expiry of this agreement.

### 39. **INDEMNITY CLAUSE**

39.1 Contractor shall indemnify, protect and save the Bank, its directors and employees, and hold them harmless from and defend against all claims, losses, costs, damages, taxes, expenses, action suits and other proceedings, assessments including penalties, punitive damages, (including attorney fees, court costs), relating to or resulting directly or indirectly from any system failure/ anomaly / defect / shortcoming / unintended consequence in services/goods in breach of the terms of this agreement including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract., or infringement by the Contractor of any patent, trademarks, copyrights etc. or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. or breach of the terms of this agreement or such other statutory infringements in respect of all services rendered / goods provided to fulfil the scope of this Agreement.

39.2 Contractor further undertakes to promptly notify BANK in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligation and in such an event, BANK will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.

39.3 Contractor hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables/goods within reasonable time. Contractor also undertake to co-operate with other Contractors thereby ensuring expected performance covered under scope of work."

39.4 All indemnities shall survive notwithstanding expiry of termination of the contract and bidders shall continue to be liable under indemnities.

39.5 The parties agree that in such event, the successful bidder apart from vigorously contesting all such claims and contentions shall also compensate Bank for any monetary loss or damage that suffered due to failure and/or non –performance of the services by the successful bidders in terms of agreement.

#### **40. WHENEVER THERE IS TIE**

In the case of two tenders appearing “Prima Facie” lowest i.e. quoting the same figures before or after the arithmetical check etc., an opportunity shall be given to both the parties for making a revised offer on the basis of a percentage reduction in the total value, in sealed covers, which shall be opened by the TOC on a fixed date in the presence of two tenderers. In the event of the parties not agreeing to revise their tender or any other reasons, it is not possible to resolve the “TIE” the Competent Authority shall exercise his discretion and accept the tender of the contractor who is considered to be better of the two and decision of Bank Competent Authority will be final and binding to the both tenderers.

#### **41. EVALUATION OF CONDITIONAL OFFERS**

If representatives of tenderers are agreed then conditional offers, if any, shall be examined to ascertain their financial implication on the tendered sum. The statement of financial effect shall be worked out and put up for consideration of the Competent Authority.

#### **42. DEALING WITH INCONSISTENCE RATES**

In case, inconsistency rates are observed for items of the same description in the different parts of the schedule of quantity, the lowest of such rates shall be considered as the rate for all such items, unless the Competent Authority finds there is justification for such inconsistent rate.

#### **43. FREAK RATES**

A freak rate is one which is higher or lower by more than 25% of the rate considered market rate for the item.

The freak rate shall be dealt with as under:-

a. The quantities of items against which the tenderer has quoted freak rates, shall be verified/checked for accuracy.

**b. As a result of verification, if it is revealed that substantial error exists in the quantities against the freak rates, the matter along with the report on the financial aspect shall be referred to the Competent Authority for further instruction.**

c. Normally, no changes in specification shall be considered for items against which freak rates have been quoted. If the change, however, is inescapable, the approval of the Competent Authority shall be taken.

d. In case of acceptance of a tender with certain freak rates, it shall be ensured that the quantities are not varied beyond the limit of 10% without prior approval of the Competent Authority.

**44. EVENTUALITY-LOWEST BACKING OUT OR NOT RESPONDING**

In case the lowest tenderer backs out or does not respond to the acceptance letter and/or refuses to execute/sign the contract, re-invitation of tenders shall be called by the Bank.

**BANK**

**CONTRACTOR**

## **SPECIAL CONDITIONS OF CONTRACT**

1. The Contractor has to deploy trained manpower. The necessary supervision, safety and tools arrangements shall be made by the contractor during execution of work.
2. Smoking and chewing pan/tobacco/gutkha/ any other drugs etc. by deployed staff is strictly prohibited in the building.
3. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during working of his staff in the premises.
4. The contractor will take necessary precautions for carrying out the work without disturbing the office function, avoiding any damage to structures/decorative parts of the property including equipment's/ furniture/false ceiling installed. The contractor will rectify any damage done at his cost. If not rectified, then appropriate action may be taken against the contractor in terms of contract.
5. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work
6. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity card provided by the contractor and thus pose a security risk to the safety of the Bank's establishments. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor
7. The contractor is bound to do all such jobs required for uninterrupted and smooth functioning of the building.
8. Daily attendance record must be maintained by the contractor of each staff and the same should be produced before the Bank.
9. The contractor has to depute skilled and experienced operator for cradle operation and should undertake that their deputed staff is well versed with the cradle and its operations.
10. The method of cleaning should be soft dry cleaning or wet cleaning with clean water & mild detergent using squeegees system. Material used should confirm to requirements of 5 star GRIHA accredited building.
11. The obligations spelt out in the tender be implemented strictly as per the rules in force /enforced by the Statutory Authorities.
12. All the above work has to be carried out strictly as per the terms and conditions spelt out in the tender.
13. The Contractor to pursue the claim for insurance authorities on behalf of Punjab National Bank.

14. Contractor to provide Uniform helmet, Safety belts, etc. to the workers. No worker will be allowed at site without proper uniform, helmet and Safety belts, etc. The safety belt should be anchored properly at a place other than the cradle and should be closed monitored by a person other than the cradle operator and the cleaners who are on the cradle.
15. The Contractor should follow all the labour rules and regulations such as Contract Labour Regulation and Abolition Act; Minimum Wages Act, and all other Statutory Rules and Regulations such as leave salary, uniform, ex-gratia, gratuity, ESI, provident fund workmen compensation, group insurance, overtime, leave substitute, etc.
16. It will be the responsibility of contractor to maintain equipment's supplied by the Bank in good condition. He is to maintain this equipment's in such a manner that no damage to any facade/property is carried by Malfunctioning/hanging of these equipment's.
17. If the work is not completed on time. i.e. two cycles per month, deduction will be made the Bank proportionately.
18. If the work is terminated in between due to any reason, deduction will be made the Bank proportionately.
19. The service will include carrying out of the necessary preventive, repair/maintenance, replacement of consumables/ accessories / parts/ equipment /accessories/panels etc.
20. The Contractor shall ensure that the reported fault request is attended promptly and in any case within 8 hours from the reporting time and rectification done on priority basis.
21. The Contractor will maintain an inventory of critical spare parts etc. for the purpose of corrective and preventive maintenance.
22. A log book to be maintained to record the daily work done as well as the regular maintenance being carried out along with an attendance register at site.
23. Any others servicing which are not covered but necessary for smooth and trouble free working of entire system(s) are also included in the scope of work.

# **SCOPE OF WORK**

## **FIRST DAY**

Successful Contractor will report to Officer in-charge along with following documents: -

- a. Request letter for work permit / gate pass of workers on letter head contained details of workers such as name, designation, Mobile No. & shift time.
- b. 03 nos. Recent photograph.
- c. Copies of educational qualification & experience certificates duly signed & stamped by the successful Contractor.
- d. Copies of Identity Card (issued from the successful Contractor) of all workers are to be deployed, duly signed & stamped by the successful Contractor.
- e. Copy of one of the I.D. proofs of all workers are to be deployed, duly signed & stamped by the successful Contractor
- f. Copies of Police verification report of all workers are to be deployed, duly signed & stamped by the successful Contractor.
- g. Two set of Uniform along with Safety Shoes.
- h. First Aid Box with materials.
- i. Tools & Tackles/ cleaning materials/equipment.
- j. Copies of Pass books of all workers are to be deployed contained Bank details, A/C. No. And details of individual workers, duly signed & stamped by the successful Contractor
- k. Copies of ESI & EPF statement of all workers are to be deployed, duly signed & stamped by the successful Contractor.

## **Tests to be performed immediately on takeover / renewal of contract**

1. Earthing systems check: testing at the time of taking over for maintenance.
2. Relays and other protection devices working: - Once in a year.
3. Insulation measurement of the system: Six monthly.
4. Checking of the connection for tightness and cleanliness.
5. On/Off operation of all switches including cleaning and lubricating of operation of operation mechanism wherever required.
6. Servicing of Split/Window ACs installed in the building.
7. Throughout cleaning of HVAC & HU rooms.
8. Liasoning with AC's AMC vendors and ensuring all ACs (Split & Window) & HVAC system are in working condition.

## **Tasks to be performed within 15 days of start of work:**

1. Identify a person(s) / Agencies with necessary competence to be responsible for substation maintenance and get the same approved by Bank. The said agency must be authorized to carry out maintenance for the said substations. The cost of substation maintenance (excluding Ring Main Unit) is to be borne by the contractor and to be included in the rates.

