



INDIAN BANK
Corporate Office, Estate Department,
254-260, Avvai Shanmugam Salai.
Royapettah, Chennai, 600 014
Ph:044-28134401/4308/4619
Email: hoestate@indianbank.co.in

e-Tender for Integrated Facility Management Services at Indian Bank, Corporate Office building at Royapettah, Chennai-600014.

PART-1
TECHNICAL BID

e-Tender Ref. No.: CO:EST:SV:HK-01:2022-2023
Date: 27.06.2022

This e-tender document contains 49 Pages.



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NOTICE INVITING e-TENDER

INTRODUCTION

Indian Bank Corporate Office is functioning in a modern Hi-Tech “Green” rated Office building at Royapettah, Chennai - 600014.

Indian Bank, Corporate Office building has a built up area of 1.85 lakh sq. ft, having Basement+Ground+3 Upper floors and Terrace. The Plot area is about 87,000 sq.ft. The complex has been designed and constructed as a green building. This building accommodates about 800 staff, and has parking facility for nearly 100 cars and 200 two wheelers. It is a majestic building that is aesthetically designed. The building is certified with ISO 9001:2015 accreditations for Facility Management Services and ‘Gold’ rated for Green building by IGBC.

The Bank proposes to call e-tender for the Integrated Facility Management Services for the Corporate Office, for which sealed bids through online mode are being called for in 2 parts viz. Technical Bid and Financial Bid, from reputed Contractors fulfilling the criteria stipulated in the NIT. The document may be down loaded from our Bank’s website <https://www.indianbank.in/tender> or e-tender website <http://www.tenderwizard.com/indianbank>.



Notice Inviting e-Tender

Annual Estimated Cost	Rs. 1,64,00,000/-
Start date of issue (downloading e-tender)	06.07.2022
Last date of downloading e-tender	28.07.2022
Pre-Bid Meeting/Venue	15.07.2022 at 11.30 AM through online mode. The web link will be uploaded on Bank website & tender wizard portal. (Query if any should be submitted on or before 14.07.2022 via mail.)
Earnest Money Deposit	Rs. 3.28 lakh can be remitted through NEFT/RTGS to our account as per details given in this e-tender.
Validity of Quoted Rates	90 Days
Time & Last Date of submission	28.07.2022 upto 03:00 PM
Time & Date of opening of Technical Bid	28.07.2022 upto 04:00 PM
Time & Date of opening of Financial Bid	To be intimated only to the Tenderers qualifying in Technical bids
Helpline Numers for submission of online Bids	Name: Mr. Gunaseelan M. M/s Antares Systems Limited #24, Sudha Complex, 3rd Floor, 4th Block Basavesgvara Nagar, Bangalore – 560 079 Support Contact No. 9943277499/080-40482100 Support Email: gunaseelan.m@antaressystems.com

1. Digitally signed and Sealed e-tenders are invited from reputed Contractors fulfilling the eligibility criteria stipulated in NIT for providing Integrated Facility Management Services for Indian Bank, Corporate Office, Royapettah, Chennai - 600014.
2. The period of contract shall be 3 years, however the contract will be renewed every year (Max. 2 terms) based on the satisfactory performance of the contractor.
3. e-Tenders in the prescribed form which can be downloaded from our Bank's web site <https://www.indianbank.in/tender> or e-tender website <http://www.tenderwizard.com/indianbank> and submitted separately both parts (Technical & Financial) through online mode.
4. Tenderers are required to submit the bid in 2 parts namely **Technical bid** and **Financial bid**. The Technical bid containing General Conditions of Contract, Pre-qualification documents are to be submitted through online mode **along with copy of EMD payment receipt**. The Financial bid shall be submitted in a separate attachment. Bids not following the above procedure will be liable for rejection.



5. **Earnest money** amounting to Rs.3,28,000/- (Rupees Three Lakh Twenty Eight Thousand Only) can be remitted through NEFT/RTGS to our account as per details given below:

Current Account No: 432438421

Name of the Account: HO Expenditure Dept

Branch: Harbour

Address of the Branch: 66, Rajaji Salai Chennai – 600001

IFSC Code No.: IDIB000H003

(NSIC/MSME Bidders are exempted from submission of EMD Subject to submission of valid certificate on NSIC / MSME registration along with the tender document. However, the Bidder (L1) has to be submit the Security Deposit & Performance Guarantee in the form of Bank Guarantee as per tender terms.)

6. EMD amount will not carry interest. e-Tender without earnest money will be summarily rejected.
7. Conditional e-tenders, late e-tenders, e-tenders without proof of EMD or EMD not submitted with Technical Bids, will be summarily rejected. Any e-tender received late or not meeting all the e-tender conditions / Bids not digitally signed are liable to be rejected.
8. The Bank is not bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
9. Bank reserves the right to terminate the services of the contractor at any point of time by giving three month notice, if the services are not found to be satisfactory.
10. Submission of a e-tender by a tenderer implies that he has read this notice and other contract / e-tender documents and has made himself aware of the scope, specifications, conditions, liabilities and duties bearing on the execution of the contract.
11. The bidders are requested to visit the site, before quoting their rates for the work.
12. Clarifications, if any, pertaining to this e-tender may be referred to Indian Bank, CO: Premises, Expenditure and Estate Dept., on telephone no. **044-2813 4619 / 4401 / 4306/ 4308.**

Chennai,
Date : 27.06.2022

ASSISTANT GENERAL MANAGER
Premises, Expenditure and Estate Dept.
INDIAN BANK
Corporate Office



INSTRUCTION TO TENDERERS

- 1) The Tenderer should quote the rates and amounts in figures as well as in words. All rates shall be quoted in the proper form of the e-tender only, else e-tenders will be rejected at any stage of the contract.
- 2) The Schedule of quantities given in the e-tender documents are meant to indicate the broad scope of the works and to provide uniform basis for bidding.
- 3) All e-tenders wherein any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected. The acceptance of a e-tender will rest with Indian Bank which does not bind itself to accept the lowest e-tender, and reserves to itself the authority to reject any or all of the e-tenders received without assigning any reason.
- 4) The e-tender shall be a lumpsum contract covering all charges/ expenses as stipulated in the bid document. The lowest e-tender (L1) will be selected based on the total amount of the Integrated Facility Management charges quoted for one month and this shall be the accepted value of the work.
- 5) The Contractor shall give a list of his relatives working with Indian Bank along with their designations and addresses.
- 6) The conditions for Integrated Facility Management Services are given in Part A. The Contractors may inspect the building on working days from **13.07.2022 to 14.07.2022 between 10.00 a.m. & 5.00 p.m.** with the prior permission from the department concerned.
- 7) The Tenderer, whose e-tender is accepted will be required to furnish all the relevant documents **within 14 days** from the date of communication of the award of contract,
- 8) A **security deposit** can be made in form of a crossed Demand Draft payable at Chennai and drawn in favour of Indian Bank, Chennai or Bank Guarantee for an amount equivalent to 10% of the annual value of the contract (Or) Rs.16.40 Lakh, whichever is higher. (Security amount shall be deposited only by the successful bidder).
- 9) **Performance Guarantee in the form of Bank Guarantee** for an Amount of 5 % of the annual value of the contract or Rs.8.20 Lakh, whichever is higher in the format approved by the Bank.
- 10) The return of EMD of remaining tenderers who were unsuccessful in the e-tender process will be done within a reasonable time from the date of acceptance of e-tender/e-tenders by the L1 bidder. Earnest money will not carry any interest.
- 11) **The EMD of Tenderer whose e-tender is accepted, shall be forfeited in case he does not submit the Security Deposit within the stipulated period.**



- 12) The Tenderer shall be bound to perform the work during the contract period at the rates and amounts quoted.
- 13) On acceptance of the e-tender, the name of the authorized representative of the Contractor who would be responsible for taking instructions from the Bank shall be communicated to the Bank.
- 14) In case the contract is awarded, the awardee Contractor has to enter into an agreement with the Bank as per the draft enclosed to the e-tender document.
- 15) GST or any other tax on material or on finished works as applicable at state & central of this contract shall be payable by the Contractor and the Bank will not entertain any claim whatsoever in this respect. Tenderers should have applicable tax registrations GST, PAN, TIN etc. supported by documentary evidences.
- 16) The contractor shall be responsible for all labour laws and statutory requirements, insurances, medical treatment to any illness, injury in or outside premises etc pertaining to his employees and shall be responsible against any claim on this account.
- 17) The contractor must produce latest income tax clearance certificate along with this e-tender.
- 18) Income tax deductions will be made as per the prevailing rates from the contractor's on account bills. At present the percentage of TDS deduction is 2%. However, the same will be deducted as per Govt. guidelines issued from time to time.
- 19) No mobilization advance or secured advance is to be allowed to the contractor.
- 20) The contractor will be governed by the relevant laws of Govt of India. All payments due to the contractor under the contract will be made in Indian rupee currency.
- 21) No former employee of Indian Bank is allowed to work as a Contractor or as an employee of the Contractor within One year of his retirement / resignation from the Bank's service, without previous permission of the Bank. The Contractor has to give a declaration to this effect. This contract is liable to be cancelled if either the Contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the Bank as aforesaid before submission of the e-tender or engagement in the Contractor's service.
- 22) The e-tender shall remain valid for acceptance for a period of **90 days** from the date of its opening. If any Contractor withdraws his e-tender before the said period, then the Bank shall be at liberty to forfeit the Earnest Money Deposit.
- 23) It will be obligatory on the part of the Tenderer to sign on all pages of the e-tender documents for all the component parts and that after the work is awarded, he will have to enter into an agreement for each component with the competent authority in the Bank as given in **Annexure III** on a duly stamped paper.



