

**INCOME TAX DEPARTMENT, NOIDA
REQUEST FOR PROPOSAL**

**NATURE OF WORK: PROVIDING FACILITY MANAGEMENT
SERVICES (FMS) FOR THE INCOME TAX
OFFICE BUILDING AT A – 2D, SECTOR – 24,
NOIDA - 201301**

BID DOCUMENT

Issued to: M/s_____

**INCOME TAX OFFICER (HQ/ADMN)
OFFICE OF THE PR. COMMISSIONER OF INCOME TAX
A-2D, AAYAKAR BHAWAN, SECTOR – 24, NOIDA - 201301
PHONE: 2411757, FAX-(0120)2411758**

REQUEST FOR PROPOSAL (RFP) DOCUMENT FOR FACILITY MANAGEMENT SERVICES (FMS) AT INCOME TAX OFFICE BUILDING, A – 2D, SECTOR – 24, NOIDA - 201301

Ref: CIT/Noida/OfficeBuildingFMS

Dated:23/03/2018

1.	RFP document issued to:	
2.	Date of issue:	
3.	To be submitted to:	As mentioned in RFP.
4(a).	Site visit up-to:	25/04/2018
4(b).	Date for pre-bid conference.	27/04/2018
5.	Date by which clarifications to be issued on issues raised during pre-bid conference.	To be intimated during pre-bid meeting/conference.
6.	Date & time for submission of filledup RFP to PCIT Noida.	04/05/2018 till 15:00 hrs.
7.	Date, time and place for opening of technical bids.	07/05/2018 at 1530 hrs. in the office of Addl. Commissioner of Income Tax, Range – 1, at Aayakar Bhawan, Sector 24, Noida.
8.	Tentative date by which the bidder has to start the work.	To be mentioned in letter of award.
9.	Estimated cost of the work under this RFP.	To be intimated by the bidder.
10.	List of Schedules, Annexures etc. enclosed to this RFP Document.	
a.	RFP Form in the format of an application to be submitted by the bidder to PCIT Noida.	
b.	Schedule-A ‘Technical Bid Form’.	
c.	Schedule-B ‘Terms and Conditions of the RFP.’	
d.	Annexure-1 ‘Bio-Data of the Bidder.’	
e.	Annexure-2 ‘Civil, House Keeping and Horticulture services with service levels’.	
f.	Annexure-3 ‘All Services consisting of Electrical, HVAC, firefighting and plumbing works with service level’.	
g.	Annexure-4 ‘All Security Systems consisting of CCTV system, Access	

	controls, premises security equipments and manual guarding services with service level’.
h.	Annexure-5 ‘Maintenance of Guest house services with service level’.
i.	Annexure-6 ‘Deployment Plan’.
j.	Annexure-7 ‘Action Plan’.
k.	Annexure-8 ‘Self Appraisal (Competency Statement) to be submitted by the bidder along with documentary proof such as completion certificate, appraisal by owner, etc.
l.	Annexure(s) 09 to 12 ‘Inventory lists of various installations in the Income Tax office building at A – 2D, Sector – 24, Noida -201301.
m.	Annexure-13 ‘Problem Response Time Chart’.
n.	Annexure-14 ‘Anti Collusion Certificate’.
o.	Schedule-C Financial Bid Document.

Authorized Signatory
Income Tax Department, Noida

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**NATURE OF WORK: PROVIDING FACILITY MANAGEMENT SERVICES (FMS)
FOR OFFICE BUILDING OF INCOME TAX DEPARTMENT AT A – 2D, SECTOR –
24, NOIDA - 201301**

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CHAPTER I

Bid Notice

INCOME TAX DEPARTMENT, NOIDA

BID NOTICE

Principal Commissioner of Income Tax, Noida hereby invites bids from experienced firms/organizations for the following work:

“Providing Facility Management Services (FMS) for maintenance of the Income Tax office building at A – 2D, Sector – 24, Noida”

Cost of bid document (non-refundable) : Rs.2,000/-

2. The complete bid document may be obtained from the address for communication given below till 02/05/2018 on any working day between 11:00 AM and 04:00 PM on payment of non-refundable document fee in the form of Demand Draft/Banker's cheque in favour of the Zonal Accounts Officer, CBDT, payable at Meerut.
3. The last date for submission of bid documents is till 3:00 PM on 04/05/2018.
4. The technical bids would be opened on 07/05/2018 at 3:30 PM in the office of the Addl. Commissioner of Income Tax, Range – 1, Noida at Aayakar Bhawan, Sector – 24, Noida in the presence of Members of Infrastructure Committee and the representatives of the bidders, if any.
5. On finalization of the bidding process, the party to whom the work will be awarded will have to deposit earnest money amounting to 2% of the estimated cost of work.

Address for communication:

Income Tax Officer (Hq/Admn)
Office of the Pr. Commissioner of Income Tax, Noida
A-2D, AaykarBhawan,
Sector – 24, Noida. Ph: 2411757

**INCOME TAX OFFICER (HQ/ADMN.)
FOR PR. COMMISSIONER OF INCOME TAX
NOIDA**

CHAPTER II

INFORMATION AND INSTRUCTIONS TO BIDDERS

Definitions and explanations:

1. Unless the context requires otherwise, with reference to this and all other documents in pursuance to this RFP process:
 - a. “Agency” or “FMS Agency” or “Successful Bidder” shall mean the Company/Agency/Firm/Institution whose RFP has been approved for Facility Management Services in the office building of the ITD at A-2D, Sector-24, Noida – 201301 and its premises in pursuant to this RFP process and it includes its legal heirs representatives, administrators and permitted assigns.
 - b. “Agreement” shall mean the Agreement to be signed by and between the ITD and the FMS agency (Successful Bidder)for providing services in pursuance to this RFP process.
 - c. “Bidder” shall mean the company /agency/firm/institution who submits its bids for Facility Management Services in the office building of the ITD at A-2D, Sector-24, Noida – 201301 under this RFP.
 - d. “Caretaker” means the staff member nominated as Caretaker by PCIT, Noida.
 - e. “PCIT” or “CIT” shall mean the Principal Commissioner of Income Tax, Noida and “Officer in charge” shall mean the Officer nominated by PCIT, Noida.
 - f. “Effective Date” shall mean the date from which the Agreement in pursuance to this RFP process comes into force.
 - g. “ITD” means the Income Tax Department, Noida or its authorized representative.
 - h. ‘NBCC’ means National building construction Corpn. Ltd. who have constructed the office building of the ITD.
 - i. “Office building of the ITD at A-2D, Sector-24, Noida – 201301” shall mean the Income Taxoffice building and its premises, at A – 2D, Sector – 24, Noida - 201301.
 - j. “Party” shall mean any party to the Agreement under this RFP process and “Parties” shall mean both the parties to the Agreement.
 - k. “Services” shall mean Facility Management Services in the office building and the premises of the ITD at A-2D, Sector-24, Noida – 201301.

1. “Successful Bidder Personnel” shall mean and include all the employees, agents, sub-contractors etc, of the Successful Bidder who may be engaged by the Successful Bidder (directly or indirectly) for providing the Services under the Agreement in pursuance to this RFP process.
- m. “Services level(s)” shall mean and include all the Standards and Services levels as listed out in this RFP document and annexure(s) enclosed hereto.
2. If there is any dispute between the parties about interpretation of any term, any clause or any other issue regarding this RFP or Agreement in pursuance to this RFP process, the matter will be referred to the Officer in Charge and the decision given by him/her would be binding on both the parties.

3. Probable Area for which Services are to be outsourced:

- i. Area to be covered under House Keeping and Facility Management Services in the office building of the ITD at A-2D, Sector-24, Noida – 201301 including all floors, rooms, corridors, basement, rooftop surface, staircases, bathroom/lifts, ventilators, gardening and landscaping, front as well as surrounding open yards/pavements, internal roads etc.
- ii. The total tentative floor area of the office building of the ITD at A-2D, Sector-24, Noida – 201301 is as under:

S. No.	Description	Area (in sq. mtrs.)
1.	Basement	1115.7
2.	Ground Floor area	662.92
3.	1 st Floor area	584.66
4.	2 nd floor area	584.66
5.	3 rd floor area	584.66
6.	4 th floor area	584.66
7.	5 th floor area	584.66
8.	6 th floor area	584.66

Note: a) The bidders should quote the rates for BOQ items as reflected in Schedule "C", and any item may vary up to 100 when ITD lessee occupies the building and the quoted rates would hold good for variation in quantity of items to that extent.

b) The area in the above list is tentative, subject to the verification by the bidders during the site visit for their purposes.