2. Person(s) deputed for substation job should:
  - a. Know how to treat the person suffering from electric shock/burn etc.
  - b. Be able to operate fire extinguisher.
3. Make him familiar with the distribution scheme, the switches controlling various loads and also its importance.
4. Clearly understand what is to be done in case of emergency. This should be done in consultation with the Engineer in charge.
5. Carry out general inspection with a view to identify shortcoming, if any in the substation installation.
6. Ensure LT/HT Panel Transformer, Capacitors, Cable Ducts Circuits Hooks are clean and in proper operational condition.
7. Check all the switches and meters for proper operation.
8. Check operation and calibration of all the safety devices like relays and fuses.
9. Check the earthing system for the proper earth values and continuity of earthing system.
10. Check insulation value of oil in all the equipment.
11. Carry out megger test.
12. Check power factor meter maximum demand meter for proper functioning.
13. Check the tripping of the HT panel i.e. batteries etc. for proper functioning.
14. Check all the electrical connections for proper tightness.
15. I/P and O/P terminals of transformers to be checked and tightened to avoid over heating
16. The capacitors to be checked regularly and capacitors, de-rated below 50% to be replaced.
17. Total Voltage Harmonics Distortion, Total Current Harmonics Distortion and Voltage Unbalancing to be measured regularly and to maintain within permissible limit. All results of above inspections to be recorded and brought to the notice of Engineer in charge, specially highlighting shortcomings or necessary action.

### **DAY TO DAY WORK**

1. Running of electrical operation and maintenance at Bank building at Plot no.29, Sector11, CBD Belapur, Navi Mumbai.
2. Cleaning of tube light fittings, switches, electrical switch room, electrical cable racks/ducts/shafts, distribution boards etc.
3. Replacement of defective switches, MCBs, tubes, bulbs, light fittings, switch boards, fuses, power plugs etc. Material shall be provided by Bank.
4. Rectification of faulty circuits.
5. Checking the condition of wiring, earthing installations, terminal connections for tightness.
6. Checking and cleaning the contacts/connections on individual points/power point switches etc.
7. Checking if all MCBs of the Distribution Boards/panels are recommended types and



ratings.

8. Attending complaints received from various departments and setting right the same immediately.
9. Switching ON/OFF the lights, window type A.Cs. and other services i.e. panel, capacitors etc. as and when required.
10. Recording of meter readings and other parameters in log book of substation and other equipment.
11. Maintaining regular log sheet and record of electric load, voltage, KW meter etc.
12. Cleaning the electrical panels and other components from inside and outside including Bus bars.
13. Checking tightness of cable, lugs, glands and cables.
14. Checking all the terminal connections, tightness in the electrical panel, equipment/motors, earthing system, light fittings, MCB Boards etc.
15. Inspection, maintenance and operation of HT & LT gears with their accessories, emergency panel, MCCB Boards as per recommendation of equipment manufacturers.
16. Operating the system according to functional requirement of bank.
17. Switching ON and OFF power supply of lifts and hoist lighting.
18. Maintenance and operation of pump-panel, Jockey Panel, Sump Panel, Lift Panel, Capacitor Panel and other panels installed in the building.
19. Filling up water daily in all the earth pits provided.
20. Operation of tap changer of transformers if required and on under instructions of the engineer in-charge.
21. Cleaning the transformers thoroughly for dust, dirt etc.
22. Clean the HT and LT bushing of transformers, HT gears and check condition whether cracked, loose etc.
23. Taking mugger value of all the cables, equipment, panels, motors, HT and L T gears etc. once in a month after disconnection of the supply. Taking earth resistance value and neutral in the resistance.
- 24. Successful Bidder will be deputing one Mechanical/Electrical Engineer at works site, once in a month for overall performance/Health check-up of all**

**equipment installed in substation and shall be submitting the report to the office of Principal of RSC, Belapur.**

**CHECK LIST OF HT & LT GEARS, ACB, EMERGENCY PANEL ETC.**

1. Checking the entire terminal for tightness.
2. Inspecting & fixing moving contacts for HV gears, ACBs etc., replace if necessary, through manufacturer or their authorized agents (materials shall be provided by bank).
3. Checking functioning of all the relays and calibrate (if required).
4. Checking of interlocking devices for proper functioning.
5. Testing resistance of Earth electrodes.
6. Cleaning the equipment for dirt and dust etc.

Contractor is bound to do all such jobs required for maintaining the building uninterruptedly, smooth functioning and they should keep the equipment intact position.

**TERMS & CONDITIONS WITH SCOPE OF WORK FOR D.G. SET**

1. Undertake maintenance of the DG Set, engine, batteries, alternator, AMF Panel, cooling tower which includes generally cleaning of moss only. The special cleaning/overhauling of the cooling tower every after 15 days and maintaining log for the same.
2. Have necessary tools and instruments applicable for this contract.
3. Abide by the regulations/requirement of security departments and local electricity board and I.E. rules.
4. Maintain log book, log sheet, record of temperature of water and other safety gadgets as per recommendation of manufacturer of Engine and Alternator.
5. Return all the material to the Bank officials after replacement of the same.
6. The rates quoted for the contract shall be valid throughout period of the same.
7. Be responsible for co-ordinating with any agency for the smooth functioning of DG set and main electrical maintenance.
8. Keep the DG set perfectly in running condition/order at all time during the working hours. They will strictly follow all the electrical regulations as per Indian Electricity Rules.

9. Clean the electrical panels, DG sets and other components from inside and outside including Bus bars whenever required.
10. Not be responsible for any downtime due to unavailability of DG set for reasons unavoidable and beyond his control.
11. Check tightness of cable lugs, glands, cable all the terminal condition tightness in the electrical panel.
12. Ensure filling/top up of fuel and other lubricating oil for diesel engine. However, the oil and diesel shall be made available by the bank.
13. Servicing of the battery charger and batteries as and when required cost shall be borne by the bank.
14. Trial run the DG set with load daily.
15. Operate the system according to the functional requirement of bank.
16. Be bound to do all such jobs required for maintaining the system for smooth functioning and should keep the equipment, intact position.
17. Operate DG set with its control panels as and when required.
18. Maintenance of log book of installed DG Set, Consumption Battery, Voltage, current and any other data sheet/log book as per manufacturer recommendation & time to time as per requirement of bank.
19. Pay for the repairs and replacement if the failure is occasioned by fulfil act and other fault of any factor beyond control of the contractor. However, cost of spares shall be borne by bank.
20. Bank shall bear the cost of spares parts, fuel, lubricant and cleaning material required for the operation and maintenance of the DG set (if not covered in Guarantee of suppliers).
21. Implement the suggestions, recommendations for improved performance of the engine, if it is technically and/or commercially acceptable to Bank. However, cost or execution of such job shall be got done as per procedure laid in Bank's manual.
22. Making liasoning with AMC vendor (OEM) for carrying out routine visit and servicing of DG Set whenever became due for servicing/visit.

#### **BRIEF DETAILS OF THE INSTALLATIONS (WATER SUPPLY)**

The PNB building at CBD Belapur has a basement, Ground floor and 5 upper floors. The pump house is located in the basement floor. The underground tanks are located below the basement floor level. The underground tanks longitudinally divided into two compartments to facilitate periodical cleaning and maintenance works. Each longitudinal compartment is further divided into two segments, the first one to serve as static tank for firefighting operations and the second one which will be fed by overflow, drinking flushing and making

up water for cooling towers.

The overhead tanks are located on the terrace. Two of the tanks, interconnected between them serve to storage tanks for water supply and sanitary installations. The supply line is fed into one of the tanks and the second tank gets supply from 1st tank by interconnection. Another overhead tank is provided over the main staircase roof as a makeup water tank for HV AC installation. Six pumps are provided for pumping water from the underground tank to the three overhead tanks on the terrace. The pumps are so interconnected that with any of the pumps the overhead tanks can be fed.

The sources of supply for the underground tanks are the municipal supply and tube well provided adjoining the building. The building is provided with the wet riser system. Two fire pumps each of capacity litres/minute are provided. One number jockey pump is also provided for making up normal drop of water pressure. The entire pumping system is automation through pressure switches, set to desired values. Only one of the fire pumps can work at a time through selector switches. The starting of the fire pump is automatic but the closing of the fire pump is manual.

There are two sets of lavatory blocks in each floor of the building nom the UGP. It is proposed to install a toilet in the ground floor also. Kitchen with canteen/dining room have been provided at the 5th floor. Water coolers have also been provided at various floors of the building.

### **TERMS & CONDITIONS WITH SCOPE OF WORK (WATER SUPPLY)**

The scope of work shall be deemed to include the operations for maintaining the wet riser system of fire protection round the clock, maintain all water supply and sanitary installations and operating the pumps. The following scope of work enumerated below is ready reference, is not a complete list and contractors are advised to inspect the installations and allow for all work required operation and maintenance of installations:

#### **PUMP SETS:**

The operation and maintenance of all pump sets including connected piping, valves, tanks and accessories on all days including holidays.