- 24) Canvassing in connection with e-tender is prohibited and the e-tenders submitted by the Contractors who resort to canvassing will be liable for rejection.
- 25) The rates quoted shall be inclusive of all taxes, duties, levies etc except GST. The applicable GST will be paid extra by the Bank as per the extant Government guidelines. However, in case of any revision in the tax structure during the currency of the contract, the contractor can raise the bill for the increased tax component, with necessary proof for the same.
- 26) The contractor has to make the payment to their Workers engaged for the above work on or before 8th day of the succeeding month during working hours on working day and the payment shall not be less than the MINIMUM WAGES stipulated by the Ministry of Labour, Government of India, or Government of Tamil Nadu whichever is higher as applicable for the entire work force, from time to time.
- 27) Though Contract has called for three years, the contract will be renewed every year depending upon the satisfactory service of the agency/contractor. Bank will make an increase of 5% on the quoted amount for 2nd year and further 5% increase for the 3rd year. The yearly increment will be based on initial contract amount for 2nd & 3rd year. Bank also reserves the right to terminate the contract and go for fresh e-tender during the currency of contract.
- 28) The contractors are requested to quote for Integrated Facility Management Services as listed in Technical bid (**Part A thru Part E**) for Indian Bank, Corporate Office building on lump-sum basis per month.
- 29) No enhancement over and above the quoted rate shall be allowed on any account except the enhancement as per the contract for the 2nd & 3rd year. In case, there is a revision in Minimum Wages (Basic+DA) by more than 5% notified by the competent authority during the currency of the contract period, the contractor can approach the bank for the difference in rate above 5% in case of 2nd year of contract. Similarly, if the difference is more than 5% over the rate approved by bank in the 3rd year, the contractor can claim for difference with sufficient proof for the increase. However, for 3rd year the difference will be calculated by taking reference as 1st year contract value and accumulated yearly increase i.e. 10%.
- 30) Where the context so requires, words imparting the singular only also include the plural and vice versa. Any reference to masculine gender shall whenever required include feminine gender and transgender.



(A)PRE-QUALIFICATION CRITERIA/ DOCUMENTS

Indian Bank intends to pre-qualify contractors who have the requisite qualifying experience in Integrated Facility Management works as specified below:

- 1) Work Experience during the last **07** years ending 31.03.2022 in carrying out similar works and who fulfill the following pre-qualification criteria.
 - a) Three similar* completed works each costing not less than Rs.65.60 Lakh each per annum,
(OR)
 - b) Two similar* completed works each costing not less than Rs.82.00 Lakh each per annum,
(OR)
 - c) One similar* completed work costing not less than Rs.131.20 Lakh each per annum,

*Similar completed work shall mean carrying out Integrated Facility Management work (excluding Service Tax/GST), includes housekeeping and maintenance of buildings, plumbing, sanitary and electrical maintenance including substation maintenance, air conditioning work maintenance including AC plant operation, carpentry works etc. in single contract.

- 2) The proprietary Concern / Firm in partnership / Limited Company or Corporation should be registered / incorporated in India (Certificate of incorporate to be submitted).
- 3) The proprietary Concern / Firm in partnership / Limited Company or Corporation should have been a profit making during the previous 3 years out of last 5 years ending 31.03.2022.
- 4) Should have an office at Chennai (**Telephone No. and address to be furnished**) with at-least **250** people on its rolls of which at least **125** should be on permanent rolls based at Chennai. The staff deployed to Indian Bank should include technical, administrative personnel and others as follows (Min requirement) for proper execution of contract:

Sl. No	Description of Manpower	Corporate Office
1	Facility Manager (with electrical 'C' license – proof to be submitted to the bank)	1
2	Supervisor (House Keeping)	3
3	Supervisor (Electrical) with 'B' license (proof to be submitted to the bank)	2
4	House Keepers	32
5	Electricians (incl. two in the night shift)	5
6	Carpenter	1
7	AC mechanics / operators	4
8	Plumbers/ pump operators	3
9	Lift operator	1
10	Generator operators	
Total – Manpower quantity – Head count		54



- 5) The Tenderer must have an annual **turnover of Rs.49.20 lakh** (Rupees Forty Nine lakh Twenty Thousand only) each during the last three years.
- 6) Should posses valid, ESI, PF, Registration Certificate (Remittance challans for the past 6 months should be enclosed along with the technical bid).
- 7) The Tenderer should provide a Banker's **Solvency Certificate for Rs.65.60 Lakh** (Rupees Sixty Five lakh Sixty Thousand only) issued by a scheduled Bank **on or after 01.04.2022**.

(B) Other Documents

- 1) The agency should submit a list of their above employees as per format in **Annexure II**.
- 2) The Tenderer should be having experience of **at least 7 years** in providing **Mechanized / Semi-Mechanized** Facility Management work and must have executed similar Facility Management contract in any State / Central Government/ Public Sector Undertakings/Statutory bodies/reputed Business/Software parks.
- 3) Attested copies of performance certificate issued by the clients of the Tenderer should be enclosed, in support of their experience.
- 4) The Tenderer should be registered and valid GST No obtained from competent authority.
- 5) Should be income tax assessee (copy of PAN to be enclosed).
- 6) Valid ISO certification for Mechanized / Semi-Mechanized Housekeeping services, if available, may be mentioned and attested copies of certificates to be enclosed.
- 7) Bids containing inadequate information/documents will be liable for rejection.
- 8) Pre-qualification criteria as stated above shall be scrutinized against supporting documents.
- 9) The Tenderer would be liable for disqualification if it is found at any stage of the bid process that
 - a. Misleading or false representations have been made or deliberately suppressed any relevant information in the forms, statements and enclosures required in the pre-qualification document.
 - b. Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures / weaknesses, etc.
- 10) Those who are technically qualified after opening of Technical Bids, will be short listed and their commercial bids only opened. Applicants who do not satisfy the above conditions will not be considered.
- 11) Bank reserves the right to reject any or all applications without assigning any reason whatsoever.



IMPORTANT INSTRUCTIONS TO APPLICANTS WHO DOWNLOAD THE PQ DOCUMENT FROM WEB

The applicants who have downloaded the PQ from the web, should read the following important instructions carefully before submitting the PQ documents:-

- 1) The applicants should see carefully & ensure that the **complete PQ document** contains **49 pages** in total which includes 6 forms (A-F).
- 2) The printout of PQ document should be taken on 'A4' size paper only & the printer settings etc. are such that document is printed as appearing in the web & there is no change in formatting, number of pages etc.
- 3) The applicant should ensure that no page in the down-loaded PQ document is missing.
- 4) The applicant should ensure that all pages in the down-loaded PQ document are legible, clear & are printed on a good quality paper (75GSM).
- 5) **The applicant should ensure that every page of the down-loaded PQ document is signed by applicant with stamp (seal).**
- 6) The applicant should ensure that the down-loaded PQ document is properly scanned and sealed before uploading/submitting the same.
- 7) In case of any correction / addition / alteration / omission in the PQ document by the applicant, it shall be treated as non – authenticated and is not acceptable.
- 8) The applicant shall furnish a declaration to the effect that no addition deletion / corrections have been made in the PQ document submitted and it is identical to the PQ document appearing on Website/ online portal.
- 9) The applicant should read carefully & sign the declaration before submitting the PQ document.
- 10) In case of any doubt in the downloaded PQ document, the same should be got clarified from CO: Premises, Expenditure and Estate Department of Indian Bank functioning at No. 254-260, Avvai Shanmugam Salai, Royapettah, Chennai- 600014, Ph No: 28134619/ 4401 / 4498 before submitting the PQ document.
- 11) In case of any doubt in the Downloading/uploading e-tender/PQ documents on online portal, the same should be got clarified from the service provider as per detail given below:

Name: Mr. Gunaseelan M.

M/s Antares Systems Limited

#24, Sudha Complex, 3rd Floor, 4th Block

Basavesgwara Nagar, Bangalore – 560 079

Support Contact No. 9943277499/080-40482100

Support Email: gunaseelan.m@antaressystems.com



LETTER OF TRANSMITTAL
(In the Contractor's Letter Head)

To

Assistant General Manager,
Indian Bank, Corporate Office,
Premises, Expenditure & Estate Department,
No. 254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600014.

Sub: Pre-qualification document for Integrated Facility Management Services contract for Indian Bank, CO Premises at Royapettah, Chennai.

Sir,

Having examined the details given in pre-qualification document for the above work, I/we hereby submit the PQ documents (downloaded from web) and other relevant information.