4. Willing Bidders are advised to inspect the site thoroughly, understand it after having discussions with the ITD's officers before submitting the RFP at their own cost. Permission shall be granted by ITD to visit the site on receipt of a formal written request, reasonably in advance of the proposed date and time of visit.

Basic Qualifications for the Bidder/ FMS Agency:

5. The Bidder (hereinafter referred to as the Agency or FMS agency or Successful Bidder) submitting the RFP for House Keeping & Facility Management Services under this RFP must be having ISO Certification for Service Sector since more than two years as on 31/03/2018.
6. The Bidder should have satisfactorily completed similar work during the last three years ending last day of month March, 2018 as detailed below:-
 - i. **completed three similar works each costing not less than Rs. 2 crore per annum, or**
 - ii. **completed two similar works each costing not less than Rs. 3 crore per annum, or**
 - iii. **Completed one similar work costing not less than Rs. 6 crore per annum.**
And
One completed work of similar nature (either part of above or a separate one) costing not less than Rs. 2 crore per annum with some Central/State Govt. /Central Autonomous body/Central PSU /any Company having turn over more than Rs. 500 crore .

Note: The ITD reserves the right to consider experience related to works executed in any other concern of same value as mentioned in the bid if no eligible bid is received with relevant required experience in some Central/State Govt./Central autonomous body/ Central PSU/any Company having turn over more than Rs. 500 crore . .

7. Similar work shall mean works related to facility management services including housekeeping, civil, horticulture, operation and maintenance of electro-mechanical equipments/installations, maintenance and managing security personnel & equipments, etc. The value of executed work shall be brought to current costing level by enhancing the actual value of work @ simple rate of 7% per annum, calculated from date of completion to last date of receipt of applications for tenders.
8. Bids of a Bidder without the above mentioned requisite qualifications will not be considered for technical and financial evaluation.

Bio-Data of the Bidders:

9. Information required in Annexure-01, attached with this document, under the title, “Bio-Data of the Bidder” and also basic qualifications as in Para 5 and 6 above, would serve as Technical Parameters for evaluation of the technical bids. However, it is clarified that the standards and particulars mentioned by the Bidder in the Annexure-01 at the time of submitting the bid could only be replaced, during the agreement period, with the same standards and particulars and for it the prior consent of the ITD would be necessary.

Language and currency:

10. The proposal and all related correspondence and documents shall be written in English Language only.
11. The currency for the purpose of the proposal shall be the Indian Rupee only.

Services to be Outsourced: Scope of work for the bidder

12. ITD has planned to outsource the House Keeping, Up Keeping Services as well as Facility Management Services at the office building of the ITD at A-2D, Sector-24, Noida – 201301 and its premises to a reputed and ISO Certified Facility Management Service Agency with requisite qualifications mentioned in Paras 5 & 6 above.
13. The Facility Management Agency is required to maintain and manage various techno-administrative services at the office building of the ITD at A-2D, Sector-24, Noida – 201301 and its premises, such as Civil work, Electrical services DG Sets, Mechanical and HVAC system, Centralized Helpdesk, Elevators/lifts, Fire Fighting systems, Security and PA/CCTV Systems, AV systems, Intelligent lighting, Fire-detection system and fire-hydrants, Sprinklers, Plumbing, Carpentry, Horticulture, Environmental Services including Sweeping and cleaning, Pest Control, Office furnishings, Guest House Services, and Waste Management etc. Some other services of office/ asset management nature are also included in the services under this RFP.

Inventory of Installations and Equipments:

- 14.1 The inventories of various installations like civil installations, electro-mechanical installations, and all other fixtures etc. in the office building of the ITD at A-2D, Sector-24, Noida – 201301 is as per Annexures 09 to 12 annexed hereto.
- 14.2 The inventories as listed out in the Annexure(s) as mentioned at Para 14 above, are purely tentative, and a minor variation is likely to be there.
15. The inventory of furniture installed in the office rooms, library, canteen, recreation room, gymnasium, conference room, guest house and common area is not being provided with this bid document at present. These inventories will be provided during the pre-bid discussion and shall be integral part of the bid document.

Pre-Bid Discussions:-

16. Pre-Bid discussions would be held on 27/04/2018 in Aayakar Bhawan, A-2D, Sector-24, Noida. Only those companies/agencies/institutions who have purchased the RFP document can participate in this discussion. Clarifications on issues raised during this pre-bid discussion, would be given to the bidders on the following day and these clarifications in the form of 'Schedule-B(1)' would be part of the terms and conditions of this RFP.

Deployment of FMS Team & Action Plan:-

17. The Agency, along with the technical bid, will submit a detailed Deployment Plan (Annexure-06) for dedicated team members on behalf of the Agency to be deployed to

execute day-to-day scheduled operation and maintenance under House Keeping and Facility Management Services according to terms and conditions of this RFP.

18. Likewise, the agency will also submit an Action Plan (Annexure-07) for day-to-day House Keeping Services and Facility Management Services at the office building of the ITD at A-2D, Sector-24, Noida – 201301 and its premises.

19. This Deployment Plan of Manpower and Action Plan for House Keeping and Facility Management Services will be one of the parameters for evaluation of the technical bid and in case the bid is accepted, also for performance evaluation of the services provided by the Agency.

REP Evaluation Process:-

20. The bidder will submit the Technical and Financial bids in two separately sealed envelopes of which one is to be marked as “Technical Bids for Facility Management Services for office building of the ITD at A-2D, Sector-24, Noida – 201301” containing the following documents/schedules/Annexure etc:-

- (a) The RFP form in application format from the bidder to the ITD regarding submission of RFP for FMS Services.
- (b) Schedule-A “Technical RFP Form” duly filled in and signed by the Bidder.
- (c) Schedule-B “Terms and Conditions of the RFP” duly signed on each page by the Bidder.
- (d) Earnest Money amounting to 2% of the estimated cost of FMS for three years in a sealed envelope in the form of Demand Draft/ Bankers Cheque payable at Meerut in favor of Zonal Accounts Officer, CBDT.
- (e) Receipt of Rs.2,000/- (Two Thousand Only) as cost of RFP document in the form of Demand Draft/ Bankers Cheque payable at Meerut in favor of Zonal Accounts Officer, CBDT.
- (f) Annexure-01 “Bio- Data of the bidder” duly signed by the bidder.
- (g) Annexure-02- containing the details of ‘Civil, House Keeping and Horticulture services with service level’ duly signed by the bidder.
- (h) Annexure-03 All services consisting of ‘Electrical, HVAC, Firefighting and Plumbing works with service level’ duly signed by the bidder.
- (i) Annexure-04 containing the details of ‘Security system consisting of CCTV system Access controls, premises security equipments and manual guarding services with service level’ duly signed by the bidder.

- (j) Annexure-05- containing the details of ‘maintenance and housekeeping for the Guest House with service level’ duly signed by the bidder.
 - (k) Annexure-06- ‘Deployment Plan’ prepared by the bidder, required vide para17 of this document.
 - (l) Annexure-07- ‘Proposed Action Plan’ prepared by the bidder, as required vide Para 18 of this document.
 - (m) Annexure-08 “Self-Appraisal (Competency Statement) by the bidder”, as required henceforth.
 - (n) Annexure(s) 09 to 12 containing inventory lists of various installations in the office building of the ITD at A-2D, Sector-24, Noida – 201301 (as mentioned at Para 14 above).
 - (o) Annexure-13 ‘Problem Response Time Chart’ duly signed by the bidder.
 - (p) Annexure-14 ‘Anti collusion certificate’ duly signed by the bidder.
 - (q) Self attested copies of all the documents & certificates required vide technical RFP form (Schedule-A).
 - (r) Self attested copies of all the documents & certificates required vide Bio-Data of the Bidder(Annexure-I).
 - (s) the bidder shall also submit a self-attested copy of its constitution (MOA).
 - (t) Any other document, which the bidder wishes to enclose in support of its bid.
21. The second envelop will also be sealed and marked as “Financial Bids for Providing Facility Management services in the office building of the ITD at A-2D, Sector-24, Noida – 201301 which will contain ONLY and ONLY Schedule- C- Financial RFP form duly filled in and signed by the bidder and the Demand Draft/ Bankers Cheque towards Earnest Money. No OTHER DOCUMENT would be placed in this envelope.
22. Both these sealed envelopes will be placed in a third one (big one) envelop which maybe called the container envelope and it will also be sealed, marked as RFP for providing Facility Management Services in the office building of the ITD at A-2D, Sector-24, Noida – 201301 and addressed to the Income Tax Officer (Hqrs.), Office of the Principal Commissioner of Income Tax, A-2D, Aayakar Bhawan, Sector-24, Noida 201301 and should reach not later than 04/05/2018 till 15:00 hrs.
23. The big envelope (container envelope) containing both the envelopes of technical bid and financial bid will be opened on the date & at the time and place mentioned in the notice inviting RFP.
24. Willing bidders may also be present at the time of opening this container envelope as well as the time of opening of technical bids.