Checking and recording of pressure gauge reading and temperature of bearing of motors and pumps.

Checking of leakage through stuffing box, noises and vibrations.

#### **Periodic maintenance by way of:**

- |                                                     |                              |
|-----------------------------------------------------|------------------------------|
| i) Replenishment of grease                          | (Material supplied by bank.) |
| ii) Changing of stuff box packing                   | (Material supplied by bank.) |
| iii) Checking of alignments of pump                 | (Material supplied by bank.) |
| iv) Checking of leaking connections for leakage etc | (Material supplied by bank)  |

Maintaining log book and record maintenance of pumps.

Installation of pumps to ensure adequate supply of water to the underground tank as well as overhead tanks as per demand of the clients.

**TANKS:**

1. All tanks are to be cleaned once in 3 months without dislocating the system and maintain record
2. Cleaning of water cooler twice a month.
3. Water supply/soil/waste/drain pipes, water supply and sanitary fittings and fixture.
4. Regular inspection of all pipe lines and ensure that there is no leakage and attend to repairs if any required.
5. Maintain all water supply and sanitary fittings and fixtures that there is no leakage or chokage.
6. Replacement of washers, gaskets etc.
7. Adjustment of bib cocks, pillar cocks, flushing cisterns, urinals spreaders, water closets etc. complete with consumables.
8. Treatment of waste as per instruction.
9. Arranging for collecting sample of waste for testing and getting sample tested from approved test laboratory. Transport & Testing charges will be paid by bank.
10. Check drinking water for residual chlorine and treat the water with necessary chlorine tablets/bleaching powder and operate the chlorination plant and maintain the record. Material to be supplied by the bank.
11. Purchase of material/chemicals for the operation of chlorination and softening plant and for the testing of water. However, the payment will be made as per the actual expenditure incurred based on the bills submitted.
12. Replacement of damaged sanitary fittings and fixtures using material supplied by the bank.
13. Monthly checking of all floors and inspections of proper working of various electric and sanitary installations and report to office if any defects noticed.

**GENERAL:**

1. Attending all jobs connected with NMMC/CIDCO for water supply, sewerage and drainage.
2. The tools/tackles and consumables for repair and maintenance shall be supplied by the contractor.

3. Maintaining register of complaints for all floor and attend to the complaints as per the directions of the bank.
4. Maintain attendance register of staff engaged in the job as per schedule.

### **SCOPE OF WORK FOR PLUMBING**

#### **Minor work (Repair and maintenance work)**

1. Repair and maintenance of all pump sets including connected piping, valves, tanks and accessories.
2. Repair and Maintenance of pressure gauges, motors and pumps.
3. Checking of leaking connections for leakage and taking corrective measures.
4. Ensure adequate supply of water to the underground tanks as well as overhead tanks as per demand of the clients.
5. Replacement of damaged valves and other accessories, fitting etc. of pump house, water distribution system etc.
6. All tanks(including fire tank) are to be cleaned once in 3 months and Rain water harvesting pits are to be cleaned once in 6 months, without disturbing the system, resealing after disinfecting the tanks and pits to be done, wherever required and record of the same to be maintained.
7. Repair & maintenance pertaining to civil/sanitary works related to water tanks and other services.
8. Inspection of all pipe lines and to ensure that there is no leakage and attends to repair if any.
9. Repair & maintenance of all water supply and sanitary fittings, fixtures so that there is no leakage of chocking.
10. Replacement of washer, gas kits etc.
11. Adjustment of big cocks, pillar cocks, flushing cisterns, urinals spreaders, water closets etc. complete with consumables.
12. Replacement of damaged valves, fitting etc. as per bank directions.
- 13.. Water supply and soil based line and man holed covers to be painted at least once in a year.
14. Repair & maintained of water supply/soil waste/drain pipes, water supply and sanitary fittings and fixtures installed in the building/flats, which shall be regularly checked for and signed by dealing Bank officers every day.

**Major work:** - Replacement of existing materials/providing & fixing additional materials pertaining to Civil/Plumbing & sanitary work

#### **SCOPE OF WORK LIFT OPERATOR:-**

1. General cleaning of lifts Car & lift Machine room on daily basis through deployed Housekeeping staff.
2. To ensure light fitting, telephone hand set, fan, hand rail etc installed in lift car are working satisfactory. In case there is any abnormality then get the work done through respective CAMC vendors.
3. Ensure sitting stool provided in lift car is cleaned and same is usable. If required any repairing work then get through deputed Carpenter.
4. Ensure Servicing & Routine maintenance in time through CAMC vendor.

Seal & Signature of Bidder

5. Maintaining complain register of lift lodged with CAMC vendor of lift (OEM).
6. In case there is any abnormalities then stopped the lift from lift machine room and lodge the complaint on provided toll free number, get the complaint number from Company and enter in complaint register.
7. Carrying passengers from Ground Floor to 5<sup>th</sup> floor.
8. Ensure ARD (Automatic Rescue Device) installed in lift Machine Room is working satisfactory. In case of any abnormality, take up the matter with lift's CAMC vendor.
9. Ensure proper closing & opening of lift car at floor level. In case of any abnormality, take up the matter with lift's CAMC vendor.
10. Ensure switches & indicating lamps inside the lift car & lift lobby are working satisfactory. In case of any abnormality, take up the matter with lift's CAMC vendor.
11. Any work assigned by Principal of STC.

### **SCOPE OF WORK FOR OPERATION AND UPKEEP OF HVAC SETUP**

1. Switching On/Off VRF AC Plant of the building as per Bank's instructions and reporting breakdowns / malfunctions etc. to the agency appointed by Bank.
2. Cleaning of AHU Filters twice a month.
3. Daily logging of temperature on room wise basis two times a day (10 AM and 3 PM).
4. Cleaning of AC ducting grills and diffusers on a monthly basis and checking return air paths.
5. Adjustment of dampers, where required, to regulate airflow in room.
6. To check safety controls Mechanical and Electrical Electronic connections in the system.
7. Turning Unitary Air conditioners ON/OFF as per Bank's instructions.

### **SCOPE OF WORK/SERVICE FOR SPLIT/WINDOW ACs THROUGH CAMC VENDOR UNDER SUPERVISION OF DEPUTED SUPERVISOR**

The scope and nature of services to be provided by the successful Bidder through CAMC vendor shall include scheduled preventive maintenance services which cover periodic and break down servicing /maintenance, along with replacement of defective spare parts, including compressor and other consumables, if required during the contract period. Checking and servicing of the AC unit completely **4 times** in a year and de-scaling of units if required, which includes:

#### **WORK TO BE CARRIED OUT ON MONTHLY BASIS:**

Cleaning of filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs.

Note: - Repairing, etc. is to be done immediately if on inspection any defect is found.

## **WORK TO BE CARRIED OUT ON HALF YEARLY/QUARTERLY BASIS**

Preventive Maintenance shall include the following:

- Checking motor bushings.
- Ground connections.
- Checking connections at the main plug.
- Cleaning of blower and condenser fan.
- Cleaning the evaporator and condenser coils.
- Cleaning the equipment.
- Checking and tightening of nuts & bolts.
- Oiling the motor.
- Checking cooling efficiency.
- Overhauling of the A/c, with chemical washing process.
- Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
- Greasing of blower motors and all moving parts.
- Prevention of rusting of units.
- Replacement of Filter.
- Checking operation of controls of the air- conditioners such as thermostat, relays, remote control etc.
- Checking Firmness of supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of air-conditioners etc. Anti-rusting Painting of the MS portion prone to rusting.

1. Shifting of AC's as per requirement.

However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.

2. Break-down service (BDS):

4.1 Breakdown calls shall be attended to immediately and a record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares & Compressor and Gas filling at the cost of the service provider.

4.2 Attending to any breakdown call made within 02 hours on receipt of verbal / written complaint. The time for rectification of defect shall not exceed 24 hours in any case. In case of failure of same penalty will be imposed as per penalty clause.