1. I/We hereby certify that all the statements made and information supplied in the enclosed forms A to F and accompanying statements are true and correct.
2. I/We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.
3. I/We also authorize Officials of Indian Bank to approach individuals, employers, firms and corporation to verify our competence and general reputation.
4. I/We also submit prescribed declaration in respect of downloaded PQ document.(Applicable only in case of application on downloaded PQ document)
5. I/We submit the following certificates in support of our suitability, technical know-how & capability for having successfully completed the following works

Sl. No.	Name of Work	Certificate from

Enclosures:

Seal of applicant
Date of submission

Signature(s) of applicant(s)



DECLARATION

(In the Contractor's Letter Head)

(TO BE GIVEN BY THE APPLICANT WHO HAVE DOWNLOADED THE PQ DOCUMENT FROM THE WEB/ ONLINE PORTAL)

It is to certify that

- 1) I / We have submitted the PQ document in the proforma as **down-loaded directly from the web site/online portal & there is no change in formatting, number of pages etc.**
- 2) I / We have submitted PQ document which **are same / identical** as available in the website/online portal.
- 3.) I / We have **not made any modification / corrections / additions etc** in the PQ documents downloaded from web/ online portal by me / us.
- 4) I / We have checked that **no page is missing** and all pages as per the index are available & that all pages of PQ document submitted by us are **clear & legible.**
- 5) I / We have **signed (with stamp) all the pages** of the PQ document before submitting the same.
- 6) I / We have **sealed** the PQ documents properly before submitting the same.
- 7) I / We have submitted the cost of PQ document.
- 8) I /We have read carefully & understood the instructions to all the applicants & to the applicants who have down-loaded the PQ document from the web.
- 9) In case at any stage later, it is found that there is difference in our downloaded PQ documents from the original, BANK shall have the absolute right to take any action as deemed fit without any prior intimation to me / us.

Dated:

Signature(s) of applicant(s)



FORM 'A'

FINANCIAL INFORMATION

Copies of audited balance sheet of the Company including Profit and Loss Account for the last 5 years ended 31.03.2022

i.e.

2017-18

2018-19

2019-20

2020-21

2021-22

Please note: The Company should have been a profit making one during the previous 3 years out of last 5 years ending 31.03.2022. If the audited balance sheet for FY 2021-22 is not available, Tenderers may also submit the same for FY 2016-17.

SIGNATURE OF APPLICANT(S)



FORM 'B

DETAILS OF ALL WORKS OF SIMILAR CLASS CONTRACTS DURING THE LAST SEVEN YEARS
ENDED 31.03.2022

SL NO	Name of Organization & location	Contact person for reference, if any	Area of premises and other details	Scope of work	Cost of Contract (Rs. in lakh)	Date of commencement as per contract	Period of contract	Whether renewed during subsequent periods	Litigation/ Arbitration pending / In progress with details	Any other information
1	2	3	4	5	6	7	8	9	10	11

PLEASE NOTE : Details to pertaining to the Maintenance (Civil, Electrical, AC and allied works) and House keeping services / contracts works to be furnished.

Note : additional information about similar works , if any , may be submitted on separate sheet.

Signature of Applicant(s)



CO: Estate Department

FORM C

DETAILS OF OTHER MAINTENANCE / HOUSE KEEPING CONTRACTS IN HAND AS ON 31.03.2022

SL NO	Name of Organization & location	Contact person for reference, if any	Area of premises and other details	Scope of work (Rs. in lakh)	Cost of Contract	Date of commencement of contract	Period of contract	Litigation/ Arbitration pending / In progress with details	Any other information
1	2	3	4	5	6	7	8	9	10

Signature of Applicant(s)



FORM 'D'

PERFORMANCE REPORT FOR WORKS REFERRED TO IN FORM 'B' & 'C'

1. Name of the work & Location.
2. Contract cost
3. Contract period (From/ to)
4. Performance report based on Quality of Work,
Time Management, Technical competency
and Resourcefulness

: Very Good / Good / Fair /
Not satisfactory

DATE:

Authorized Signatory:



FORM 'E'

STRUCTURE AND ORGANISATION

1. Name and address of the applicant
2. Telephone No./Fax No/E-Mail address.
3. Legal Status (attach copies of original Document defining the legal status)
 - a) A proprietary Concern
 - b) A Firm in partnership
 - c) A Limited Company or Corporation.
4. Particulars of registration with various Government bodies (Attach attested photo-copy)
 - a) Registration Number.
 - b) Organization / Place of registration
5. Names and Titles of Directors and officers with designation to be concerned with this work with Designation of individuals authorized to act for the organization.
6. Has the applicant or any constituent partner in case of partnership firm/ Company, ever abandoned the awarded work before its completion? If so, give the name of the project and give reasons thereof.
7. Has the applicant or any constituent partner in case of partnership firm / Company, ever been debarred / black listed for tendering in any organization at any time? If so, give details:
8. Has the applicant or any constituent partner in case of partnership Firm or any Director in case of a Company or any criminal proceedings presently pending, ever been convicted by a court of law? If so, give details.
9. In which field of Housekeeping / maintenance works, you can claim specialization and interest
10. Any other information considered necessary but not included above.

SIGNATURE OF APPLICANT(S)



FORM F

DETAILS OF KEY TECHNICAL AND ADMINISTRATIVE PERSONNEL EMPLOYED BY THE FIRM / COMPANY

SL NO	Designation	Total Number	Names	Qualification	Professional Experience	Length of continuous service with employer
1	2	3	4	5	6	7

Note : additional information about Technical personnel, if any, may be submitted on separate sheet.

Signature of Applicant(s)



**PART-A: GENERAL CONDITIONS FOR INTEGRATED
FACILITY MANAGEMENT CONTRACT**

1. The Contractor agrees and undertakes to render the Integrated Facility Management service for Indian Bank Corporate Office Chennai as per its requirements and to its satisfaction.
2. The Contractor undertakes to obtain any licence, permit, consent, sanction etc. as may be required or called for from / by local or any other authorities for doing such work. The Contractor undertakes to obtain such permission / licence, code numbers etc. as may be required under the Contract Labour (Regulation and Abolition) Act, 1970, The Employees Provident Fund and Miscellaneous Provisions Act 1952, The Minimum Wages Act 1948 etc. The Contractor undertakes to produce the permission / licence etc. so obtained and furnish to the Bank copies thereof as and when required. The Contractor shall be responsible for any contravention of the local / Municipal / other laws / rules / regulations. It is reiterated that the minimum wages paid to the workmen shall be as per Central / State Government Minimum wages Act, whichever is higher and which is being updated from time to time.
3. The Contractor undertakes that he/she shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated or compensation or any payment whatsoever at the sole discretion of the Bank.
4. The Contractor agrees and undertakes to bear all the taxes, rates, charges, levies, claims whatsoever as may be imposed by the State / Central Government or any local body or authority in respect of his contractual obligations. The Contractor agrees to furnish proof of such payments and compliance of the obligation including registration, certificate, clearance certificate etc. that may be required by the Bank from time to time.
5. The Contractor shall indemnify the Bank against any claims, damages, loss or penalty including the costs thereof arising out of any breach or violation of any of the provisions of all the laws including the labour laws as applicable from time to time governing the employees employed by the Contractor.
6. The Contractor shall devote his full attention to the work, incl. purchase of consumables and shall discharge his obligations under this agreement most diligently and honestly to the full satisfaction of the Bank. The Contractor shall ensure the availability in person of at least one Manager from 9 am to 6 pm in CO, Royapettah complex who is competent to supervise the functioning of all contract labour and fulfill the requirements of the Bank.
7. The Contractor shall provide uniforms to his staff and wearing of neat/good uniforms and safety shoes is compulsory for the staff during their working hours. Prior approval from the Bank may be taken for the colour and pattern of the uniform. The Contractor undertakes to ensure that all his employees shall always appear for work in well groomed and presentable condition i.e. male staff members should be properly shaved



with cut and set hair, clean and properly pressed uniform etc. while Female staff members should be neatly groomed. The cost of the same included in the price quoted.

8. The Contractor shall carryout all the instructions which may be given by the Bank concerning any aspect of Integrated Facility Management services / ISO 9001:2015 related activities.
9. The contract may require the deployment of minimum 54 persons having good character. The Contractor shall ensure that their Key Personnel in the premises i.e. Manager, Supervisors, Electricians, Plumbers and other Technicians etc. who are on duty at any point of time always keep a Mobile Telephone in 'on condition' at Contractor's expense and promptly answer the calls made by competent officials of Indian Bank.
10. The Contractor has to distribute the said labours, so that the Corporate Office should be clean and tidy at any point of time. The periodical distribution of the man-power for round the clock Service is required. The total manpower 54 is inclusive of reliever.
11. The Contractor shall keep and maintain proper books of accounts, supported by vouchers, for inspection by any authorized person of the Bank.
12. The Contractor shall not engage any subcontractor for rendering the services mentioned in this contract, without the prior written consent of the employer, and no undertaking shall relieve the contractor from the full and entire responsibility of the contract or from active superintendence of the works during their process. Prior approval for sub contractor for AMC should be taken from the Bank.
13. The Bank shall be the sole authority to decide on the quality of service rendered by the Contractor. In case the performance of the Contractor is found unsatisfactory, the Bank shall have the right to terminate the agreement and without any compensation to the Contractor.
14. All questions relating to the performance of the obligations under this agreement and all the disputes and differences which may arise either during or after the agreement period or other matter arising out of or relating to this agreement or payments to be made in pursuance thereof shall be decided by the Bank. The Contractor hereby agrees to be bound by the decision of the Bank.
15. Nothing contained in this agreement is intended to be nor shall be construed to be a grant, demand or assignment in the premises or any part thereof by the Bank to the Contractor or his employees and the Contractor and his employees shall vacate the same on the termination of the agreement period either by flux of time or otherwise.
16. The Bank shall have the right to withhold any reasonable sum from out of the amounts payable to the Contractor under this contract, if the Contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the Bank as to payment of all statutory and other dues or compliance with other obligations.