25. After opening the big container envelope, two envelopes of technical bid and financial bid will be taken out and the members of RFP Committee will sign both these sealed envelopes.

26. Thereafter the envelopes of technical bids will be opened at the same time and place, and all the documents/schedules/annexure(s) will be taken out and signed by the members of the RFP committee.

27. Envelope of financial bids and earnest money will be kept intact and safe for opening after evaluation of technical bids. The financial bid of only technically qualified bidders shall be opened. And, if required the bidders may be asked to revise their financial bid, decision to this effect shall be sole authority of ITD and shall be binding on bidders.

28. Technical bids of the bidders who do not fulfill the requisite qualification as laid down in para 5 and 6 above, will not be considered for evaluation.

29. Thereafter, technical bids of qualified bidders will be evaluated.

30. The financial bids of only those bidders will be opened who are found technically eligible in evaluation of technical bids.

31. The bidders fulfilling the basic qualification as per paras 5 and 6 above, and who have deposited the required cost of RFP form and earnest money, will be asked to make a presentation regarding its "Proposed Action Plan". This presentation of the Proposed Action plan will be a part of the technical evaluation.

32. The date, time and place for the presentation of the proposed action plan will be intimated at the time of opening of technical bids. The bidders at its own cost has to manage all the equipments for the presentation.

Technical Evaluation through 100 marks objective method

33. The financial bids would be opened only of those bidders who are successful in technical evaluation. The procedure for Technical evaluation would be totally transparent, as under:-

- a) First of all eligibility of the bidders would be examined on the basis of basic qualifications as mentioned at paras 5 & 6 above and depositing the cost of RFP amounting to Rs.2,000/- and earnest money at 2% of the estimated cost for 3 years.
- b) On the basis of information given by the bidders in their technical bid (Schedule-A) and/or in Bio-Data of the bidder (Annexure-01), an objective methodology (either of two methodologies mentioned below depending on the conditions mentioned) based on 100 marks would be applied for the bidders as under:-

Methodology to be adopted in case at least one bidder is having the experience of providing FMS services in Central/State Govt. /Central Autonomous body/Central PSU /any Company having turn over more than Rs. 500 crores mentioned in Para 6.

S.No.	Parameter(s)	Total marks
1.	How old is ISO 9001 certification of the agency	15
1.1	More than 2 and up to 4 years	8
1.2	More than 4 years and up to 6 years	12
1.3	More than 6 years	15
2.	Experience of the agency in FMS services	15
2.1	Minimum eligibility criteria	9
2.2	Twice the minimum eligibility criteria	15
2.3	In between 2.1 & 2.2(on pro-rata basis)	
3.	Annual average FMS business turnover of the agency during last 3 consecutive financial years, to be authenticated through bank receivables	20
3.1	Less than Rs. 6 crore	0
3.2	Rs. 6 Crore to less than Rs. 12 crore	12
3.3	Rs. 12 crore and above	20
3.4	In between 3.2 & 3.3 (on pro-rata basis)	
4.	Can the agency provide the solvency certificate for Rs. 2 crore or more, if yes	5
4.1	If not	0
5.	If agency is providing/has provided FMS services in central/state government/autonomous bodies/central PSUs/any Company having turn over more than Rs. 500 crore in which billing has been more than Rs.2 crore per annum during the last three years. (Reference Annexure-1 item No.20)	10
5.1	If in 1 organization/office	5
5.2	If in 2 organizations/offices	7
5.3	If in 3 or more organizations/offices	10
6.	If agency is providing/has provided FMS Services in private sector companies/corporate(s) for the buildings more than 50,000 sqft during the last 3 years.(Reference Annexure -1 item No.21)	10
6.1	If in 1 organization/office	5
6.2	If in 2 organizations/offices	7
6.3	If in 3 or more organization/offices	10
7.	Self appraisal/Competency Statement submitted by the bidder as Annexure-08. Para 34 below	7.5
8.	General assessment on the basis of all other points mentioned in Schedule-A (Technical bid) and Annexure-01 (Bio-data of the bidder)	10
9.	Presentation of the proposed action plan made by the agency	7.5
	Total Marks	100

Methodology to be adopted in case no bidder is having the experience of providing FMS services in Govt. Sector Central/State Govt. /Central Autonomous body/Central PSU /any Company having turn over more than Rs. 500 crore of value not less than Rs. 2 crore as mentioned in Para 6

S.No.	Parameter(s)	Total marks
1.	How old is ISO 9001 certification of the agency	15
1.1	More than 2 and up to 4 years	8
1.2	More than 4 years and up to 6 years	12
1.3	More than 6 years	15
2.	Experience of the agency in FMS services	15
2.1	Minimum eligibility criteria	9
2.2	Twice the minimum eligibility criteria	15
2.3	In between 2.1 & 2.2(on pro-rata basis)	
3.	Annual average FMS business turnover of the agency during last 3 consecutive financial years.To be authenticated through bank receivables	20
3.1	Less than Rs. 6 crore	0
3.2	Rs. 6 Crore to less than Rs. 12 crore	12
3.3	Rs. 12 crore and above	20
3.4	In between 3.2 & 3.3 (on pro-Rata basis)	
4.	Can the agency provide the solvency certificate for Rs. 2 crore or more,if yes	5
4.1	If not	0
5.	If agency is providing/has provided FMS services in central/state government/autonomous bodies/central PSUs/any Company having turn over more than Rs. 500 crore in which billing has been more than Rs.2 crore per annum during the last year/years. (Reference Annexure-1 item No.20)	10
5.1	If in 1 organization/office	5
5.2	If in 2 organizations/offices	7
5.3	If in 3 or more organizations/offices	10
6.	If agency is providing/has provided FMS Services in private sector companies/corporate(s) for the buildings more than 50,000 sqft during the last 3 years.(Reference Annexure -1 item No.21)	10
6.1	If in 1 organization/office	5
6.2	If in 2 organizations/offices	7
6.3	If in 3 or more organization/offices	10
7.	Self appraisal/Competency Statement submitted by the bidder as Annexure-08. Para 34 below	7.5
8.	General assessment on the basis of all other points mentioned in Schedule-A (Technical bid) and Annexure-01 (Bio-data of the bidder)	10
9.	Presentation of the proposed action plan made by the agency	7.5
	Total Marks	100

34. The bidders will enclose a self appraisal (Competency Statement) in Annexure-08 in which reasons, in not more than 1 page, would be mentioned why the bidder considers itself suitable for the services under this RFP process.

35. The presentation of the action plan made by the agency would be assessed for 7.5 marks by a Committee. The marks given by the Committee would be averaged against 7.5 marks and thereafter a merit would be prepared against total 100 marks. Bidders securing total 70% and above marks and securing not less than 50% marks in individual parameters would only be considered for opening financial bids.

36. Date for opening of financial bids will be communicated to the bidders and after opening the financial bids; only financial bid would be the criterion for approval.

37. It is clarified that bidders are supposed to submit financial bids for 3 years separately.

Earnest Money and Security Deposit :

38. As notified in the BID NOTICE, 2% of the estimated cost for 3 years as earnest money will be deposited with the in a sealed envelope in the form of demand draft/ banker's cheque payable at Meerut in favour of Zonal Accounts Officer, CBDT. The bids without Earnest Money would not be considered for evaluation.

39. After approval/acceptance of the bid of a particular bidder, a letter of award would be issued to the approved bidder upon receipt of financial approval from the Central Board of Direct Taxes (CBDT). The approved bidder would be required to deposit 5% of the bid amount as performance guarantee in the form of bank guarantee from Nationalized/Scheduled Bank duly discharged in favour of Principal Commissioner of Income Tax, Noida. It must be deposited within 15 days of issuance of the letter of award.