4.3 Supply free of charges, of all the spares and materials including consumables, compressor found defective and necessary for the unit such as:- Air Filter, Selector Switch, Relay, Thermostat, Capacitor, Fan Motor, Louver Motor, Blower Motor, Fan & Blower, Gas charging, Swing Motor, Compressor etc



**TIME SCHEDULE AND DETAILS OF WORK:-**  
**PREVENTIVE MAINTENANCE SCHEDULE / CHECK SHEET OF ACs**

**1.1 MONTHLY CHECKLIST FOR AC UNITS:**

<b>S.no</b>	<b>Maintenance activity</b>	<b>Status</b>	<b>Remarks</b>
<b>1</b>	Inspection of AC units and check for any abnormality in operation.		
<b>2</b>	Removing of air filters, cleaning and reinstallation of same on AC Units.		
<b>3</b>	Check the pressure of refrigerant and if found less than normal, carryout the leak test and fulfil the refrigerant after rectification		
<b>4</b>	Check the refrigeration system, motor, compressor, and starters for performance and ensuring the overall healthy condition of units.		
<b>5</b>	Check the wiring of Blower, Condenser fan, Compressor for any abnormality and other electrical connection tightness Check.		
<b>6</b>	Check the working of electrical panel's equipment like Contactor, overload relay, etc. If any abnormality found then attended / replaced the same.		
<b>7</b>	Check all drain points for any obstruction to proper draining if found some problem then will be rectified		
<b>8</b>	General cleaning and Brushing of the Unit		
<b>9</b>	Check abnormal sound from the Bearing of Compressor, Condenser & Blower Motor		
<b>10</b>	Measurement of Room Temperature through Sling Thermometer		
<b>11</b>	Cleaning of Drain holes (Water outlet of indoor unit)		

**1.2 QUARTERLY CHECKLIST FOR AC UNITS: (In addition to Monthly activities)**

**Monthly Checklist for Air Conditioner Units:**

<b>S.no</b>	<b>Maintenance activity</b>	<b>Status</b>	<b>Remarks</b>
<b>1</b>	Cleaning of condenser coils with approved chemical.		
<b>2</b>	Evaporator/Cooling coil cleaning		
<b>3</b>	Check the working of voltage stabilizer and check the level of insulating oil and maintain it.		
<b>4</b>	Check the thermal insulation for damages and bursting it will be attended.		
<b>5</b>	Total current drawn (Amp.)		
<b>6</b>	Current drawn (Amp.)(For compressor, Condenser and blower Motor)		
<b>7</b>	Back pressure (PSI)and Head pressure		
<b>8</b>	Insulation of refrigerant piping's & ducts and replace with nitrile rubber if found defective		

### 1.3 HALF YEARLY CHECKLIST FOR AC UNITS: (In addition to Quarterly activities)

S.no	Maintenance activity	Status	Remarks
1	Cleaning and washing of condenser coil, with the approved non-damaging chemical.		
2	Cleaning of Evaporator coils with approved cleaning agent.		
3	Proper Cleaning of Contactors, Relays, Timers, and Connectors inside the Electrical panel		
4	Check and attend the complete wiring system of AC unit (Indoor & Out door unit) for looseness, insulation puncture and terminal looseness if wiring find overheated it will be replaced by new one.		

### Annexure - B

Daily call Report Register								
S. No	Call login date/Time	Reported by / User name and location	Problem Encounter	Call Attended by	Problem diagnosed	call cleared Date/ Time	Users name& signature	Users Remarks.

## History Sheet of Air Conditioners.

Sl. No.	Type of AC	Make	Date of installation.	Location	SI / model no.		
<b>Date:</b>		<b>Name of materials replaced</b>			<b>Name of Mechanic</b>	<b>Sign.</b>	<b>Remarks.</b>

## **CARPENTRY WORK:**

**Minor work (Repair & Maintenance work):** - Carpentry work includes maintenance and repair work of Glazed doors, wash room/wash basin mirror, all type of windows, any hardware, grid false ceiling, metal false ceiling, pelmets, high gloss laminate paneling, veneer glass, lacquered glass paneling, glass partitions, MDF slats ceiling and any other carpentry work directed time to time. All carpentry installations, including doors, windows, trap doors, modular false ceiling, etc. to be checked during course of visit and repaired if required. All type of painting/touch up wherever is required in the building.

**Major Work:** -Replacement of existing wooden/steel/metal/SFF materials fixed at buildings or supply of additional wooden/steel/metal/SFF materials at buildings.

**SERVICING OF LT & HT INSTALLATIONS:** It is specialized job which is to be carried out once in a year through a specialized Agency by Bank only. Deputed Supervisor has to follow up with dealing Bank's official about same and ensure that servicing is done by Bank in time.

**Materials:** - Successful contractor will be providing materials to his employees (Plumber/Carpenter/Electrician) as per make of materials mentioned in this tender documents and should have GST bill.

**Payment towards purchased materials:** - Materials purchased & used for Electrical/Plumbing/Carpentry & allied works, the same shall paid be by the bank on production of supporting purchase GST bills on actual monthly basis along with monthly AMC invoice i.e. cost of material + cartage if any + 10% towards contractor's Over Head & profit plus GST as applicable.

## **DAMAGES TO INSTALLATIONS:**

The contractors will ensure that the installations handed over to their charge for operation and maintenance is handled with utmost care by qualified and experienced staff. In the event of the any equipment getting damaged or becoming defective due to negligent handling by the contractor's staff, the contractor will make good the loss/damage to such equipment. The decision of the bank as to whether the damage has been caused by contractor's staff and the amount of compensation to be levied shall be final and binding on the contractor.

## **Manpower Requirements**

Qualification and experience of various categories of staff to be employed by the contractor for Electrical/ Carpentry/Plumbing etc. work shall be as follows:

Supervisor(Skilled), 01 No. General Shift, 26 days.	Having certificate in Electrician/wireman/Mechanical/Air Conditioning & Refrigeration trade issued by ITI/Local authorities/ Govt. of India with minimum 03 years' experience in maintenance of H.T. & L.T. Installations and in liaisoning with local authorities.
Electrician (Skilled), 03 Nos. in three shifts, 30 days	Having certificate in Electrician/wireman trade issued by ITI/Local authorities/ Govt. of India and minimum 3 years' experience in this field.
Pump Operator / Plumber (Skilled), 01 No. General shift, 26 days.	ITI in mechanical having minimum 02 (Two) years of relevant working experience in an organization of repute in similar role.
Lift Operator (Skilled), 01 No. General Shift, 24 days.	Should have possessed ITI certificate in Electrical/Mechanical with minimum 03 years' experience in this field.
Helper (Un-Skilled), 03 Nos. in three shifts, 30 days.	10 <sup>th</sup> pass with minimum 03 years' experience at sub stn as helper
Carpenter (skilled)- 1No. General shift, 26 days.	ITI in trade work with minimum 02 (Two) years of relevant working experience in an organization of repute in similar role.

Contractor to provide Qualification and experience certificate at the beginning and also whenever Supervisor, Electricians & Helpers deputed are changed.

### **PENALTY:-**

a. If the contractor fails to maintain required number of manpower, bank is empowered to deduct as penalty at the rates indicated below from their monthly bill:

Supervisor/Electrician/ Carpenter/ Plumber/Operator: Rs.1000/- per day/ shift/ person.

Helpers:Rs.800/- per day/ shift/ person.

Note:-50% penalty for all late comers, if they are late by 60 minutes and above.

b. In case the person on duty found sleeping will be fined Rs.1, 000 per service/ per head. Amounts will be deducted from contractor's current monthly bill.

c. Non-wearing of uniforms, shoe shall attract a fine of Rs.800 per service/ per head. 02 sets (Uniform & Safety Shoes) must be provided by the Successful Contractor before deployment of staff at site.

## **LIST OF EQUIPMENT :**

(Electrical, D.G. Set & Water Supply)

- |                                                                                                                                 |                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| 1. 750 KVA Dry Type Transformer<br>(11000/433 Volts)<br>3 Phases: Vector Group DY 11<br>Make: Crompton Greaves                  | 1 No.                                                                       |
| 2. H.T. Switchgear Vacuum Circuit Breaker<br>Make: Crompton Greaves<br>Volts: 11000<br>Capacity: 350 MV A<br>Phase: 3 p: 50 C/s | 1 No.                                                                       |
| 3. Main L.T. Panel with ACBS<br>Make: L & T<br>Phase: 3 phase and Neutral<br>Volts: 415 Volts                                   | 1200 A-1 No.(ACB, L&T)<br>63 A – 8 Nos.<br>400 A – 3 Nos.<br>250 A – 2 Nos. |
| 4. Essential Panel with MCCB<br>Make: L & T<br>Volts: 415 volts<br>Phase: 3 Phase & Neutral                                     | 400 A – 1 Nos.<br>250 A – 1 Nos.<br>63 A- 2 Nos.<br>32 A -1 No.             |
| 5. Pump Panel 125 Amps                                                                                                          | 1 No.                                                                       |
| 6. Sump Pump & Fire fighting Panel<br>(400 Amps) (Combined with Jockey Pump Panel)                                              | 1 No.                                                                       |
| 7. Capacitor Panel with capacitor Banks<br>(4 x 50 KVAR each & 4 x 25 KV AR each)                                               | 4 Nos.                                                                      |
| 8. Lighting D.B.S. (M.C.B. Boards)                                                                                              | 19 Nos.                                                                     |
| 9. Light fittings<br>(tube light as well as GLS lamps fittings)                                                                 | 800 No. (Approx.)                                                           |
| 10. Exhaust Fans                                                                                                                | 60 Nos. (Approx.)                                                           |
| 11. Change over switches                                                                                                        | 2 Nos.                                                                      |
| 12. Call Bell Buzzer                                                                                                            | 39 Nos.                                                                     |
| 13. Earth Pits                                                                                                                  | 30 Nos.                                                                     |
| 14. Lift Panel 2 Nos. 63 TPN SF Unit                                                                                            | 1 Set                                                                       |
| 15. Molded case circuit breaker boards (MCCB)                                                                                   | 29 Nos.                                                                     |
| 16. Fire Motors (75 HP 1 No. each) 25 HP 1 No.                                                                                  | 1 No.                                                                       |
| 17. Water Motors (30 HP-I No.) 5 HP - 6 Nos.                                                                                    | 6 Nos.                                                                      |
| 18. Jockey Pump Motor (20 HP)                                                                                                   | 1 No.                                                                       |
| 19. D.G. Set - 200 KVA (NTA-743-G) 255 BHP<br>1500 RPM (Make: Kirloskar Cummins)                                                | 1 No.                                                                       |
| 20. Alternator - 200 KV A                                                                                                       | 1 No.                                                                       |
| 21. Water pumps Kirloskar (Engine Cooling)<br>Make: 5 HP                                                                        | 2 Nos.                                                                      |
| 22. VRF Outdoor Units (make blue star)                                                                                          |                                                                             |
| i) 5 TR / 8 HP                                                                                                                  | 1 No                                                                        |
| ii) 12 TR /16 HP                                                                                                                | 1 No                                                                        |
| iii) 15 TR /18 HP                                                                                                               | 2 Nos                                                                       |
| iv) 30 TR /38 HP (18HP+12HP+8HP)                                                                                                | 1 No                                                                        |