17. The Contractor is required to furnish, as per the e-tender terms:



- A **security deposit** can be made in form of a crossed Demand Draft payable at Chennai and drawn in favour of Indian Bank, Chennai or Bank Guarantee for an amount equivalent to 10% of the annual value of the contract (Or) Rs.16.40 Lakh, whichever is higher. (Security amount shall be deposited only by the successful bidder).
 - **Performance Guarantee** in the form of Bank Guarantee for an Amount of 5 % of the annual value of the contract or Rs.8.20 Lakh, whichever is higher in the format approved by the Bank.
18. If the Contractor fails to perform his functions stipulated in this contract properly to the satisfaction of the Bank, the Bank has the right to terminate the contract by giving 3 month notice in writing. In such case, the contractor shall forfeit the entire security deposit. In case of any loss, damage, pilferage, theft etc. occurs in the premises or for any of the losses or damages either liquidated or un-liquidated, the Bank can initiate proceedings against the Contractor for the recovery of damages / losses and the Bank can, in addition to all such remedies, forfeit the security deposit. On the question whether loss or damage is caused or not, the decision of the Bank shall be final. Security deposit or balance of security deposit after recoveries shall be returned within three months after termination/ cancellation / end of contract.
 19. The Contractor shall indemnify the Bank against any claims, damages, loss or penalties including the costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him.
 20. The Contractor shall be solely responsible and liable for all payments due to his employees including salaries, wages, over time wages, if any, statutory payments, contributions to Provident Fund and Employees State Insurance, bonus, leave wages, bonus, gratuity if payable, provision of good uniforms / ID cards / safety shoes and all other payments of whatsoever nature.
 21. The Contractor shall be responsible for fulfilling the requirements of all statutory provisions of The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Gratuity Act, The Employees' Provident Fund & Miscellaneous Provisions Act, 1952, The Employees' State Insurance Act, 1948, The Contract Labour (Regulation & Abolition) Act, 1970 and all other applicable laws at his own cost and risk in respect of all the persons employed by him. The Contractor shall maintain the records required to be maintained under the statutory enactments and an authorized representative of the Bank shall be entitled to inspect the records at any time. In general, the Contractor shall be responsible for strict compliance of all statutory provisions of the relevant labour laws applicable from time to time. If, due to any reason whatsoever, the Bank is made liable to pay any liabilities payable by the Contractor under any of the applicable laws, the Bank shall recover the same from the Contractor.
 22. If the Contractor is unable to serve effectively as a result of strike or go-slow by his staff, it shall be open to the Bank to terminate the contract forthwith besides claiming damages.
 23. The Contractor shall take "Comprehensive All Risk Policy" for the contract value and workmen compensation policy for the workers engaged in the work for this contract and



shall provide certified copies of the insurance policies to the Bank. The contractor shall take workmen compensation policy as per Govt. norm along with ESI.

24. The Contractor shall arrange for suitable substitute if any of his staff is absent.
25. At 3rd Floor of Corporate Office, Royapettah separate and suitable personnel should be posted to attend to the top most Executives and they should be able to converse fluently in English and Hindi besides Tamil.
26. The Contractor and his employees should use only the space allotted to them by the Bank for their office etc. Any additional space used will be charged commercially.
27. The Contractor shall use his own books, forms and stationery (for maintaining the records etc) and shall pay for services like telephone, air-conditioners, photocopier, fax, etc. if availed from the Bank.
28. The Contractor shall co-ordinate with other persons / firms / Annual Maintenance Contractors etc. engaged by the Bank for any specific work for smooth execution of the same.
29. The Bank agrees to provide certain items and facilities as described below:
 - a. Premises and furniture for staff to do their work
 - b. Electrical bulbs, tubes, fuses, switches in their rooms etc
 - c. Electricity
 - d. Water
30. The contractor shall ensure that adequate quantity of water, diesel etc is made available to meet the daily as well as special requirements on account of functions in Conference halls etc. In case of inadequate supply of water from the Chennai Metro Water Supply & Sewerage Board, the Contractor shall coordinate with the water supplier approved by the Bank to ensure adequate supply. It shall be the responsibility of the Contractor to ensure that the ordered quantity of water is received in time and fully unloaded.
31. Annual Maintenance Contract for AC plants, Diesel Generators, lifts will be at Bank's cost. However, general cleaning of plant and machineries, preventive maintenance viz., replacing small spare as required to make the equipments operational as required and directed by the Bank, shall be under contractor's scope.
32. Annual Maintenance contract towards maintenance Electrical plant & machinery viz., Transformers/All HT Panels/LT Panels/sub-distribution panels / VCBs /ACBs /Battery Charges along with batteries / Inverters / Relays / Harmonic Filters etc., will be under Contractor's scope. However material cost will be borne by the Bank with prior approval. Contractor should arrange for AMC vendors for regular preventive maintenances of Electrical system and prior approval to be taken from bank in this regards. Contractor may shortlist any AMC vendor experienced in handling these specific works and get prior approval from bank in this regard before award/commence the work. Proper records to be maintained for the spares and works done as a part of ISO requirement.



33. The Contractor undertakes to have a control over the maintenance of all the items and in case of any loss or damage to Bank due to improper operation / maintenance of the equipments, the Contractor is solely responsible and the cost incurred for repairing works of any kind in nature viz., electrical / civil / cleaning etc., which was damaged / on account of contractor's personnel as decided by the Bank will be deducted from the monthly bills submitted by the contractor. Hence, Contractor is advised be at most care during works at site.
34. The Contractor has to bear day-to-day expenses towards disinfectants, room refresher sprays etc. For removal of doubts it is made clear that fogging machine shall be operated every day at about 6.30 pm during March to August and at about 5.30 pm during September to February and the contractor has to bear the expenses of Megadhlene (or any similar chemical approved by IB).
35. Ensuring availability of liquid soaps (with good density/semi solid) in wash basins, naphthalene balls in all cupboards, toilets etc as required and toilet papers in urinals and toilets and refilling the same as and when required. Spruce up and disinfect all the toilets and shower areas including wash basins with phenyl daily and provide bathroom air freshener, fragrant like air pocket, Odonil and liquid soap in all the toilets / Washbasins regularly. Keep the bathing cubicles provided in Top Executive washrooms in good condition.
36. The Supervisors and electricians should be present round the clock. Required number of log books of good quality paper to the satisfaction of Bank should be provided by the contractor for all maintenance activity / cleaning as required for the contract. The contractor should ensure that, monthly Electrical bills are received at Bank premises. In case monthly bills are not received by the Bank, contractors should make their own necessary arrangements / conveyance etc., to get the bills from the respective TANGEDCO office to Bank premises. No extra travelling allowance / cost for transportation, Xerox, photocopies etc., will be paid to the contractor in this regard.
37. The Contractor has to make available the services of the carpenters for all maintenance works but not limited to periodic checking of all the cupboards, almirah for any faults / loose connections / handles etc., as required to keep the carpentry works in usable conditions. The carpenter should be available physically in the premises as per schedule of man power. The spares will be supplied by the bank. Any specialized carpentry work will be treated separately.
38. The Contractor has to make proper arrangements for disposal of waste and refuse. The waste and refuse shall be put inside polythene bags of prescribed colour and of not less than the prescribed thickness before arranging to shift the same out of Indian Bank Corporate Office Complex. Solid waste shall be segregated and removed before letting out waste water from work area / kitchen to the drain. As this building is certified as 'Green Building, disposal of waste should satisfy the requirements of 'Green Building' codes & standards. All the items disposed by the contractor shall be in accordance with local bodies / Corporation norms and compliance shall be taken care by the contractors on disposing and no additional cost will be paid for disposing of wastes out of the premises Compound.