- a) The amount of earnest money deposited by the successful bidder with its bid would be adjusted against the performance guarantee amount.
- b) If performance guarantee amount is deposited in the form of bank Guarantee for the entire required amount, then earnest money amount would be returned to the bidder without interest.
- c) Earnest money amount of unsuccessful bidders will also be returned without interest.
- d) In addition to performance guarantee, security deposit @ 5% may be deducted from each bill raised by the agency if so required by the ITD.

If the approved bidder fails to deposit the required performance guarantee within the stipulated period, the bid may be cancelled and the amount of earnest money may be forfeited at the sole discretion of ITD.

Agreement between the parties:

40. An agreement on non-judicial stamp paper for Rs.100/- is to be signed by between the ITD and approved bidder (Successful Bidder) for the work under this RFP Process. The draft

of agreement is to be approved by the ITD. The bid submitted by the successful bidder shall form part of the agreement.

Term of the agreement:

41. The term of agreement under this RFP process will be for three years.

Validity of Bid:

42. After opening of financial bids, the validity of bids would be 120 days, within which a decision is to be taken on financial bids.

43. It is clarified that the ITD shall be free to reject any RFP bid or a part of it (including the lowest one) without assigning reasons for it.

44. No RFP received after the stipulated date & time shall be considered.

45. If any bidder chooses to send the RFP by post/courier and it does not reach in time, the ITD shall not be responsible for it.

46. The RFP form(s) and annexure(s) to it must be filled in by ink/typed and they must be legible.

47. If some of the document/annexure(s) is/are missing, the ITD has the right to reject the RFP as INVALID RFP.

48. The Earnest money of the successful/unsuccessful bidder(s) will be returned without interest, whenever it is due for return except in case of forfeiting.

49. No additional condition(s) from the bidder would be accepted.

Confidentiality

50. ITD would treat all information submitted as part of the proposal in confidence and not divulge any such information unless ordered to do so by any Authority that has the power under law to require its disclosure.

CHAPTER III

Schedules/Annexure

(To be kept in the Envelop of Technical Bid)

To,

The Principal Commissioner of Income Tax
A-2D, Aaykar Bhawan,
Sector – 24, Noida

**Subject:- Submission of RFP for Providing Facility Management Services
(FMS) at Income Tax Office building, A – 2D, Sector – 24, Noida**

Dear Sir,

With reference to your RFP inviting notice No. _____ after examining the Floor Drawings, Utility Drawings, Scope of Work (SOW), Schedule of Equipments/details of installations etc. in the Income Tax Office building, at A – 2D, Sector – 24, Noida & its premises and having visited/examined the said building and also having acquired information about the said building, I/We hereby offer to undertake the job specified on the Terms& Conditions of the RFP with its annexure (s) for the duration of the three years at the rates mentioned in the Financial bid From (Schedule-C).

1. The cost of the RFP Document (Rs.2,000/-) has been deposited by me vide receipt No. _____ dated _____ with the ITD. Photocopy of the receipt is enclosed.
2. Amount of Earnest money is being deposited in sealed envelope vide enclosed DD/ Banker's Cheque No. _____ dated _____ in favour of the Zonal Accounts Officer, CBDT. The DD/Banker's cheque is payable at Meerut and drawn on _____ (bank name).
3. The Contract Period commences from latest by 10th day from the date of issue of letter of acceptance (Letter of award) by the ITD/submission of performance guarantee, whichever is later and the period of contract would be three years. However, the payment shall be for actual period.
4. I/We agree to abide by the process to be evolved by the ITD for evaluating the technical and financial bids.
5. Should this RFP be accepted, I/We hereby agree to abide by Terms and Conditions (Schedule-B) along with its annexure(s) attached hereto duly signed by me/us. I/We am/are not putting any additional condition from my/our side.
6. All the schedules and documents necessary in this connection are enclosed hereto. All the documents/photocopies of the documents have been self-attested by me/us and the ITD is free to prosecute me/us in a competent court of law if any of the documents/photocopies of the documents is/are found to be false or forged.
7. Other necessary details about us are given in the Technical RFP from (Schedule-A) and Bio-data of the Bidder (Annexure-1) enclosed herewith.
8. List of the documents being submitted by me/us in support of my/our technical bid is as under:-

S. No.	Particulars of the Document(s) enclosed
1.	Schedule-A 'Technical RFP document duly filled in and signed on each page
2.	Schedule-B 'Terms and Conditions of the RFP duly filled in& signed on each page.
3.	Annexure-1 'Bio –data of the Bidder' duly filled in and signed on each page.
4.	Annexure-2 'Civil Housekeeping and Horticulture services with service levels' duly signed on each page.
5.	Annexure-3 'All Services consisting of Electrical, HVAC, firefighting and Plumbing works with service level' duly signed on each page.
6.	Annexure-4 'Security systems consisting of CCTV system, Access controls, premises security equipments and manual guarding services with service level' duly signed on each page.
7.	Annexure-5 'Maintenance of guest house services with service level' duly signed on each page.
8.	Annexure-6 'Deployment Plan' duly prepared and signed on each page. Minimum Manpower has been indicated in the plan.
9.	Annexure-7 'Action Plan' duly prepared and signed on each page.
10.	Annexure-8 'Self Appraisal (Competency Statement)duly prepared and signed on each page.
11.	Annexure(s) 09 to 12Inventory lists of various installations in the ITD building duly signed on each page.
12.	Annexure-13 'Problem Response Time Chart' duly signed on each page.
13.	Annexure-14 'Anti collusion certificate' duly signed by bidder.
14.	A self attested copy of the constitution of the Agency.
15.	Other Documents, which the bidder has annexed in its bid's support.
a.	
b.	
c.	
d.	
Signature of the bidder	
Name of Signatory	
Status/Post of the Signatory	
Name of the Company/Agency	

Schedule-A 'Technical Bid Form'

**RFP FOR FACILITY MANAGEMENT SERVICES (FMS) AT OFFICE
BUILDING OF INCOME TAX DEPARTMENT AT A – 2D, SECTOR – 24,
NOIDA**

Ref:- _____

1.	Department inviting the RFP	
2.	Reference of ITD	
3.	Work or Services to be outsourced under RFP	Facility Management Services at Income Tax office building at A-2D, sector 24, Noida - 201301
4.	Estimated cost of the work under RFP	
5.	Officer inviting the RFP	
6.	Date, time and place for receiving the sealed RFP	
7.	Date for Pre-bidConference	
8.	Date by which,clarifications to be issued on issues raised during pre-bid conference	
9.	Date, time and place for opening of technical bids	
10.	Tentative date by which the bidder has to start the work.	
11.	Name of the Bidder with Name, Particulars, Address, Telephone Nos. with STD code and mobile No.	
	E-mail Id	
	Website	
12.	RFP form cost Rs. 2000/- deposited vide	DD/Banker's Cheque No. _____ dated _____ for Rs.2000/- (original DD/ Banker's Cheque enclosed herewith)
13.	Earnest Money	DD/Banker's Cheque No. _____ dated _____ (original DD/ Banker's Cheque enclosed in sealed envelope)
14.	Registration Particulars of the Bidder	Status (Company/Firm/etc.)
	Registration No. & date	
	Registered Office	
	Law under which registered	
	Validity Period of Registration, up till date	

15.	Business Turnover of the bidder during last 3 Financial Years (Housekeeping & Facility Management Services)	
Financial Year	Annual Business Turnover (in Rs. lakh)	Documentary Proof as annexure number
2014-15		Annexure ____ at Page__
2015-16		Annexure ____ at Page__
2016-17		Annexure ____ at Page__
16.	Sales Tax/VAT/Service Tax Regn. No.	Annexure ____ at Page__
17.	GST Regn. No.	Annexure ____ at Page__
18.	Income Tax Account No.	Annexure ____ at page ____
19.	Audited (by CA) Balance Sheet & P/L Account of the bidder for last 3 years to be enclosed.	
Financial Year	Yes/No	Annex. No.
2014-15		Annexure ____ at page ____
2015-16		Annexure ____ at page ____
2016-17		Annexure ____ at page ____
20.	Amount of Income tax paid by the bidder for last 3 Assessment Years	
Assessment Year	Income tax paid (Rs.)	Copy of Assessment order at Annex No.
		Annexure ____ at page ____
		Annexure ____ at page ____
		Annexure ____ at page ____
21.	Details of Bidder's Bank is as under:	
	1.	
	2.	
22.	Name of designation of the Authorized Signatory:	
	Name and Designation	
	Address	
	Contact Nos.(including Mobile No.)	
23.	Bio-data of the Bidder(Annexure -01to Terms & Conditions) duly filled in enclosed or not (Yes/No)	Annexure ____ at page ____
24.	Deployment Plan of Officers/ Executives/ Staff to	Annexure ____ at page ____

	look after day to day execution of FMS as required vide Terms & Conditions, enclosed or not (Yes/No)	
25.	Detailed Action Plan for implementing the FMS as required vide Terms & Conditions, enclosed or not (Yes/No)	Annexure——at page——
Signature of the Bidder		
Date		
Name of the Bidder company		
Status or post held by the person signing and submitting this bid		
Contact phone no. with STD code (including Mobile No.)		