- (The above list is indicative and not exhaustive. Bidders are advised to visit site before bidding)

[illegible]



**MAKE OF MATERIALS (ELECTRICAL)**

(ELECTRIC WORK IN FLATS)

SR.NO.	MATERIAL	APPROVED MANUFACTURES / SUPPLIERS
1	SFU / Isolator switch	GE/L&T / Siemens / Schneider / ABB
2	L.T. Panels	EE/ L&T / Siemens / As approved
3	Meters	Rishab / L&T / Schneider / Automatic Electric
4	DB (HRC Fuse)	GE/L&T / Siemens / Schneider / ABB
5	DB (MCB)	GE/L&T / Siemens / Schneider / ABB/ Hager/ Havells / Legrand
6	Multistrand Wires	Havells / Finolex / Poly Cab
7	Conduits (MS / GI)	Supreme/ AKG/ BEC
8	Switches / Sockets	Anchor / MK / Northwest / Crabtree
9	Lugs	Dowell / Jainson
10	Telephone cables	Finloex / Delton / Havells
11	Decorative lights (spot lights / picture lights wall)	Phillip / Wipro / Havells
12	ELCB / RCCB / MCB / RCBO	GE/L&T / Siemens / Schneider / ABB/ Hager/ Havells / Legrand
13	Telephone Tag-block	Krone
14	MCCBS	L&T / GE / Siemens / Schneider / ABB
15	Changeover Switches	GE/L&T / Siemens / Schneider / ABB/ Hager/ Havells / Legrand
16	Contactors	GE/L&T / Siemens / Schneider / ABB/ Hager/ Havells / Legrand
17	Music speakers	Phillips / Ahuja / Bosch
18	Amplifier	Phillips / Ahuja / Bosch
19	PL / Spot Lights fittings	Phillips / Crompton / Havells
20	Unarmoured Cables	Havells / Finolex / Poly Cab
21	Armoured Cable	Havells / Finolex / Poly Cab

## MAKE OF MATERIALS (ELECTRICAL)

### (ELECTRIC WORK AT BUILDINGS)

S. No.	Description	Make
1	MCCB	Siemens/ABB /Schneider Electric/Legrand
2	Protection Relays	ABB/Siemens/ Schneider Electric
3	Contactors, Timer, starters	Siemens / Schneider Electric / ABB/Legrand
4	Dry type Capacitors,440V, 50Hz	Siemens/Epcos/ABB/Schneider
5	Dry type Capacitors,440V, 50Hz	Siemens/Epcos/ABB/Schneider
6	APFC Relay	Siemens/Epcos/Neptune /ABB /Schneider /Trinity/Beluk
7	MCB DBs/MCBs/RCCB/ RCBO/ELCB/Industrial Sockets	ABB/Siemens/Schneider Electric /Legrand
8	Electric Panel/ Enclosure (CPRI approved fabricator)	Adlec/ Tricolite/ Advance Panels & Switchgear Pvt. Ltd Haridwar / Marine Electricals /ABAK Electrofab Engineering
9	Digital Meters/ Digital Energy Meters/ Multifunction Meters/Load Managers	Conzerv/Elmeasure/Socomec/ Secure/Neptune /AE/Trinity /Siemens/Schneider/ABB
10	Voltmeter, Ammeter	Schneider/Secure/Socomec/ ABB/AE /Conzerv
11	Connectors	Connectwell /Siemens/ABB
12	Selector Switches	AE / Kaycee/Siemens/Salzer/ L&T
13	Local Push Button Stations	BCH/Teknic/Siemens/ Schneider / Vaishnov/L&T
14	HRC Fuses & Fuse Settings/ Links with Bakelite moulded base	Siemens / ABB/Schneider/ L&T
15	Batteries Charger	Volstat/Statcon/Uptron/ Mahamai/Powertron
16	Rubber Mats (ISI marked)	Premier/Birla/Jyoti/Sintex
17	GI/MS Pipe (ISI marked)	TATA/ Jindal/ Zenith /Prakash Surya
18	Cable Glands	Dowells/ Comet/Braco/Jainsons
18	Cable lugs/Thimbles/ Terminal Ends (heavy duty)	Dowell/Jainson/ Braco
20	Cable tray - Electro zinc galvanized /Steel SS-304 Wiremesh trays	LegrandCablofil /Panduit/Leviton/OBO Betterman
21	Perforated/Ladder Cable Tray	MK/OBO Betterman/AKG/ Indiana/ Slotco/Pilco/Storack/Venus
22	Paints	Asian/Berger/Nerolac
23	LV Flexible/FRLS wires	Polycab/Havells/Finolex
24	Telephone Wires	Polycab/Havells/Finolex
25	Modular switches/ Sockets / MCBs & Accessories box / plate / Telephone/ T.V / LAN socket / Fan Regulator	MK(Elements)/Legrand(Arteor) / Schneider (Zencelo)
26	LED Battens/ Led Down Lights/600mX600 mm LED Panel Lights	Philips/ Wipro/ Havells/ TRILUX

27	LED Streetlight	Philips / Wipro /Havells/ TRILUX
28	Exhaust Fan	Havells / Almonard /Orient/ Crompton
29	Wall mounted Fan	Havells – Platina / Almonard / Orient /Crompton
30	Ceiling fans	Havells / Almonard / Crompton
31	Sensor -Motion/Day Light, PIR Occupancy sensor	Legrand/Wipro/ Schneider/Philips/ Honeywell
32	PVC Conduits & accessories	BEC/ AKG/Precision/Asian
33	GI Metal Conduits & accessories	BEC/AKG/ Vimco
34	Under floor trunking Cable Race Ways	Legrand/ MK/ OBBO Betterman
35	Passive CAT 6A UTP Cables & Unshielded Twisted Pair Cabling /UTP Jack Panels /Patch Chords & I.Os	Panduit/Siemon/ Legrand
36	Fiber Cables/ Duplex Fiber panel /Fiber Runner/Cable Baskets/Connectors	Panduit/Siemon/ Legrand
37	Under Floor Basket Trays	Legrand/Panduit/Leviton/OBO
38	Smoke Detectors (Photo/PhotoThermal)	Honeywell -Notifier / Kidde/ Bosch/Simplex
39	Heat Detectors	Honeywell -Notifier / Kidde/ Bosch/Simplex
40	Hydrogen Detectors	Ambetronics/ Multi Nano Technology/Equivalent
41	Remote Response Indicator	Honeywell -Notifier/ Bosch/ Simplex Agni/Ravel
42	Digital voice evacuation system	Honeywell -Notifier / Kidde/ Bosch/Simplex
43	Digital amplifier	Honeywell -Notifier / Kidde/ Bosch/Simplex
44	Speakers	Honeywell -Notifier / Kidde/ Bosch/Simplex
45	Interface Modules Monitor/Relay Control/ Control module/ Zone Monitor etc.	Honeywell -Notifier / Kidde/ Bosch/Simplex
46	Sounders/Sounder Cum Flashers/ Strobes/ Annunciation Devices	Honeywell -Notifier / Kidde/ Bosch/Simplex