39. The Bank shall pay the cost of materials only, if any, for the repair works and prior permission of the Bank shall be taken before incurring such expenditure. The Contractor shall furnish necessary vouchers, supporting the expenditure incurred by them for repairs. The contractor shall keep the equipments and other items provided to him by the Bank in usable condition and to carry out day to day maintenance or minor repairs / replacement and the equipments / items provided to the contractor if any by the Bank shall be returned in good workable condition.
40. Machines/equipments brought by the contractor should always be in working conditions. Calibration certificates if any / applicable to be renewed frequently as per norms and shall be maintained / given to the bank when demanded. Tools and Tackles will be General cleaning equipments required for Housekeeping, carpentry, electrical, AC maintenance work etc as per the scope of work.
41. If any defects occur in the machinery, the same shall be substituted with a working machine. If the machine needs to be taken out without substitution, the Office Manager or any other designated officer as nominated by Indian Bank shall approve the machinery out pass and the same should be returned within 3 days.
42. The Contractor shall ensure that all security requirements are complied with by their staff. The contractor shall ensure that all necessary assistance is rendered by their staff to the security personnel deployed by the Security Agency engaged by Indian Bank.
43. The security guards deployed by the Security Agency engaged by Indian Bank shall permit any items / materials to be taken out of IB only with necessary gate-passes. The contractor shall ensure that their staff subjects themselves for security check up including physical frisking, whenever required, without any protest.
44. The Contractor will be responsible for any pilferage, loss, theft, damage of furniture, electrical equipments / components / spares which are under their possession or any other article from the premises, if found guilty. Cost for items which found lost / theft / damaged etc. as detailed above will be borne by the contractor and purchase cost of the same will be deducted from the monthly bills submitted by the contractor.
45. The Contractor shall, abide by the rules and regulations of the local authorities, sales tax authorities, income tax authorities etc. besides the provisions under various labour laws and Acts of the State and Central Governments in force from time to time.
46. The Tenderer must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful Tenderer shall engage only such workers, whole antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems.
47. The Contractor is liable for payment of penalty, at the discretion of the Bank, upto a maximum of Rs.5000/- per day for poor services, inadequate staff, failure to control insects & bedbugs, cockroaches/rats, poor washing of Chair towels, all maintenance activity such as Civil, plumbing, electrical, AMC services etc and / or for non



- compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor.
48. Income tax and other statutory levies, if any, will be deducted by the Bank from the bills payable to the Contractor as per Income Tax Rules and other statutes applicable from time to time.
49. The Contractor shall maintain a register of complaints and redress the complaints.
50. The Bank reserves the right to terminate the contract without assigning any reason therefore.
51. The rates quoted by the Contractor shall be firm during the period of contract.
52. All disputes and differences arising out of or in any way concerning the contract shall be settled after holding necessary discussions between the parties. However, in the event of any dispute / difference remaining unsolved, the same shall be referred to a sole Arbitrator to be appointed by the Bank for this purpose. The decision of the Arbitrator shall be final and binding on both parties. In case of any dispute, the jurisdiction shall be the Courts at Chennai.
"Submitting to arbitration may be considered as an additional remedy and it does not preclude the Parties to seek redressal / other legal recourse"
53. All litigations in respect of this contract are subject to the jurisdiction of the Courts in Chennai only.
54. The maintenance bills will be paid by the Bank monthly with in 15days from the date of submission of bill by the contractor. Along with monthly invoices; all the relevant documents have to be submitted. The same will be processed and payment will be released as above.
55. The **tentative date for commencement** of work under this contract shall be **7 days from the date of award of contract**, within which the contractor is required to mobilize his men and materials.
56. Quantity of cleaning material shall be accessed based on Part-E: physical Data of the Premises based on their experience and quote amount accordingly.
57. The following activities shall also form a part of the contract :
- Lifting, carrying and disposing the dead birds/animals, rats, insects and any other wastes not described etc. if found in and around the office building.
 - Removal of beehives and cobwebs/honey webs from the office building and its premises.
 - Cleaning and sweeping of open area including building external, balconies, basement and roof tops with brooms.
58. The successful Tenderer should get the approval of Indian Bank on the following
- Cleaning materials – type / Brand.
 - Cosmetics like soap, power etc - type / Brand.



- Type/ brand of bare minimum machinery & equipment proposed to be deployed for mechanized cleaning activities (The same are in addition to the regularly used mops/ brooms/ Buckets etc.).
- Format of cleaning Schedule – Daily, weekly, Fortnightly, etc. that is to be maintained and duly acknowledged by Office Manager of Indian Bank.
- Format of stock statement should be duly acknowledged by Office Manager of Indian Bank.
- AMC service provides under the contract.

59. As few AMC are already in effect, payment under the existing AMC will be on Prorate basis i.e. after expiry of the existing AMC, the new AMC will be the contractor's scope (ref. Part-D, item 2(a) -2(n), pg no. 32 of tender Documents) and contractor may claim AMC amount accordingly on completion of the same as per quoted rate (Annexure-1 of Price Bid). The AMC amount will be paid as per quoted amount only after completion of the respective AMC (No advance payment will be given).

“The Office Manager of Indian Bank shall be the Nodal Officer. The contractor should report to him only and act per his directions.”



PART-B: FREQUENCY OF HOUSEKEEPING JOBS

Please note:

1. Consumables like Room freshener, insect spray etc. should be of ISI Mark or of standard Make.
2. Supply of Material and Consumables: The stores are to be replenished at least 5 days in advance.
3. Supply of Cleaning Equipment, Tools etc: The Successful Tenderer shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The successful Tenderer shall also arrange for equipments/material that may be required for providing house keeping and maintenance services at their own cost. All the required machineries, tools and tackles are in Contractors scope.
4. Proper stock statements/ cleaning schedules etc. have to be maintained as per the approved format of the Bank

a. Jobs to be done daily

- Cleaning, sweeping, mopping and wiping of floors, staircase on daily basis including Saturdays or as required by officer-in-charge. Cleaning activity shall start in the morning at 7.00 AM so to complete all the dusting/cleaning/moping work before 9.00 AM.
- Continuous mopping to be done at reception floor and other floors during office hours (10.00 AM to 6.00 PM).
- Thorough cleaning of all toilets using required detergent, by placing naphthalene balls and air purifier in all urinals, wash basins and WC area. Cleaning and perfuming of all common toilets and urinals, wash basins shall be normally done 5 times a day (8.00, 11.00 am, 2.00, 4.00 & 6.00 pm) with detergents and more frequently on other occasions/areas as per the requirement informed by the Bank officials from time to time.
- Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, Computers, telephone, curtains, wall mounted fans ,ceiling fans etc., with dry/wet cloth, feather brush and duster. **This includes cleaning the internal surface of the glass façade in Corporate Office (all floors)** Spiderman cleaning methodology shall be used to clean the façade area beyond reachable height.
- Special scented purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception conference halls lifts lobby, lifts etc. Special care to be taken for daily spraying of perfumes in the CMD's/EDs'rooms, Rooms of other Executives/Officers Office room, Library etc. and Conference Halls on days of use.
- Inside roads all around to be swept and washed daily morning.
- Daily upkeep / cleaning of sports materials, TV, Radio, VCR and all electric and electronic items like computers, DVD player etc. and control over magazines, newspapers and other Bank materials. Operating (ON/OFF) the TVs in all Executive cabins / food court and trouble shooting in co-ordination with the vendors. Co-ordination with vendors for recharging the set-top box of satellite TV etc.,(payment for set-top box recharge will be borne by the bank).
- Daily maintenance of office rooms at the beginning of the day.
- Maintenance of sanitary and water supply installations and fountains.



- Cleaning of all furniture like tables, chairs and side racks in rooms of Executives, Office every day.
- Maintaining proper readings with respect to electricity, AC plant pumps, water level etc. at periodical intervals.
- Cleaning of Flap Barrier to be done with at most care.
- Keeping / re-filling hand wash as required on daily basis in all the rest rooms / toilets etc.,

b. Jobs to be carried out Weekly

- Acid (as approved by Bank) cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic moppper/scrubbing machine to be used at least once in a week.
- Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherette Upholstered sofa set and chairs with soap solution/cleaning agent of approved quality.
- Cleaning of brass letters by brasso (polish).
- Cleaning of all carpeted areas, dust from doors, partitions, Venetian blinds, fabrics (curtains), sofa sets, cushioned chairs etc. with vacuum cleaner once a week.
- Cleaning of all floor mats once a week.
- Cleaning and washing the edge drains in the basement.
- Cleaning of Roof Top Solar Panels with water / water wash at the terrace of the premises and record should be submitted to the Bank.

c. Jobs to be carried out Fortnightly Basis

- Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- Polishing of brass items with approved brass cleaning material.
- Dusting of false ceiling etc, with soft broom and cloth.
- Cleaning of sofa sets with soap water/vacuum cleaners.
- Washing and cleaning of driveways, parking areas and roads within the premises.
- Lift lobby and all toilets floors and other areas, as may be directed by office In-charge, shall be cleaned with floor scrubbing machine.
- Removal of cobwebs in the common areas/basement

d. Jobs to carried out monthly basis

- All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be property wax polished.
- Total office area floors to be cleaned with floor scrubbing machine, wherever required, as per directions of officer-in-charge.
- Curtains/Executive chair towel must be laundered once a month.
- Fans, AC units, water coolers, refrigerators and electrical points to be cleaned once a month.
- All overhead tanks and sumps to be cleaned once a month.
- Monthly cleaning to be made for all the light fittings including street lights, fans, AC grills etc.