Schedule –B

Terms and conditions of the RFP duly signed on each page

Annexure -01 “Bio-- Data of the Bidder”

**RFP FOR FACILITY MANAGEMANT SERVICES (FMS) AT OFFICE
BUILDING OF INCOME TAX DEPARTMENT AT A – 2D, SECTOR – 24,
NOIDA**

Ref:- _____

Bio- Data of the Bidder

1.	Name of the Company/Agency					
2.	Registered Office	Address				
Telephone Nos. (including Mobile Nos.):						
Fax No.						
Email ID						
Website						
3.	Name of the Promoters of the Company					
4.	Is the Company/Agency is Registered (Yes/No)					
4.1	If yes, give details under what Act/Rules					
4.2	Registering Authority with Full Address					
4.3	Registration Number					
4.4	Registration is valid up till date					
5.	Name & address of the Directors/Officers bearers of the Company/Agency					
	S. No.	Name	Qualifications	Post	Address	Telephone Nos.
1.						
2.						
3.						
Note:- Annex a separatelist if space provided is not sufficient						
6.	Authorized offices bearers for dealing with the ITD in relation with this RFP					
	S. No.	Name	Qualifications	Post	Address	Telephone Nos.
1.						
2.						
7.	Local(NCR) Address of the Company/Agency					
7.1	Contact person(s) with full address of the Company and					

	TelephoneNos.inNCR				
S. No.	Name	Qualifications	Post	Address	Telephone Nos.
1.					
2.					
8.	Does a CA audit the Company for every financial year?(Yes/No)				
8.1	If yes, enclose audited Balance Sheet and P&L Account for the 3 preceding years (Please enclose and maintain the enclosure number)				
F.Y. 2016-17				Annexure No.——at page——	
F.Y. 2015-16				Annexure No.——at page——	
F.Y. 2014-15				Annexure No.——at page——	
9.	Cash Flow statement required for the last 3 years (Please enclose and mention the enclosure number)				
F.Y. 2016-17				Annexure No.——at page——	
F.Y. 2015-16				Annexure No.——at page——	
F.Y. 2014-15				Annexure No.——at page——	
10.	Income Tax clearance certificate required for Assessment year 2017-18(or latest available)		Annexure No.——at page——		
10.1	PAN/TAN numbers of the Company/Agency				
11.	Is the Company/Agency registered under Sales Tax /VAT/GST?(Yes/No)				
11.1	If yes, please give registration number				
11.2	Please enclose the Registration Certificate (Please mention the enclosure number)		Annexure No.——at page——		
12.	Is the Company/Agency ISO 9000 series certified? (Yes/No)				
12.1	If Yes, please provide a copy of the Certification (Please mention the enclosure number)		Annexure No.——at page——		
13.	Does the Company/Agency have records that prove that only qualified personnel are performing work in the Company/Agency (Yes/No)				
13.1	If yes, provide a copy of the records.(Please mention the enclosure number)		Annexure No.——at page		

14.	Does the Company/Agency have all environment permits required to conduct operations like House Keeping Services and Facility Management Services?				
14.1	If yes, provide a copy of the records.(Please mention the enclosure number)			Annexure No.——at page	
15.	Does Insurance/Workers Compensation cover the Company's workers?(Yes/No)				
16.	Is the Company/Agency capable of making payments to its staff if the release of payment is delayed from ITD for some reason?(Yes/No)				
17.	Can the Company/Agency operate without depending on its customers for working capital needs? (e.g. for inventory,equipment financing etc.(Yes/No)				
18.	Is Company/Agency having the requisite License from the Labour Department for Labour Contract?				
18.1	If yes, provide a copy of the records. (Please mention the enclosure number)			Annexure____at Page_____	
19.	Is the Company having modern machines for House Keeping/up keeping services?(Yes/No)				
19.1	If Yes, List be given in the following format.				
Sl. No.	Name/ Category of the Machine	Make/ Company	Nos. of Machines	Whether operator is there or not?	Qualifications of the Operator
1.					
2.					
20.	Whether the Company/Agency is providing/has provided House Keeping andFacility Management Services to any Govt./Public Sector undertaking Organization in the country during the last 3 years?(Yes/No)				
20.1	If Yes, furnish information in the following format about 5 organizations, who the bidder considers to be the top 5 organizations.				
Sl.No	Name of the Organization with Address & Contact Number	Period		Enclose documentary proof with marked annexure number	

		From	To	
1.				Annexure__at Page__
2.				Annexure__at Page__
3.				Annexure__atPage__
21.	Whether the Company/Agency is providing/has provided House Keeping and Facility Management Services to private sector Companies/Corporate(s) in the country during the last 3 years?(Yes/No)			
21.1	If Yes, furnish information in the following format about 5 Companies/Corporate(s), whom the bidder considers to be the top 5 Companies/Corporate(s).			
Sl. No.	Name of the Organization with Address & Contact No.	Period		Enclose documentary proof with marked annexure number
		From	To	
1.				Annexure__atPage__
2.				Annexure__atPage__
3.				Annexure__at Page__
22.	Financial Capacity of the bidding agency to handle projects at a time to tune of cost (Rupees in crore).	Rs._____		
		In words Rupees_____		
22.1	Total amount of Projects presently in hand.	Rs._____		
		In words Rupees_____		
22.2	Liabilities yet to be cleared under the present projects in hand.	Rs._____		
		In words Rupees_____		
Signature of the Bidder				
Name of the Signatory				
Status/Post of the Signatory				
Name of the Company/Agency				
Date				

Annexure-02

‘Civil, House Keeping and Horticulture services with service levels’ duly signed on each page

‘CIVIL HOUSE KEEPING AND HORTICULTURE SERVICES

1. The ‘Civil House Keeping and Horticulture services include the following services:-
 - (a) Cleaning, dusting & Sweeping services.
 - (b) Waste Management.
 - (c) Pest Control and Termite Treatment Services.
 - (d) Maintenance of water and sewage treatment plant area
 - (e) Horticulture services
 - (f) Interior decoration.
 - (g) Dry Cleaning etc.
 - (h) Signage, direction boards and guide maps.
 - (i) Maintenance and operation of Recreation room.
 - (j) Maintenance and operation of parking and allied system.
 - (k) Any other aspect not mentioned here but required under this RFP.
2. The details of the services required to provide by the agency under above mentioned services is as under:-

(a) Cleaning & Sweeping Services:

1. The approach to housekeeping and up keeping services will be governed by international principles. The agency will use scientific methodologies for cleaning activities. High-powered cleaning machines (heavy duty and light duty, as per requirement) would be used to supplement the human efforts and it will ensure a perfect combination of men and machines. Façade of the buildings should be cleaned thoroughly and periodically to ensure the best outlook. The agency will use scientific methodologies for façade/glazed work cleaning activities.

2. Cleaning, Sweeping and washing of the area under housekeeping services including kachcha or pucca area including office area, toilets and other constructed or un-constructed area, roads using medium duty scrubber-drier machines, Vacuum cleaners, Buffers, High Pressure Jet Machines, Walk behind manual/machined Sweepers etc.

3. Machines as mentioned at para 2.1 to be used in the rooms will be light duty machines, so that the floor tiles/stone is not damaged.

4. Brushes in scrubbers and other machines to be used in sweeping and cleaning work will be of such quality that it does not damage or harm the floor of rooms and corridors.

5. The staff to be deputed for housekeeping and up keeping services would be well trained in the job and they will also be trained for personal and site hygiene.

6. The agency will ensure that chemicals and cleaning agents of pleasant odor and biodegradable composition would be used in the ITD building premises.