### **MAKE OF MATERIALS FOR CIVIL & PLUMBING WORKS**

<b>S/N</b>	<b>MATERIAL</b>	<b>APPROVED MANUFACTURES / SUPPLIERS</b>
1	Cement	L & T / Ambuja / Narmada / ACC / Birla
2	Sand	Best locally available river sand
3	Bricks	Best locally available table moulded bricks
4	EPOXY Resin + Hardener	Hindustan Ciba Geigy / Dr. Beck
5	Polymer Latex	Sunanda/ Monobond /RBR/Sika / Roff / Kirshna Chemicals / Bal Endura Pvt. Ltd.
6	Rust Passivator	Ruskil / Rusticide
7	Superplasticiser	Supercon 100 / Conplast 211
8	Waterproofing Compound	CICO /Algiproof/Impermo/Fosroe/Dr.Fixit/Roffe
9	Exterior Paint	Snowcem/ Asian/ Nerolac/ ICI
10	Cement paint	Super SNOWCEM
11	Interior Paint	ICI (Dulex – duco), Asian Paints, Goodlass Nerolac, Johnson-Nicholson, Nitco, Berger
12	Enamel Paints	ICI, Asian Paints, Goodlass Nerolac, Johnson-Nicholson, Nitco, Berger
13	Cast Iron Pipes	Neco, H.E.P.M/s.Kapilansh.
14	G.I. Pipes	Tata / Zenith / Jindal.
15	PVC drain Pipes / fittings	Supreme / Finolex / Prince / Kissan
16	Aluminium Sections	Jindal/ Geeta
17	Taps & Valves	Jaquar / Parryware / Hindware / Cera / Roca
18	Vitrified Tiles / Ceramic Tiles	Somani, H & R Johnson, Asian Kajaria, Nitco
19	Red Oxide	Shalimar, Blundel, Eomite
20	Marble Mosaic Tiles	M/s. Nitco, M/s. Bharat, M/s. Super.
21	G.I. Fittings	R-Brand uink, Kirti or approved equivalent.
22	Gun Metal Valves	Leader Engineering Works, Calcutta Bombay Metal Co. Bombay, Annapurna Metal Work, Calcutta.
23	C.I. Sluice Valves, Check Valves, etc.	Indian Valve Co. Bombay  Leader Engineering Works, Calcutta Kirloskar Bros, Poona.

24	Brass fittings	Leader Engineering Works, Calcutta, L & K Mathura , Annapurna Metal Works, Calcutta.
25	C.P. fittings	Ego Metal Works, Ballabgarh, Haryana GEM, New Delhi, Soma Calcutta, Bilmet Mumbai, Jaquar, Mark.
26	W.C. Pan Wash basin Urinals Sink low down flushing cistern	H & R Johnson / Parryware /Hindware
27	E.W.C Seats	H & R Johnson / Parryware /Hindware
28	PVC Flushing Cisterns	H & R Johnson / Parryware /Hindware
29	Mirrors/Glass	Modi Float, Asahi Glan, Saint Gobain.
30	Micro – Concrete	Roffe, Fosroc, MC Bauchemie, Sunanda.
31	Readymix Plaster	Roofit

**Note:** ISI marked material shall be considered equivalent subject to approved by the Bank.

### **MAKE OF MATERIALS FOR INTERIOR WORKS**

<b>S/N</b>	<b>MATERIAL</b>	<b>APPROVED MANUFACTURES / SUPPLIERS</b>
1	ISI 303 BWR Grade plywood	Century / Kenwood / Mayur/ Duro / Archid / Anchor or as approved by the Bank
2	Block Board (Commercial / Marine)	Century / Kenwood / Mayur/ Duro / Archid / Anchor or as approved by the Bank
3	Teak wood based particle board	Nova Teak Super by Indian plywood Mfg. Co.
4	Gypsum Board (false-ceiling)	India Gypsum Limited.
5	Laminates	Formica / Virgo mica / Greenlam / Signature / Royal Touch / Kit Lam / Heritage
6	Soft Board	Jolly Board or approved equivalent Brand
7	Hardware	Punit / Nav Bharat / Earl Behari / Hafel or approved equivalent Brand
8	Adhesive	Fevicol's HI-PER, Favicol's EZEE Spray, Fevicol SH / Araldite of Ciba – Geigy / Pidilite or approved equivalent Brand
9	Rubber Solution	Favicol's HEATX
10	Paint	ICI (Dulex – duco), Asian Paints, Goodlass Nerolac, Johnson-Nicholson, Nitco, Berger
11	Chairs	Godrej / Steelcase / Fabteq
12	Door closer / Floor springs	Garnish / Everite / Hardwyn.
13	Locks	Godrej, Harrison, Link
14	Wood preservative	Bison by British Paints, Termiseal by PCI, Wood Treat
15	Fire Retardant Paint	Fire Tard / Nobel
16	Glass wool FG Crown 150 Grade	Fiber Glass Pilkington or approved equivalent Brand
17	Aluminium false-ceiling	Supersil / DG False-ceiling / Aerolite
18	Glass	Modi, Guard Float glass, Pilkington, Asahi
19	Aluminum Section	Geeta / Jindal

**Note:** ISI marked material shall be considered equivalent subject to approved by the Bank.

**PROFORMA OF AFFIDAVIT FOR NON - BLACK LISTING**

I/We hereby solemnly declare that:

1. I.....Son / Daughter of Shri..... Proprietor/Partner/ Director / Authorized Signatory of ..... is / am competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

4. I/we undertake and confirm that our firm/partnership firm has not been blacklisted by any state/Central Departments/PSUs/Autonomous bodies during the last 7 (seven) years of its operations. Further that, if such information comes to the notice of the department then I/we shall be debarred for bidding in PNB in future forever. Also, if such information comes to the notice of department on any day before date of start of work, the Bank Authorities shall be free to cancel the agreement and to take further necessary action as prescribed in the document.

NOTE: Affidavit to be furnished on a 'Non-Judicial' stamp paper worth Rs.100/-

Signature of Notary with seal

Signature of Bidder(s) or an authorized Officer of the firm with stamp

**PROFORMA OF AFFIDAVIT FOR EXECUTION OF SIMILAR WORKS**

I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of PNB, then I/we shall be debarred for bidding in PNB in future forever. Also, if such a violation comes to the notice of Bank before date of start of work, the Engineer-in-Charge of Bank shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee.

NOTE: Affidavit to be furnished on a 'Non-Judicial' stamp paper worth Rs.100/-

Signature of Bidder(s) or an authorized Officer of the firm with stamp

Signature of Notary with seal



**FORM FOR CERTIFICATE OF NETWORTH FROM CHARTERED ACCOUNTANT**

It is to certify that as per the audited balance sheet and profit & loss account during the financial year.....--- the Net Worth of M/s.-----  
-----  
----- (Name & Registered Address of Individual/ Firm/ Company), as on..... (the relevant date) is Rs..... after considering all liabilities. It is further certified that the Net Worth of the company has not eroded by more than 30% in the last three years ending on (the relevant date).

(Signature of Chartered Accountant)

Name of Chartered Accountant: -

Membership No. of ICAI: -

Date and Seal: -

**NOTE:**

1. Net Worth certificate should be on letter head of the Chartered Accountant, addressed to tendering authority, Chief Manager, Punjab National Bank, GAD, 04<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai: 400051.
2. In case of partnership firm, certificate should include names of all partners as recorded with the Chartered Accountant.
3. The certificate should not be more than 6 months old.

**FINANCIAL INFORMATION**

Financial Analysis – Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last three financial years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

Last 03 Financial Year	Particular	
	Gross Annual Turnover	Profit/loss (standalone finance statement and consolidated financial statement both)

II. Financial arrangements for carrying out the proposed work.

Signature of Chartered Accountant with Seal

Signature of Bidder

**Form of Banker's Certificate from a Scheduled Bank**

This is to certify that to the best of our knowledge and information M/s / Shri-----  
----- having their address at -----  
-----, a customer of our  
bank are / is respectable and can be treated as good for any engagement up to a limit of  
Rs. .... (Rupees  
.....). This  
certificate is issued without any guarantee or responsibility or any of its officers.

Seal and Signature of bank Official

Note:-

1. Banker's certificate should be on letter head of the bank, sealed in cover addressed to – **Chief Manager, Punjab National Bank, GAD, 04<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai: 400051.**
2. In case of partnership firm, certificate should include names of all partners as recorded with the bank.