- Pest- treatment particularly the cockroach treatment to be done for the entire office complex and the same treatment to be repeated on rest week also to avoid growth of cockroaches.
- Board room chairs towels (approx 75 nos.) should be laundered, pressed and placed in position before the meeting day, which will be informed by the Bank in advance. Frequency/quantity of cleaning may increased based on needs.

e. Jobs to be done as and when need arises

- Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark.
- Cleansing of open drains / storm water drains and ensuring smooth flow. Open drains which are meant as storm water drain shall be kept neat and tidy.
- Removal of the blockages in sullage/sewage pipe lines, man holes, septic tanks wherever the need arises either by manual / mechanical cleaning without any extra cost to the Bank. The cleaning to be done till the office compound and for cleaning work from compound wall to CMWSSB pipe line, Bank will bear the expenses.
- Mechanized/Semi-mechanized cleaning the external glass façade with approved quality materials as suggested by Bank (4 - 6 times in a year maximum) with complete safety regulation.
- Cleaning of AC FRP Cooling Towers – 3 Nos. (4 times in a year maximum and atleast once in a quarter).
- Removing the submersible collection sump pumps in the basement, cleaning & re-fixing the same for proper removal of slush from the basement.
- Cleaning the 'rain water harvesting' pits and keeping them in good condition.
- Cleaning of Kitchen Exhaust Duct (both ducts in staff and Executive kitchens) as per the requirements (atleast 3 times in a year) up to the terrace.
- Extraction of dust / debris from Air-Conditioning system ducts in all floors / wings of the building once in a year. The purpose is to clean the dust, debris from Air conditional systems in all floors etc. to give purified air inside the office. The contractor may opt with any method to meet our requirement.
- Rat menace to be eliminated through proper treatment in consultation with Bank Officials.

f. Others

- Other pest control treatment is to be done by the Contractor every quarter in the entire IB complex (approx area 1.85 Lakh sq. ft.).
- In Executive rooms, laundered towels (approx 85 nos.) to be provided twice a week (Sunday and Thursday) or earlier. Frequency/quantity of cleaning may increased based on needs. Whenever any occupant vacates a room, rooms should be kept ready for occupation quickly.
- Provide at least 4 nos of medium size naphthalene balls in each cupboard of rooms and toilets at their cost all the time.
- The kitchen, dining hall etc. should always be kept clean and hygienic.



PART-C: JOBS REQUIRING SPECIAL ATTENTION

MAINTENANCE OF BOARD ROOM/ CONFERENCE ROOMS

1. The entire area & fittings in Board room / conference halls, Executive rooms including the places below chairs, tables and all corners etc. should be thoroughly checked up before and after every Meeting Session and to be maintained orderly. If any damage / loss is caused, the same should be reported immediately.
2. The Contractor shall ensure the presence of lift operator in Executive lift on all the occasions when the Board rooms/Conference Hall is put to use.
3. Suitable disinfectants, sprays to be applied wherever necessary.
4. In the rooms of Executives/ Executive toilets/ Board room/ Conference Halls, the cosmetics like soaps, cleansing liquids, Talcum Powders/ Perfumes shall be of Brand/ quality approved by Indian Bank.
5. The Contractor shall ensure that no posters / stickers, advertisements are pasted on the walls or the chairs of the Board / Conference rooms unless otherwise permitted in writing by IB.
6. The Contractor shall engage trained workmen to operate the fire fighting installation systems installed in the IB complex in case of any emergency with the assistance of 'Fire Guards'.
7. The Contractor personnel should have knowledge of operating fire fighting equipments (extinguisher) during emergencies.
8. Third floor is sensitive area, to be taken with special care and periodical cleaning is to be done.



**PART-D: SCHEDULE OF WORKS TO BE CARRIED OUT FOR
MAINTENANCE OF ELECTRICAL INSTALLATIONS,
DIESEL GENERATORS ETC.**

1. To carry out regular operations and maintenance of all electrical equipments but not limited to, 11 KV AVR, RMG Unit, Single Panel, 11 KV sub-station, 2 number of HT Transformer; HT & LT Panels; Sub-distribution Panels; MCBs; MCCBS; Relays etc., as required.
2. Annual Preventive Maintenance on HT/LT Electrical Installation viz., but not limited to the following which shall be carried out (Annual Maintenance Contract) under the scope of this contract.
 - a) Oil Filtration & Service for 1no. 2000kVA Voltage Regulator once in a year and Dry type Transformer service and Checking done.
 - b) HT Panel VCBs Service (Quarterly) and Testing and Relay Testing once in a year.
 - c) LT Panel ACBs Service (Quarterly) and Testing and Relay Testing once in a year.
 - d) Single Panel / Three Panel Service works, Relay / Testing etc., once in a year.
 - e) RMG Maintenance in co-ordination with TANGEDCO as required.
 - f) All required safety PPE / tools & tackles should be provided by the contractor.
 - g) Necessary permission shall be obtained from Bank before carrying out the work.
 - h) All Electrical Panel viz., 415V Panel/ Air-Conditioner panel / all sub distribution boards etc., tightness checking etc.,
 - i) Maintenance of 2Nos Active Harmonic Filter / testing for its proper functioning.
 - j) Maintenance of all Earth pits, measurement of earth pit resistivity periodically and maintaining records.
 - k) Maintenance of Roof Top Solar Panels/Inverters.
 - l) Lightning Arrestors.
 - m) Cost of spares will be borne by the bank. No additional labour charges will be paid for the above works and deemed to be including under this scope of Contract/Work and should be quoted in the price bid under AMC Charges.
 - n) Submission of all AMC records to the Bank.

Please refer **Annexure-I** for detailed **specification for scope of AMC services for Electrical Equipments.**

3. To carry out maintenance of earth pits and neutral / body earth of sub-station, M V Panel, Generators with AMF Panel and their routine maintenance. All the earth pits should be checked / measured for earth pit resistivity value periodically and record should be maintained properly as per CEA norms and produced when Electrical inspectorate viz., CEIG/CEA is demanded.
4. To carry out routine operation, periodical maintenance of raising mains, floor panels, UPS panels, floor DBs (LDB, PDB, UPSDB) ETC.



5. To carry out operation and general maintenance of 415V installation, AC plants (3 x 250 TR), VRF AC System, Split / Window AC units, Generators, lighting switch boards, lifts etc. at various blocks / floors and routine inspection and preventive maintenance.
6. To carry out general maintenance of rotating machinery viz., pumps / motors by cleaning / lubricating periodically for Air-Conditioning System Plant / water system etc., / Fire fighting plant etc. oil and lubrication under contractor scope.
7. To carry out operation and general maintenance and cleaning of 2 nos. 750 KVA DG set and routine maintenance as per manufacturers' specifications and to make available diesel for emergency operation of Genset. Cost of Diesel & transportation cost will be borne by the Bank. However, the coordination, transportation arrangements etc. shall be made by Bidder. The bidder shall make sure that sufficient fuel availability is there for emergency requirements.
8. To carry out operation & cleaning of lighting at Board rooms, conference halls, Meeting rooms etc.
9. To maintain & cleaning all electrical installations like light fittings, ceiling fans, plugs, geysers etc. and other office equipments in entire IB complex.
10. To attend breakdown calls at all switch boards, lighting / power switch boards.
11. To maintain necessary registers / log books for breakdown calls, stock maintenance etc. as a part of ISO audit requirements.
12. To maintain necessary log book for generator, diesel etc.
13. General maintenance of all lifts, electrical switches, Lightning arrestors etc. existing and to be installed in future.
14. Contractor's staff should also receive breakdown calls for AC units / water coolers/ etc. and coordinate with the concerned Agencies for restoration of service.
15. The Contractor should station Supervisors/Electricians ('C' and 'B' Licence Holders) on all days. They should be efficient / experienced to operate Sub Station/ Transformer / other points / generators and allied works, as per Indian Electricity rules
16. The Contractor should provide necessary technical staff for day-to-day maintenance
17. The Contractor should also provide staff during leave vacancies of the above staff.
18. The concerned attendant and the electricians should be available during the Annual Inspection by Central Electricity Authorities / TANGEDCO / Local bodies / Authorities and should co-ordinates for their conveyance during inspection etc as required, no additional cost will be paid in this regard except mandatory fee.
19. The Contractor should provide necessary technical staff for electrical, generator, sub-station, MV panels etc. until the meetings, conferences, etc. are complete in Board room/ Conference halls. For extra hours of operation if any, over time charges will be paid by



- the Contractor to his employees. Both the concerned attendant and the electricians should be available till the sessions in the Board room/conference hall etc is over.
20. The Contractor should maintain the installations as per statutory requirements (Indian Electricity Rules, TNEB Regulations and Central Electricity Authority's Regulations) and strictly follow all safety rules. All the technical Staff in Maintenance should wear safety shoes compulsory.
 21. The Contractor should arranging for carrying out necessary periodic safety inspection on electrical installation of Corporate Office by the respective electrical inspectorate (CEA/CEIG/TANGEDCO) shall done by the contractor under their scope and deemed to be included in the quoted price. However mandatory fee will be borne by the Bank.
 22. All the installation rooms should be cleaned periodically and kept neat and tidy. All preventive measures should be taken to keep the installations always in good working condition.
 23. If any damage is caused to electrical installations / equipments / other ancillary equipments due to negligence / mishandling by Contractor's staff, the same should be made good at Contractor's cost or rectification cost incurred by the bank will be deducted from the monthly bill of the contractor.
 24. The necessary stock of electrical spares etc. provided by the Bank shall be maintained properly by the Contractor and duly accounted for.
 25. Arrangement for getting monthly bills from TANGEDCO office for release of payment to TANGEDCO. No conveyance / transport charges / Xerox charges etc. will be provided additionally to the contractor in this regard.
 26. Necessary diesel / lube oil will be supplied for generator maintenance and the Contractor should arrange to transport diesel supplied from the nearest petrol bunk and transport charges will be reimbursed.
 27. Periodical reports should be submitted for all preventive maintenance / AMCs.
 28. All liasoning works with the TANGEDCO/CEA/CEIG/Govt agencies shall be under contractor scope and contractor shall make necessary arrangements (travel/boarding/lodging etc) to co-ordinate with above Govt depts to rectify any kind of electrical system supply faults at RMG/Single panel etc. No conveyance / transport will be provided additionally to the contractor in this regard.
 29. Monthly cleaning to be made for all the light fittings including street lights, fans, roof top solar plant etc.
 30. Connecting the Audio Video equipment as required for all gatherings / meetings as directed by Officer In-charge / Office Manager. Connecting the Audio Video equipment as required will be done by Bank's IT team/vendors. The IFMS staff for arrange/assist to the IT Person in making arrangements including lifting, placing, rearranging the furniture etc. to conduct the meet.