7. The sweeping and cleaning services to be provided include, but are not limited to:-

- Maintenance of floors (Carpeted and solid), walls (solid and glass), ceilings, partitions, screens, windows, doors etc.
- Maintenance of all features of the area such as artifact statues and structures, paintings, lamps, chandeliers etc.
- Utilize special cleaning machines as and when required.
- Work out strategy schedules which suits the peak time of visitors/staff/traffic movement and demands of the occupants.

8. The agency has to ensure the time table, frequency and service level for sweeping and cleaning services as under:-

Time Table, frequency and service level for sweeping and cleaning services

S.No.	Service	Responsibility of the Service Provider/FMS Agency	Frequency of Service	Required Service level
1.	Sweeping/mopping up and Cleaning activities in the ITD building at A – 2D, Sector – 24, Noida and its premises.	Total sweeping and washing of all the rooms and toilets.	Every day between 6.00 am to 8.00 am, and thereafter immediately on demand during the office hours.	Clean and dust free area all the time. Healthy working environment to the satisfaction level of the occupants and visitors. Complaints to be reduced to almost ZERO level.
2.	As above	Removal of unwarranted posters, papers etc. from all the rooms and attached toilets.	Every day between 6.00 am to 8.00 am, and thereafter immediately on demand during the office hours.	As above
3.	As above	Total sweeping and washing of corridors, staircases, general toilets/bathrooms	Every day between 6.00 am to 8.00 am, and thereafter continuously till the office is open.	As above
4.	As above	Removal of unwarranted posters, papers etc. from corridors, staircases, general bathrooms/toilets, staircases,	Every day between 6.00 am to 8.00 am, and thereafter continuously till the office is open.	As above

		railings etc.		
5.	As above	Placing fresh tablets/cakes of odonil, phenol or any other fragrance regularly in all the attached and general toilets/bathrooms.	Regularly and always.	As above
6.	As above	Soap cakes or liquid soap on all the washbasins.	Regularly and always.	As above
7.	As above	Cleaning and sweeping of all the lifts/elevators in the building.	Every day between 6.00 am to 8.00 am, and thereafter continuously till the office is open.	As above
8.	As above	Emptying and cleaning all dustbins/waste bins in the rooms of the building.	Every day between 6.00 am to 8.00 am, and thereafter continuously till the office is open.	As above
9.	As above	Emptying & cleaning all the dustbins/waste bins in corridors of the building.	Every day between 6.00 am to 8.00 am, and thereafter continuously till the office is open.	As above
10.	As above	Sweeping, washing and cleaning of all the water-huts and pantry in the building.	Every day between 6.00 am to 8.00 am, and thereafter continuously till the office is open.	As above
11.	As above	Man-holes, sewage lines, and drainage systems in the building, toilets are to be kept operational.	Regularly and all the time.	As above

12.	As above	Cleaning of ATP and external glass cover all around the building.	Once in a month.	As above
13.	As above	Cleaning of all the windows, window glasses, doors and ventilators with appropriate liquid/chemicals.	Regularly and every day in the morning between 6.00am to 8.00am in different areas to maintain a periodicity of maximum 7 days.	As above
14.	As above	Cleaning of entire façade of the building.	Regularly and every day in different area to maintain a periodicity of maximum 30 days in a particular area.	As above

(b) Waste management:

The nature of activities and official job in the building premises regenerate waste of two categories, i.e., non-biodegradable waste and biodegradable waste. The Agency will manage the daily disposal of the waste material as follows:-

Service	Responsibility of the Agency:	Frequency of Service	Required level of Service:
Waste Management	Safe transportation of the waste out of the premises on daily basis by its own means and its disposal as per norms prescribed by Government Act/Rules or / and Noida bye-laws.	Daily	No waste is visible in the premises area. Healthy work environment to the satisfaction level of the occupants and the visitors.

(c) Pest Control and Termite Treatment Services:-

The building of ITD houses a number of services under its roof and many a services by the very nature of their purpose often support other live forms and insects whose presence is undesirable within the premises and their presence may damage the valuable record, furniture, machines and cables etc. These live forms and insects are hence termed as ‘pest’.

Service	Responsibility of the Agency:	Frequency of Service	Required level of Service:
Pest Control and Termite Treatment Services	(1) The agency has to run regular and effective pest control activities to ensure that no ‘pests’ come to existence in the building premises. (2) The ‘pest’ control measures shall be administered only through government approved ‘pest control agencies’	(1) General dis - infestations against mosquitoes, spiders etc. Once a fortnight. (2) General dis-infestations against cockroaches, house flies and mosquito larvae- Once a fortnight. (3) Anti-malarial fumigation-Once a fortnight. (4) Rodent and reptile control-need based.	(1) No ‘pests’ or termite is visible in the premises area. (2) Neat and clean as well as healthy work environment to the satisfaction level of the occupants and the visitors.

- Besides the above there are some areas, which are likely to be more infested, i.e. drain outlets, pantries and toilets. Spray of suitable insecticide will be required in such areas every week preferably on Sundays and Holidays.
- It is likely that termites may come in existence in the building premises, which may damage not only the records and furniture but also adversely affect the environment conditions. The Agency has to run regular termite treatment programs/activities.

CIVIL PART OF PLUMBING/OTHER CIVIL SERVICES

S.No.	Service to be provided or items to be maintained	Responsibility of the Service Provider/FMS Agency	Frequency of Service	Required service level
1.	Sanitary Repairs- Plumbing	<p>(a) Maintenance of all valves, taps floats, cisterns, basins, commodes, urinalsetc. and other plumbing and sanitary fittings.</p> <p>(b) Ensure that the pressure of water supply for the fire fighting system is maintained at the required level.</p> <p>(c) Supply and drainage to and from water cooler and water filter.</p> <p>(d) Assist pest control vendors in their efforts by opening the drainage chambers, to spray insecticides as and when required.</p> <p>(e) Test the drinking water every month for potability and corrective measures to be taken as and when necessary.</p> <p>(f) Coordinate with the concerned vendor/s for major breakdown maintenance.</p>	Round the clock monitoring of the system installed.	To be checked daily.
2.	Carpentry Work/Aluminum work	<p>(a) To carry out all the minor repair work inside the building.</p> <p>(b) To ensure all interior & exteriors are maintained properly.</p> <p>(c) Follow checklist for doors, windows, door knobs, skirtings, partitions, tables, chairs, cupboards, workstations, curtains, blinds, fixtures etc., and attend to any repair works if required.</p> <p>(d) Will coordinate with ITD authorities for any repairs to be carried out.</p> <p>(e) To procure materials during emergency.</p>	Daily monitoring required.	To be checked daily at 5.30 PM
3.	Furniture/ False ceiling work	<p>(a) Periodic checks for the system.</p> <p>(b) Need-based maintenance support</p> <p>(c) Coordination with the vendor for major repair work.</p>	Weekly	To be checked every Saturday

Annexure-03

‘All Services consisting of Electrical, HVAC, firefighting and Plumbing works with service level’ duly signed on each page

S.No.	Services to be provided or items to be maintained	Responsibility of the service provider/ FMS agency	Frequency of the services	Required service level
1.	DG Set complete setup including aux. system, cooling towers, fuel tanks, pumping systems etc.	All in all maintenance of the DG Set as per the manufacturer’s guidelines, Service Book, POL etc. Actual consumption of POL will be paid.	The Service Provider has to keep the trained operators and helpers in shifts for proper upkeep and operation of the DG Set	<p>Minimum down time, coordination with the power supply agency for uninterrupted power supply round the clock.</p> <ul style="list-style-type: none"> • Log electrical meter readings • Carry out NO LOAD testing of DG Set daily • Check DG Set ON LOAD on weekly basis • Keep records of diesel consumption • Ensure adequate diesel in fuel tank at all times • Ensure all batteries are healthy.
2.	Electrical substation, 11 KV including all HT/LT panels, synchronization panel, AMF, APFC, Change over, Transformers, Cables, and	All in all maintenance of the various electrical installations specified including all spares, T&P manpower.	The Service Provider has to keep the trained operators for proper operation and observation round the clock.	<p>Minimum down time, coordination with the power supply agency for uninterrupted power supply round the clock.</p> <p>Job responsibility</p> <ul style="list-style-type: none"> • Track the consumption of all consumables. • Ensure all indication bulbs in panels are functional. • Ensure ventilation in LT/Transformer /DG room is proper

	associated earthing systems etc. complete setup installed in Basement, i.e., service block/at ground level& all panels, floor, Panels,distribution boards, rising mains, bus ducts, UPS System and other LT electrical system setup, etc.			and adequate. <ul style="list-style-type: none"> • Ensure all ACB's / MCCB are healthy. • Ensure that Capacitor panels are functional. • Ensure all batteries are healthy • All alarms to checked and logged. • Check all electrical installation viz. Panel rooms, LT/HT Room/DG Room for any abnormality.
3.	Lifts and Escalators	All in all maintenance and operation of the lifts and escalators as per manufacturer's Guidelines	The Service Provider has to keep the trained operators for proper operation round the clock.	Minimum down time, coordination with the original equipment manufacturer for uninterrupted services round the clock.
4.	Fire Detection Systems; Fire Hydrant and Sprinklers	All in all maintenance and operation of the various	The Service provider has to keep the trained	Minimum down time, coordination with the original equipment manufacturer for uninterrupted services round the clock