## **Annexure-VI**

### **Client's Certificate Regarding Performance of Contractor cum work completion** (To be issued by the client on its letterhead)

Name & Address of the Client: -----

Details of Works Executed by Shri / M/s \_\_\_\_\_

1	Name of work with brief particulars	
2	Agreement No. and date/Ref:	
3	Agreement amount	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of the work completed and paid *	
9	Name & address of the authority under whom work executed	
10	Whether the contractor employed qualified Engineer / Overseer during execution of work.	
11(a)	Quality of work (indicate grading)	Outstanding / very good / good / satisfactory / poor
b	Amount of work paid on reduced rates, if any	
12 (a)	Did the contractor go for arbitration Total amount awarded	
b	If yes, total amount of claim	
13	Comments on the capabilities of the contractor	
a	Technical Proficiency	Outstanding / very good / good / satisfactory / poor
b	Financial soundness	Outstanding / very good / good / satisfactory / poor
c	Mobilization of adequate T&P	Outstanding / very good / good / satisfactory / poor
d	Mobilization of manpower	Outstanding / very good / good / satisfactory / poor
e	General behaviour	Outstanding / very good / good / satisfactory / poor

Note: - All columns should be properly filled

Signature of the Reporting Officer\*\* with office seal  
"Countersigned"

Seal & Signature of Bidder

\* Supported by adequate proof of payment received by the contractor for the work done by them.

\*\* Officer of the rank of Executive Engineer or equivalent.

Client's report issued by private organization shall also accompany TDS Certificate (Report must be submitted in seal cover addressed to: **Chief Manager, Punjab National Bank, GAD, 04<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai: 400051.**

**PARTICULARS OF THE FIRM:**

1.	A. Name of the Applicant /Organization B. Registered Office address Address of Office at _____ (With Phone Nos., Fax Nos. & E-mail ID & Contact Person)	
2.	Year of Establishment	
3.	Type of Organization (Whether sole Proprietorship / Partnership, Private Ltd. or Ltd. Co.)	
4.	Name & address, telephone, mobile, email & Qualification of Proprietor / Partners / Directors of the Organization / Firm a) b) c) (Enclose certified copies of document as evidence)	
5.	Details of Registration – Whether Partnership firm, Company, etc. Name of Registering Authority, Date and Registration Number. (Enclose Certified copies of document as evidence)	
6.	Whether Registered with Government / Semi- Government / Municipal Authorities / Public Sector Organization as contractor, if so in which class and since when? (Enclose certified copies of document as evidence)	
7.	No. of years of Experience in the Field	
8.	Registration of firm under Shop & Establishment Act 1948	
9.	Address of _____ through which the proposed work of the bank will be handled and the Name & Designation of Officer in charge (Enclose Certified Photocopy)	
10.	Name & Address of Bankers (Solvency Certificate for Rs. 10.00 lacs) from a Bank to be enclosed for indicating satisfactory financial capacity of the organization)	
11.	) Latest Income Tax Clearance Certificate/ Order ) ITR returns Filed for the last three financial years i.e. 2017-18,2018-19 & 2019-2020 (Enclose certified copy) ( C ) GST Clearance	
12.	<ul style="list-style-type: none"> <li>- PAN No.</li> <li>- GST No</li> <li>- EPF.</li> <li>- ESIC</li> <li>- Labour Deptt license No</li> </ul>	

	(Enclose relevant certified copies)	
13.	Detailed Description with Value of Works done in the past – Works in Hand – Work Force Employed with Key Personnel. Furnish relevant Annexures.	
14.	Empanelment with PSUs including Banks / Reputed Pvt. Companies (Yes/No)	
15.	Whether Empanelled with PNB in the discipline applied for, if yes mention class and category of empanelment with validity	
16.	Whether Participated in the tender process of PNB during the past 5 years, if not, the reasons for non-participation.	
17.	Whether any work was awarded by the bank (PNB) in the past, if yes, the details thereof be furnished.	
18.	Have you been ever disqualified / delisted or levied penalty by the bank in past for non-fulfillment of the Contractual Obligations, if yes, please provide details.	
19.	Furnish the names of 3 Responsible Persons along with their designation, address, Tel. No. Email id., for whose organization, you have completed the above mentioned jobs (item no. 16) and who will be in a position to certify about the performance of your organization.	
20.	Whether any Civil Suit / Litigation arisen in contracts executed / being executed during the last 10 years. If yes, please furnish the name of the project, employers, Nature of work, Contract value, work order and brief detail of litigation. (Give name of court, place and status of pending litigation)	
21.	Information relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation were disposed off during the last ten years by an arbitrator, if so, the details of such litigation are required to be submitted.	

**Verification:**

I/ We, verify that all details furnished above are true and correct to the best of my / our knowledge and belief. I/ We understand that in case of furnishing of any false information or suppressing of a material information, the bid shall be liable for rejection besides initiation of penal processing by the **Punjab National Bank, GAD, 04<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai: 400051** as it deems fit.

I/ we agree that compliance of all the points mentioned in the technical bid shall stand for evaluation of technical bid of the tender.

I/ we agree that **PNB, CO: Thane** reserves the right to independently verify and check the authenticity of all the experience and qualification certificates/ financial documents of the tenderer or its employees. Any misrepresentation/ false declaration, before or after allotment of tender shall make the tenderer ineligible to obtain/ execute the services contract, besides attracting financial penalties as the authorities of **CO: Thane**, may deem fit.

Date .....  
Place.....  
with Seal

Signature of-----  
Contractor / Authorized signatory



**PARTICULARS IN RESPECT OF WORK EXECUTED IN PAST \***

<b>Sr. No.</b>	<b>Name of Work / Project</b>	<b>Short Descriptio n of Work Executed</b>	<b>Name and Addres s of owner with tel. no.</b>	<b>Value of Work</b>	<b>Period From</b>	<b>Period To</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

Date:

(Seal and Signature of Contractor /Firm)

\* In case the page is insufficient, additional sheets may be used.

**PARTICULARS IN RESPECT OF WORKS IN HAND \***

<b>Sr. No.</b>	<b>Name of Work / Project</b>	<b>Short Description of Work in hand</b>	<b>Name and Address of Employer with tel. no.</b>	<b>Value of Work</b>	<b>Period From</b>	<b>Period To</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

Date: (Seal and Signature of Contractor /Firm)

\* In case the page is insufficient, additional sheets may be used.

**Annexure-X****Details of work force Employed with Key Person**

<b>SKILLED</b>							
<b>Sr. No.</b>	<b>Name of employee</b>	<b>Title</b>	<b>Qualification</b>	<b>Present pay Scale</b>	<b>Experience</b>	<b>Present Location</b>	<b>Covered under PF/ESI</b>
<b>1</b>							
<b>2</b>							
<b>3</b>							
<b>4</b>							
<b>5</b>							
<b>6</b>							
<b>UNSKILLED</b>							
<b>Particulars</b>	<b>Nos.</b>	<b>Average Emoluments</b>	<b>Out of total no Qualifies for PF</b>	<b>Qualifies for ESI</b>	<b>Covered under any other social security scheme</b>		
<b>Helpers</b>							
<b>Other persons</b>							

Yours faithfully,

**(CONTRACTOR)**

**Annexure-XI****Details of proposed Manpower are to be deployed by bidder**

S/N	Name	Designation	Qualification	Experience	Yes/NO
1		Supervisor			
2		Electrician			
3		Electrician			
4		Electrician			
5		Plumber			
6		Carpenter			
7		Lift Operator			
9		Helper			
9		Helper			
10		Helper			
11*		Supervisor			
12*		Electrician			
13*		Plumber			
14*		Lift Operator			
15*		Carpenter			
16*		Helper			

**Note:-** Star marking man powers are standby man powers (in case of leave of main man power).

**Seal & Signature of Firm**

**Annexure-XII**

**BANK DETAILS OF THE BIDDER**

CHIEF MANAGER  
PUNJAB NATIONAL BANK,  
GAD, CO: Thane  
04<sup>th</sup> floor, Pragati Tower Building  
BKC, Mumbai: 400051

Details of the Bank account of the Bidder

Name of the Bidder

Name of the Firm

PAN / GST detail

Account Number  
(Enclose one cancelled cheque)

Address

IFS code

Name of Bank

Name of account

Contact details

E-mail Id

I/We\_\_solemnly declare that the statements made above are correct to the best of my/our knowledge and belief.

(Signature of the Contractor/Partner/director)

Date: Stamp of the Firm:

**ANNEXURE-XIII**

**DECLARATION TOWARDS QUOTING PRICE BID ONLINE**

I/We declared that I/We will be quoting the rates which would be workable and reasonable and shall include:

- i) Payment to all the contract workers engaged by contractor on site as per minimum wages as notified by Central Govt. of India (Office of Labour Commissioner) from time to time.
- ii) ESI & PF benefits (Employer's contribution towards ESI & PF)
- iii) Any increase in minimum wages during the currency of the contract
- iv) Cost of equipment/machinery, if required
- v) Insurance (Both Workmen's Compensation and Contractor's All Risk policy)
- vi) Payment of Bonus as per applicable Act
- vii) Cost of two sets of uniform and one set of shoes per annum
- viii) Incidental expenses and all overheads and profits

In case, Bank ask for submission of rate analysis and I/We fail to submit the rate analysis as above then Bank's Authorities may reject my/our price bid (Bank's discretion). Further, if Labour Department ask about above then I/We shall be furnishing the reply without intervention of Bank & shall be fully responsible & answerable for if any deficiency noticed/communicated by the Labour Department.