31. Co-coordinating with Satellite TV provider for recharge of Set-top box and ensure uninterrupted operation of TV at all Executive cabins/Food court in co-ordination with Office Manager's department. Payment for recharging Set-top box will be borne by the Bank.
32. Due to saline atmosphere, special care has to be taken for external MS/GI items and any rusting has to be reported to the Bank immediately.



**PART-E: PHYSICAL DATA OF PREMISES, IB CORPORATE
OFFICE, ROYAPETTAH**

AREA OF INDIAN BANK CORPORATE OFFICE BUILDING

Site area (Approx.)	87,000 sq.ft.
Area	In sq.ft.
Basement	55,000
Ground floor	30,000
I Floor	34,000
II Floor	34,000
III Floor	32,000
	1,85,000
Terrace Floor including Head room	38,000
Total	2,23,000

DETAILS OF COMPLEX

Infrastructure	No./Nos.	In Sq. ft (Approx.)
MD's Cabin	1	2,100
EDS' Cabin	3	2,000
General Managers' Cabin	24	4,800
DGM Cabins		
AGM Cabins	40	4,000
CM enclosures	50	4,000
Mini Board Room, Executive Lounge & Board Room	1	3,000
Conference Hall	2	1,200
VIP Lounge	1	1,000
Telephone Operator cabin/Receptionist Lounge	1	1,200
Security Room	1	300
Drivers' Room	1	200
Work Stations	640	10 sft each
Executive Kitchen and Dining Hall	2	2,000
Staff Kitchen and Dining Hall	2	3,700
HT Electrical Installation	1	2,000
AC Plants & Generator Lifts		1,200
Lighting Fountain	1	400
Lawns and Gardens		6,000
Inside Roads/pathways		55,000
GYM	1	700
Exclusive rest room	1	300
Library	1	600
Toilets	77	3000
Top Executive Dining Room	1	300



Details of Wash Room (excluding the wash rooms of Top Executives and Canteen):

- Gents - 15 nos
- Ladies - 15 Nos
- Physically challenged - 9Nos
- EWC - 79 Nos
- Urinals - 54 Nos
- Wash Basin - 72 Nos
- Sink Basin - 20 Nos

The tank Capacities are as follows:

1. Underground Tank - 36 KL (Basement)
2. Domestic Tank - 40 KL (Basement)
3. Flush Tank - 40 KL (Basement)
4. Fire Tank - 40 KL (Basement)
5. Metro Water Tank - 5 KL (Basement)
6. Domestic Tank - 36 KL (Terrace)
7. Flush Tank - 36 KL (Terrace)
8. Fire Tank - 72 KL (Terrace)
9. STP - 60KL (Room Cleaning)

Glass Area of Cleaning:

Cleaning Area - 84,000 sqft (approx)

It includes Atrium roof, sides, SS glass, Canopy top & bottom



Annexure - I

**SPECIFICATION FOR SCOPE OF AMC SERVICES
FOR ELECTRICAL EQUIPMENTS**

SPECIAL NOTES FOR SERVICES UNDER THE SCOPE OF THIS CONTRACT:

- AMC for Rectifiers and Controls make 2000KVA Rectifiers & Controls Transformer – 1 No, Voltage Regulator - 1 No, 800KVA Kirloskar Dry type Transformer – 2 No's and Jyoti make 11KV Vacuum Circuit Breakers, AVR isolators with Relays and Single panel including RMG.
- Oil type Transformer, Voltage Regulator Oil Filtration & Service and Dry type Transformer service and Checking. Oil filtration and servicing of Transformer, Voltage Regulator and VCB etc. to be done as per latest BIS.
- VCB Service, Testing and Relay Testing.
- All tools and tackles under contractor scope.
- Contractor to arrange all required Filtration & service accessories Filtration Machine, Tools, cotton waste etc.
- All required safety PPE under contractor scope.
- Work permit with TNEB/TANGEDCO should be arranged by contractor. Only mandatory fee if any will be borne by the Bank.
- All the reports of AMC should be submitted to the bank periodically.
- Roof top solar plant, AMC Schedule to be submitted to the bank before commencement for works.

Scope of AMC Work in Transformer and Voltage Regulator (AVR) (1 x 2000kVA)

- Physical inspection for the transformer enclosure and removal of dust from the external surfaces.
- Cleaning of the perforated sheets and louvers to remove any blockage for air passage.
- Transformer oil filtration through streamline filter unit to improve DI-Electric strength to optimum value for Rectifiers and Controls make 2000 KVA Transformer and Voltage Regulator.
- Checking of tightness of clamping blocks, tightness bolts etc on the frame of the active part.
- Checking of support blocks/insulators for the HV and LV coil for tightness and take necessary corrections required.
- Checking of cooling ducts of the coils/cleaning.
- Checking of all electrical connections for tightness clearances and take corrective actions.
- Inspection of marshalling box and terminal connections.
- Checking of alarm/trip settings and circuits to ensure proper functioning.
- Functional checks of fans/blowers and control circuits wherever applicable.
- Testing of transformer IR value.
- Submission of test reports for dielectric strength/oil filtration.

Scope of AMC Work in Dry type Transformer (2 X 800 kVA)

- Primary & secondary terminal tightness check.
- Physical cleaning of core and winding.



- Checking of all electrical connections for tightness clearances and take corrective actions.
- Checking of tightness of clamping blocks, tightness bolts etc on the frame of the active part.
- Functional checks of fans/blowers and control circuits wherever applicable.
- IR value checked between Ph-Ph & Ph-E.
- Marshelling box Checking.

Scope of AMC Work in VCB (HT)

- Checking the condition of breaker before servicing.
- Isolate the breaker from transformer & CT.
- Meggering the interrupter insulator through 5KV megger (T-B, T-E, B-E, P-P in open/close condition).
- Checking the condition of all components in Breaker and metering panel.
- General servicing (Greasing) of mechanical moving parts.
- Checking of mechanical ON/OFF operation of breaker.
- Checking of manual / motorized spring charging.
- Tripping / Closing lever alignment checking.
- Drive rod mechanism and breaker mechanism interconnection checking.
- Checking movement of interrupter moving contact (how many 'mm' opening).
- Checking the insulator condition.
- Checking of circlips, lockpin and other locking components are in correct positions.
- Checking of electrical operation in Local / Remote condition.
- Synchronization of breaker & metering panel.
- Checking of OC / EF relay settings.
- Checking of Breaker indications in metering panel.
- Checking the breaker properly tripping while fault condition.
- Measuring of IR value, Contact Resistance Measurement & Time Interval Measurement.
- Put circuit breaker inside cubical in to service position and re-commissioning.

Scope of AMC Work for Air Circuit Breakers (LT)

- Removal of corroded grease and foreign particulars from the various parts of the ACB.
- Cleaning of all parts with cleaning agents such as CRC-226.
- Check the setting/Alignment of pole assembly and contact impression to be checked
- Check the arcing contacts gap and it is to be adjusted or replace with new contacts.
- Check the release setting such as UVR/Shunt trip/ Earth Fault/DN1/SR15G/SR21release.
- Check the tightness of all hardware & also presence of hardware and provide the same.
- Check operating mechanism and Trip mechanism function.
- Supply of spares & accessories if needs to replace with an additional cost.
- Re-greasing and lubrication of complete ACB.
- Re-fixing /testing the ACB and Service / Test report will be submitted

Scope of AMC work for Roof Top Solar Panels

- Cleaning of solar modules with soft water, wet and dry mops : Weekly
- DC String / Array and AC Inverter monitoring: Continuous and computerized.



- AC Energy monitoring: Continuous and computerized.
- Visual Inspection of the plant : Daily
- Functional Checks of Protection Components and Switchgear : Monthly
- Spring Clean PV Array and Installation Area: Quarterly.
- Inverter, transformer, data acquisition, energy meters and power evacuation checks: Quarterly.
- Support structure and terrace water-proofing checks: Yearly.
- O & M log sheet shall be provided and maintained: Daily.
- The repair/replacement work shall be completed within 72 hours from the time of identification / reporting of the fault.
- A Monthly performance report of the plant inclusive of energy generation data shall be provided.
- All recorded data (monthly & yearly) shall be preserved in both manual and computer format.