	<p>Systems, CO₂ flooding system, portable fire extinguisher and other fire fighting equipments including all fire fighting, pumping and allied systems, etc.</p>	<p>Fire Detection Systems, Fire Hydrants and Sprinklers Systems etc. specified including all Spares.</p>	<p>operators for proper vigilance round the clock. 100% working of the systems all the time. Minimize false alarm, periodic routine testing.</p>	<p>Ensure that it is operational & useable always.</p> <p>Fire Alarm System</p> <ul style="list-style-type: none"> • Round the clock monitoring of the equipment & systems installed. • Carrying out the necessary schedule operations, testing and maintenance of the system and its various components as per OEMs recommendations and recording the same. • Checking of all equipment as per schedules & checklists. • Cleaning of all Equipment & Systems. • Attending to alarm calls and co-ordinating with the relevant security / fire fighting team. • Recommending necessary changes / updates to the system as and when warranted regarding the property's insurance interests and value enhancement. <p><u>Fire Extinguishers</u></p> <ul style="list-style-type: none"> • Regular checking of all the extinguishers. • Refilling of the equipment as per the specifications provided by OEM • Check availability of all the extinguishers in different location of the premises • Check visibility of the extinguishers • Coordinate to arrange for proper
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				<p>signage</p> <ul style="list-style-type: none"> • Coordination for AMC
5.	<p>Central Air Conditioning Plant including chillers, Hot water generators, AHUs, FATUs, pumps, all ducting, ventilation systems and all other equipment in HVAC plant setup including BMS system complete in all respects.</p>	<p>All in all maintenance of the various Central Air Conditioning Plant, as specified by the original manufacturer including all spares Scheduled Operation & maintenance, follow-up with OEM / third party service providers, maintain scheduled check lists, formats attend customer's service requisition.</p>	<p>Temperature 23deg +/- 1deg. or as decided by ITD. Response and resolution time less than 24 hrs. Ensure proper essence of the contract with OEM. The Service Provider has to keep the trained operators for proper operation during the working hours and as and when required.</p>	<p>Availability of the equipment in working condition at all times. Start up the plant as required, carry out the operation of the plant during the day, monitor the operating parameters and log the relevant parameters, report any operational snags and abnormalities to the AC supervisor. Maintenance of the cooling towers and periodical physical verification of the temperature at the office spaces and data logging.</p> <p><u>Job Responsibilities include:</u></p> <ul style="list-style-type: none"> • Ensure overall health of all the equipment. • Ensure all critical parameters as per OEM requirement and as per operation manual are maintained. • Ensure proper daily operation of the system. • Carry out routine maintenance of all equipment. • Physical condition of the chiller plant and the surroundings is clean. • Start at scheduled time. • Ensure proper running. • Monitor the temperature at all locations (regular intervals). • Shut down at designated time. • Any request for operating of equipment other than normal time to be entertained as per approved and

				<p>agreed guidelines.</p> <ul style="list-style-type: none"> • Maintain logbooks, checklists and PPM activities chart.
6.	<p>Internal wiring Work up to DB and all fixtures, Intelligent lighting controls installed at site, earthing.</p>	<p>All in all maintenance including the manpower for proper operation.</p>	<p>The Service Provider has to keep the trained operators for proper vigilance round the clock. Any consumables will be paid extra as per actuals.</p>	<p>Availability of the equipment in working condition at all times</p> <p><u>Job Responsibilities:</u></p> <ul style="list-style-type: none"> • Ensure the entire electrical distribution system is healthy. • Ensure lighting in all areas is adequate. • Ensure all the fused bulbs / tube lights are replaced as and when required. • Maintain proper inventory of all bulbs /tube lights /spares. • Track the consumption of all consumables. • Ensure all exhaust fans are in running condition. • Ensure all emergency lights are functional. • Operation of all office area lights as per requirements.
7.	<p>EPABX and all associated communication systems like Hot lines, BSNL/MTNL /other service provider connections etc.</p>	<p>Provide help & coordination for maintaining telephone network of the premises; attend to wiring</p>	<p>Provide support to ensure 100% uptime round the clock for 24 x 7 x 365 days operation.</p>	<p>To provide support to ensure satisfactory performance of the system. Periodical checking of the system and the utilities etc.</p> <p><u>Job responsibilities:</u></p> <ul style="list-style-type: none"> • Provide help and coordination for maintaining telephone network of the premises. • To attend to wiring problems and rectification of the same.

		problems, coordination with OEM for services.		<ul style="list-style-type: none"> • Coordination with the OEM for and defect rectification during DLP of the system and onwards. • Coordination with the OEM for AMC of the system.
8.	Audio, video projections, etc. in conferencing and other systems in Conference Hall, Training Room and other Meeting Rooms, TV Systems, PA Systems etc. as installed complete in all respects.	All in all maintenance of the various installations as per the manufacturer guidelines, Service book.	The service provider has to keep the trained operators. Provide support to ensure 100% uptime for operation as per schedule.	<p>*To provide support to ensure satisfactory performance of the system periodical checking of the system and the utilities etc.</p> <p>*Availability of the equipment in working condition at all times.</p> <p>*Coordination with the OEM for AMC of the systems.</p>
9.	All electro-mechanical and other allied sewage and water treatment plant equipments complete in all respects.	All in all maintenance including the manpower for proper operation	The Service provider has to keep the trained operators for proper vigilance round the clock. Any consumables will be paid extra as per	<p>Availability of the equipment in working condition at all times</p> <p><u>Job Responsibilities</u></p> <ul style="list-style-type: none"> • Ensure the entire electrical mechanical system is healthy. • Ensure water availability in all areas is adequate. • Ensure all the components of system are attended as and when required in addition to routine preventive maintenance. • Track consumption of all

			actuals.	consumables/spares <ul style="list-style-type: none"> • Ensure exhaust system is in running condition
10.	Landscape and facade lighting	All in all maintenance	The service provider has to keep the system healthy. Any consumables will be paid extra as per actuals.	Availability of the lighting system in working condition at all times <u>Job Responsibilities</u> <ul style="list-style-type: none"> • Ensure the entire electrical distribution system is healthy. • Ensure lighting in all areas is adequate. • Ensure all the fused lamps/tube lights are replaced as and when required • Maintain proper inventory of all lamps/tube lights/spares • Track the consumption of all consumables. • Operation of all lights as per requirements/aesthetics.

Note: The agency has to necessarily ensure that all the equipments/installations must be maintained and operated as per standard/laid down procedure as suggested by respective original equipment manufacturers.

Annexure- 04

**'SECURITY SYSTEM CONSISTING OF CCTV SYSTEM, ACCESS CONTROLS,
PREMISES SECURITY EQUIPMENTS AND MANUAL GUARDING SERVICES
WITH SERVICE LEVEL' DULY SIGNED ON EACH PAGE**

**PROVISIONAL INVENTORY LIST
SPECIFICATIONS OF INVENTORY**

Note : This section details will be added later to the RFP/Tender, if required.

Annexure- 05

**'GUEST HOUSE SERVICES WITH SERVICE LEVEL' DULY SIGNED ON EACH
PAGE**

**PROVISIONAL INVENTORY LIST
SPECIFICATIONS OF INVENTORY**

Note : This section details will be added later to the RFP/Tender, if required.

Annexure-06

**RFP FOR FACILITY MANAGEMENT SERVICES IN OFFICE BUILDING OF
INCOME TAX DEPARTMENT AT A – 2D, SECTOR – 24, NOIDA**

Ref.....