Seal & Signature of Bidder

**PAYMENT**

Payment shall be made within 15 days' subject to submission of declaration on Firm's Letter Head along with required supporting documents.

**On Firm's Letter Head**

Date: -----

Chief Manager  
GAD, RSC: Belapur

Sir/ Madam,

**Reg:-Annual Maintenance Contract for Operation & day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split & Window ACs and Electrical installations at STC Belapur, Navi – Mumbai.**

We are maintaining proper records w.r.t. payment of wages and statutory dues to all our employees and the same are being paid.

That we have paid the minimum wages to all the workers employed by us as per the wages announced by Central Government vide their latest notification. Copy of salary receipt enclosed.

We have paid / deposited all the statutory dues i.e. PF and ESI of our Employees deputed at PNB,STC Belapur Building. The copy of challan for the month of \_\_\_\_\_ is enclosed herewith.

The GST collected for the month of \_\_\_\_\_ has been deposited in Govt. Account on \_\_\_\_\_. The copy of challan is enclosed.

We as a contractor is following all the statutory rules and provisions as required

by law and indemnify you against all the consequences arising out of this payment.

Attested copy of attendance sheet of workers deployed at site (PNB, Buildings STC Belapur, Navi-Mumbai) is attached here with.

Thanking you

**Seal & sign of Contractor**

**CHECK LIST**

S/N	Description	Compliance (Yes/No)
1	DD towards tender Fees (Rs.1,180/- inclusive of GST) /Exemption Certificate	
2	EMD for Rs.68,000/Exemption Certificate	
3	Proof of registered & Operating Office in Mumbai.	
4	Copy of E.P.F. Registration (Mumbai based, at least 05 years old)	
5	Copy of E.S.I. Registration (Mumbai based, at least 05 years old)	
6	Service Tax Registration (old) and GST (new), combined both (Mumbai based)	
7	Copy of PAN Card	
8	Copy of Partnership deed in case of Partnership Firm	
9	Copy of ROC & AOA in case of Company.	
10	Copy of valid Electrical Contractor License for last 07 years and validity should be at least up to 31.04.2022.	
11	Valid dealership certificate issued from at least one of the OEMs of AC Companies and same should be valid up to 31.04.2022.	
12	Copy of work completion certificates as per eligibility criteria.	
12	PROFORMA OF AFFIDAVIT FOR NON - BLACK LISTING, ANNEXURE-I	
14	PROFORMA OF AFFIDAVIT FOR EXECUTION OF SIMILAR WORKS, Annexure-II	
15	FORM FOR CERTIFICATE OF NETWORTH FROM CHARTEREDACCOUNTANT, ANNEXURE-III	
16	FINANCIAL INFORMATION FROM CA, ANNEXURE-IV	
17	Banker's Certificate from a Scheduled Bank, ANNEXURE-V	
18	PARTICULARS OF THE FIRM, ANNEXURE-VII	
19	PARTICULARS IN RESPECT OF WORK EXECUTED IN PAST, ANNEXURE-VIII	
20	PARTICULARS IN RESPECT OF WORKS IN HAND, ANNEXURE-IX	
21	Details of work force Employed with Key Person, ANNEXURE-X	
22	Details of proposed Manpower are to be deployed, ANNEXURE-XI.	
23	Bank's details of Bidder, Annexure-XII	
24	Performa towards declaration of submission of bid based on Minimum Wages policy, Annexure-XIII	
25	Copy of educational qualification experience certificate of manpower are to be deployed.	
26	ALL DOCUMENTS ARE SEAL & SIGNED BY AUTHORIZED SIGNATORY.	



GAD, CO: Thane, 04<sup>th</sup> floor, Pragati Tower Building, BKC, Mumbai:400051**PART- B****Sample of online submission****SCHEDULE OF QUANTITY (PRICE BID)**

Reg:-

S/N	Description	Unit	Qty	Rate	Amt.
<b>A</b>	<b>Annual Maintenance Contract for Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Electrical installations at STC Belapur, Navi – Mumbai.</b>				
1	Charges for providing following manpower for Annual Maintenance Contract (AMC) for <b>Operation &amp; day to day Maintenance of Pumps, Sanitary, Carpentry, HVAC, Split &amp; Window ACs and Electrical installations at STC Belapur, Navi – Mumbai</b> as per scope of works, terms & conditions mentioned in tender documents: Supervisor cum AC Operator: 01 No.(26 days) Plumber (Skilled): 01 No. (26 days) Carpenter (Skilled): 01 No. (26 days) Lift Operator (Skilled): 01 No. (24 days) Electrician cum DG Operator (Skilled): 03 No. (30 days) Helper (Un-Skilled): 03 Nos. (30 days) Total: 10 Nos. <b>Payment towards purchased materials:</b> - Materials purchased & used for Electrical/Plumbing/Carpentry & allied works, the same shall paid by the bank on production of supporting purchase GST bills on actual monthly basis along with monthly AMC invoice i.e. cost of material + cartage if any + 10% towards contractor's Over Head & profit plus GST as applicable. <b>Note: Rates are to be quoted inclusive of GST.</b>	Month	12	4027330	4027330
<b>B.</b>	<b>Low Side AC Work (Note: Rates are to be quoted inclusive of GST).</b>				
1.	Installation charges for SAC,1.5&2.0 TR	No.	1	1700	1700
2.	Installation charges for WAC/1.5/2.0 TR	No.	1	600	600
3.	Dismantling charges for SAC,1.5&2.0 TR	No.	1	700	700
4.	Dismantling charges forWAC/1.5/2.0 TR	No.	1	300	300
5.	Charges for supply of Copper piping Tower AC /SAC/1.5 & 2.0 TR with insulation	Mtr	1	750	750
6.	Charges for supply of Electrical wiring for SAC/1.5 & 2.0 TR (I/D & O/D)	Mtr	1	120	120
7.	Charges for supply of Angle Iron for outdoor units (Chowki type without cage) for SAC/1.5 & 2.0 TR	No.	1	3500	3500
8.	Charges for supply of L type metal stand for outdoor units for 1.5/2.0 TR-SAC.	No.	1	2500	2500
9.	Charges for providing Cage for Outdoor units (1.5/2.0 TR AC Units)	No.	1	4000	4000
10.	Charges for wall chase cutting&filling	Mtr	1	300	300
11.	Charges for Gas charging of 1.5 TR, WAC	No.	1	2000	2000

12.	Charges for Gas charging of 2.0 TR WAC	No.	1	2500	2500
13.	Charges for Gas charging of 1.5 TR, SAC	No.	1	3000	3000
14.	Charges for Gas charging of 2.0 TR, SAC	No.	1	3200	3200
15.	Charges for Drain Pipe (PVC)	Mtr	1	120	120
16.	Charges for Replacement of Condenser Coil of WAC – 1.5 TR/2 TR	no.	1	6500	6500
17.	Charges for Replacement of Cooling Coil	no.	1	6500	6500
18.	Charges for replacement of AC capacitor (30-60 Mfd)	No.	1	150	150
19.	Charges for replacement of Fan Motor of (Split/Window) ACs (1.0to 2.0TR)	No.	1	3000	3000
20.	Charges for replacement of Louver/Swing Motor of (Split/Window) ACs (1.0to 2.0TR)	No.	1	1200	1200
21.	Charges for replacement of Relay of (Split/Window) ACs (1.0to 2.0TR)	No.	1	500	500
22.	Charges for replacement of Thermostat of (Split/Window) ACs (1.0to 2.0TR)	No.	1	500	500
23.	Charges for replacement of Selector Switch of (Split/Window) ACs (1.0to 2.0TR)	No.	1	300	300
24.	Charges for replacement of Air Filter of (Split/Window) ACs (1.0to 2.0TR)	No.	1	250	250
25.	Charges for replacement of Fan & Blower of (Split/Window) ACs (1.0to 2.0TR)	No.	1	3000	3000
26.	Charges for replacement of Compressor of (Split/Window) ACs (1.0to 2.0TR)	No.	1	9000	9000
27.	Charges for providing remote of (Split/Window) ACs (1.0to 2.0TR)	No.	1	500	500

**Note:- Cost towards low side work are not included in estimated cost and total cost in award of work. It will be considered only for deciding L-1 Bidder on the basis of quoted rates in A&B and as per quoted rates towards low side AC work, replacement of parts of Split/Window ACs shall be carried out as per desire of Principal RSC, Belapur.**