Scope of AMC work for 2 X 60A AHF

- As per OEM's recommendation to keep the systems in operating condition and regular cleaning / tightness checking and replace the necessary spares etc.

Scope of Earth Pit Maintenance – Quarterly.

- Cleaning of all Earth Pits.
- Ensure tightness of fasteners etc.,
- Adding Chemical in all Earth Pits (periodically).
- Watering all the Earth Pits.
- Check the resistance of all Earth Pits.
- Should have Earth Resistance Meter with him

Scope of AMC for all LT Panels / Distribution Boards / AC Panel / Raising Mains etc,

- Visual Inspection of the switchgear for any abnormalities / sound / temperature rise.
- Checking the temperature of the switchgear components for its normal operating temperature with temperature gun.
- Cleaning contacts etc., with suitable solutions (CRC) and lubricating.
- Tightening of bus bars/ cables/ breakers periodically.
- Insulation verification, testing and inspection for integrity especially insulation devices at joints typically boots, end caps etc. Replace boots and end caps that are showing signs of aging or cracks.
- Cleaning of the copper / Al contact of earthing point.
- Charge/close/trip circuit testing and verification including functionality of the protection circuit function.
- Check and confirm correct operation protective scheme and devices (update with new technology where necessary) Adjustments and fixing as deemed appropriate with Banks concurrence.
- Replace the spare as per yearly Electrical Audit report for fault rectification.
- Replace faulty spares, cables, wires, lugs etc.
- Gracing for moving parts

General Maintenance / Checks to be done by the Electrician

- Check all Lights and Other Electrical Equipment (MCB, Switches) on daily basis and ensure replacement of defective lights.



- Operation of all Electrical Equipments / Panels/ DBs etc.,
- Cleaning of Lighting / Fans / DBs etc., periodically.
- Fixing of Power Points / Industrial Sockets/ MCBs.
- Overall Health check-up of Electrical setup.
- Laying of cables including Earthing cables, connections, if any.
- Working with AMC / 3rd party Engineers for electrical purpose.
- PM follow up for DG/ACs / Lifts at time of PM, Electrical maintenance. And Co-ordination with other vendors for the AMC which are awarded by the Bank directly viz., CCTV/FAS/Access Control System etc., and as directed by the Bank Engineers.
- Testing of Electrical faults.
- Testing of new equipments if required.
- Having all the necessary testing / measuring instruments viz., tong tester, multi-meter, line tester, megger, temperature gun. All instruments shall be with calibration certificates.

All maintenance works should be carried out as per latest BIS standards.



Annexure - II

Deployment of contract labour

Sl No	Name of post	No. of persons to be engaged	Wages (not less than the minimum wages(Central / State Govt. which ever is higher) under the Minimum Wages Act 1948)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			



Sl No	Name of post	No. of persons to be engaged	Wages (not less than the minimum wages (Central / State Govt. which ever is higher) under the Minimum Wages Act 1948)
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			



Sl No	Name of post	No. of persons to be engaged	Wages (not less than the minimum wages (Central / State Govt. which ever is higher) under the Minimum Wages Act 1948)
50			
51			
52			
53			
54			



Annexure - III

**AGREEMENT FOR INTEGRATED FACILITY MANAGEMENT CONTRACT FOR
INDIAN BANK CORPORATE BUILDING AT CHENNAI**

This Integrated Facility Management Agreement executed on..... between Indian Bank, a body corporate constituted under Banking Companies (Acquisition & transfer of undertakings) Act, 1970 having its Corporate Office building at 254-260 Avvai Shanmugam Salai, Royapettah, Chennai-600 014 hereinafter called the Bank on the one part, which term shall mean and include its successors and assignees and..... represented by.....hereinafter called the contractors on the other part, which term shall mean and include its successors and assignees.

WHEREAS Indian Bank is housing its Corporate Office at the above said premises.

WHEREAS The Bank has decided to entrust the work of Integrated Facility Management of the above premises to outside agency.

The Bank has called for e-tenders from eligible entities vide e-tender reference No.....dated.....and from out of the Tenders received the e-Tender submitted by the Contractor for Rs.....(Rupees.....only) is accepted by Bank.

The Bank and the Contractor have decided to enter into a Maintenance & House Keeping Contract and that they intend to reduce to writing the terms and conditions of the said contract as hereinafter appearing:

Now, this deed of agreement witnesseth that in consideration of the above premises, the parties hereby covenant with each other to observe and perform and adhere to the following terms and conditions that is to say:

The terms and conditions of the e-tender documents shall form part of this agreement.

- a) The contractor shall provide Integrated Facility Management Services as per the conditions mentioned in the e-Tender document, including special attention to the 3rd Floor, Executive cabins, etc (Conference Halls, Board Rooms, Dining Halls, Top Executive Cabins).



- b) The contractor agrees to provide the maintenance services for the electrical installations, electrical sub-stations, operations / maintenance of generators, operation of lifts, operation of lighting at Executive Cabins, Conference halls, Board room, etc as per the terms and conditions mentioned in the e-tender document
- c) The Bank agrees to pay the contractor on time as on performance of the work to the satisfaction of the Bank.
- d) The contractor is liable for the following:
- i) The contractor shall fully indemnify the bank for any default or non-observance by the contractor or any of his representatives of any terms of this contract and any other provisions of the applicable enactments and the rules / notifications framed there under.
 - ii) The contractor shall, whenever required by the bank, produce for inspection of all forms, registers and other records required to be maintained under various statutes.
 - iii) In the event of cessation of the contract due to any reason whatsoever, the security deposit will be refunded only after due satisfaction of the Bank about the full compliance by the contractor of the contractual, statutory and other legal obligations.
 - iv) The contractor shall provide their workmen with necessary safety appliances at his own cost.
 - v) The contract will be in force for a period of 1 year from _____ to _____.
 - vi) The agreement can be terminated by either party by giving not less than three months notice in writing to the other party. Notwithstanding anything contained in any other clause, the Bank can terminate the contract forthwith, without assigning any reasons.



- vii) On expiry / termination of the contract, the contractor shall handover the assets of the bank, subject to normal wear and tear, peacefully and obtain acknowledgement from the Bank

IN WITNESS WHEREOF the parties hereto have hereunto set their hands the day and year first above written.

<p>Signed and delivered by the hands of Shri _____ its _____ and constituted attorney in the presence of:</p> <p>1. _____</p> <p>2. _____</p>	<p>Signed and delivered by the hands of Shri _____ partner of _____ in the presence of:</p> <p>1. _____</p> <p>2. _____</p>
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Annexure - IV

BANK GUARANTEE FORMAT

To

The Indian Bank,
Corporate Office, Estate Department,
254-260, Avvai Shanmugam Salai,
Royapettah,
CHENNAI – 600 014.

Dear Sirs,

WHEREAS, THE INDIAN BANK, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Chennai 600014 (hereinafter called “the Employer”) have issued bid documents for Integrated Facility Management Services for their Corporate Office Building at Royapettah, Chennai- 600014, and whereas ----- is one of the Tenderer (hereafter called “the Tenderer”).

AND WHEREAS under the terms and conditions of the said bid documents, the Tenderer is required and has undertaken to furnish a Bank Guarantee of **Rs. 8.00 lakh (Rupees Eight lakh Only)** as Earnest Money Deposit as contained in the said e-tender document.

We, -----, having registered office at ----- and branch office at ----- (hereinafter called “**the Bank**”) hereby unconditionally and irrevocably undertake to pay to the Employer immediately upon receipt of the first written demand such amount or amounts as may be demanded by the Employer from us under this Guarantee not exceeding a sum of **Rs. (Rupees)** in aggregate without demur or reference to the Tenderer and agree that the Employer’s demand shall be final and binding on the Bank under all circumstances.

We hereby affirm that we are the Guarantor and responsible to you on behalf of the Tenderer up to an aggregate sum of (**Rupees**) such sum or sums being payable in Indian currency and we undertake to pay on your first written demand and without any demur and/or condition, and sum or sums with the aggregate limit of Rs. (**Rupees**)

We agree that no change or addition to or modification of the terms of the e-tender or of the works is to be performed there under or of any of the e-tender documents which may be made between you and the Tenderer shall in any way release the Bank from any liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

We further agree that the Employer shall have the right to invoke a claim up to the last date of the validity of this Bank Guarantee and that the Employer shall remain the sole judge of the validity of the claim and the Bank agrees not to contest any claim.



We further agree that any change in the Tenderer's constitution or their liquidation or dissolution shall not discharge the Bank's liability under this Guarantee.

We further agree that the right of the Employer to make a claim shall not be vitiated by any dispute raised or pending with any Statutory Authority, arbitrator, tribunal or any other body or person.

It is agreed that the Employer's claim shall remain valid even if the Employer has not issued a prior notice or has not proceeded against a Contractor before making such claim.

This Guarantee is confirmed and irrevocable and shall remain valid upto and including ----- and shall remain valid upto such extended period which may be mutually agreed to.

Unless a demand or claim under this Guarantee is made on the Bank in writing on or before ----- or such extended period the Bank shall be discharged from all liability under this Guarantee.