DEPLOYMENT PLAN TO BE SUBMITTED BY THE BIDDER

After examining the Floor Drawings, Utility Drawings, Scope of Work [SOW], Schedule of Equipments/details of installations etc. in the office building of the ITD at A-2D, Sector-24, Noida and its premises and having visited/examined the said building and also having acquired the requisite information, I/We.....(name of the Agency) hereby propose the following deployment of officers/executives/staff/manpower to execute day-to-day scheduled operation and maintenance under House Keeping and Facility Management Services according to terms and conditions of this RFP :-

S.No.	Officer/Executive/Staff Particulars (Post Details)	Minimum Qualifications	Job Chart	Details of the officer to be responsible.

Note : Deployment plan should be supported by complete break up details.

Signature of the Authorised Person

Agency.....

Annexure-07

**RFP FOR FACILITY MANAGEMENT SERVICES IN OFFICE BUILDING OF
INCOME TAX DEPARTMENT AT A – 2D, SECTOR – 24, NOIDA**

Ref :- NIT No.....

PROPOSED ACTION PLAN TO BE SUBMITTED BY THE BIDDER

After examining the Floor Drawings, Utility Drawings, Scope of Work(SOW), Schedule of Equipments/details of installations etc. in the office building of the ITD at A-2D, Sector-24, Noida and its premises and having visited/examined the said building and also having acquired the requisite information about the said building, I/We _____(name of the Agency) hereby submit the proposed action plan for execution of day-to-day scheduled operation and maintenance under House Keeping and Facility Management Services according to terms and conditions of this RFP :-

S.No.	Activities	Proposed Action Plan by the Bidder
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Note :- Extra paper sheets may be added by the bidder for preparing the detailed action plan.

Signature of the Authorised Person

Agency_____

Annexure -08

**RFP FOR FACILITY MANAGEMENT SERVICES IN OFFICE BUILDING OF
INCOME TAX DEPARTMENT AT A – 2D, SECTOR – 24, NOIDA**

Ref :- NIT _____

Self Appraisal or Self Competency Statement by the bidder in terms of Para _____ of
Schedule-A ‘Terms and Conditions’

Signature of the Authorised Person

Agency _____

Annexures 09-12
INVENTORY LISTS OF VARIOUS INSTALLATIONS & ITEMS IN OFFICE
BUILDING OF INCOME TAX DEPARTMENT AT A – 2D, SECTOR – 24, NOIDA

Enclosed 15 Pages

NOTE:

- 1. ALL THE QUANTITIES GIVEN IN THE LISTS ARE TENTATIVE AND JUST TO GIVE THE BIDDERS THE IDEA OF THE QUANTUM OF WORK. IF SOMETHING IS NOT MENTIONED IN THE LIST AND IS REQUIRED TO BE MAINTAINED TO KEEP THE SYSTEMS WORKING IT SHALL BE DEEMED TO BE INCLUDED IN THE SCOPE OF THE BIDDER UNLESS AND UNTIL SPECIFICALLY EXCLUDED.**
- 2. THE BIDDERS ARE ADVISED TO CLARIFY ALL SUCH THINGS AT THE TIME OF THE SITE VISIT AND DURING PRE-BID DISCUSSIONS.**
- 3. THE INTENT IS VERY CLEAR THAT THE SUCCESSFUL BIDDER HAS TO MAINTAIN THE ENTIRE OFFICE BUILDING AND ITS PREMISES/ SPECIFIED AREAS IN TOTALITY AND COMPREHENSIVELY**

INVENTORY OF CIVIL ITEMS

S.NO.	DESCRIPTION OF ITEMS	UNIT	QUANTITY
1.	Granite Flooring (including skirting)	Sqm.	2,302.75
2.	Granite Stone Cladding	Sqm.	609.56
3.	Italian Flooring/Cladding/Counter Top etc	Sqm.	1,170.77
4.	White sand stone	Sqm.	987.24
5.	Teak Wood Door Frames	Cum.	4.38
6.	Flush Door Shutter (including laminate)	Sqm.	219.30
7.	Gypsum Board Ceiling	Sqm.	53.90
8.	1mm thick M.S. Sheet Door	Sqm.	12.31
9.	M.S. Rolling shutters (i/c gear box, bearing etc.)	Sqm.	21.69
10.	Cement concrete flooring	Sqm.	151.79
11.	Kota stone slab flooring (including skirting)	Sqm.	394.03
12.	Ceramic glazed wall tiles	Sqm.	1,053.15
13.	Ceramic glazed Floor tiles	Sqm.	918.71
14.	Vitrified floor tiles (including skirting)	Sqm.	2,074.45
15.	Aluminum Doors, Windows & Shutters	Kg.	1,321.14
16.	Water Proofing (External Work) over Ramp	Sqm.	317.52
17.	Water Proofing (Internal Work) Sunken portion	Sqm.	753.70
18.	Water Proofing with insulation over terrace	Sqm.	758.19
19.	Stainless steel finished Door Stopper	Nos.	75.00
20.	Stainless steel finished Bathroom Latch	Nos.	49.00
21.	Stainless steel Handle with Mortise Lock	Each	68.00
22.	Stainless steel Handle without Lock	pair	51.00
23.	Stainless steel finished Door silencer	Nos.	56.00

24.	Stainless steel finished Tower bolt	Nos.	4.00
25.	Stainless steel finished Slid Bolt	Each	2.00
26.	Floor spring machine	Nos.	52.00
27.	100mm brass locks	Each	62.00
28.	Door Closer (aluminum extruded section body)	Nos.	52.00
29.	Full height Glass Partition (toughened)	Sqm.	701.33
30.	CRC Frame Partition	Sqm.	1,047.58
31.	Wall Panelling (i/c Wooden, Plywood & Laminate)	Sqm.	157.90
32.	Wooden Flooring	Sqm.	100.00
33.	Wooden False Ceiling	Sqm.	237.60
34.	Grid Ceiling	Sqm.	4,034.33
35.	POP False Ceiling	Sqm.	319.96
36.	Stainless steel stair case/Cut-out side railing	Meter	483.17
37.	Fully Glass Door (toughened)	Sqm.	24.49
38.	Steel Fire Check door	Sqm.	30.21
39.	Structural glazing with powder coated Aluminum	Sqm.	1,971.52
40.	Aluminum Composite Sheet Cladding	Sqm.	2,809.48
41.	SS canopy with 12 mm toughened glass	Sqm.	78.00
42.	Graphics/signages (Internal)	Sqm.	97.00
43.	Main signages (External)	Nos.	1.00
44.	Glass Film	Sqm.	372.44
45.	Water cooler with 80 ltrs	Nos.	7.00
46.	Telescopic Sliding door	Nos.	1.00
47.	Poly-carbonate sheet (i/c M.S. structure) Terrace	Sqm.	109.02

48.	Poly-carbonate sheet (i/c M.S. structure) Ramp	Sqm.	92.23
49.	Glass Mosaic Tiles	Sqm.	128.20
50.	AAC blocks masonry with 100mm thick	Sqm.	1,790.49
51.	AAC blocks masonry with 200mm thick	Cum.	433.94

INVENTORY OF FIRE FIGHTING SYSTEM

1.	Fire Fighting M.S. Pipe		
1.1	25mm dia	Meter	893.93
1.2	32mm dia	Meter	85.64
1.3	40mm dia	Meter	78.02
1.4	50mm dia	Meter	122.55
1.5	65mm dia	Meter	162.83
1.6	80mm dia	Meter	145.06
1.7	100mm dia	Meter	87.65
1.8	150mm dia	Meter	540.52
1.9	200mm dia	Meter	12.00
2.	Hose Pipe 63mm dia 15meter Long	Nos.	44.00
3.	Gun Metal Coupling 63mm (with male & female)	Nos.	44.00
4.	First-Aid Hose Reel with MS construction spray	Nos.	16.00
5.	Gun metal branch pipe 63mm dia	Nos.	22.00
6.	Non-return valve of following sizes		
6.1	80mm dia	Nos.	2.00
6.2	100mm dia	Nos.	3.00

6.3	150mm dia	Nos.	7.00
6.4	200mm dia	Nos.	2.00
7.	Butterfly valve with Bronze/Gunmetal seat		
7.1	80mm dia	Nos.	6.00
7.2	100mm dia	Nos.	20.00
7.3	150mm dia	Nos.	22.00
7.4	200mm dia	Nos.	4.00
8.	Brass ball valve (full bore type) 25mm dia	Nos.	46.00
9.	Suction coupling for fire brigade drawl	Nos.	1.00
10.	C.I. double flanged sluice valves	Nos.	5.00
11.	4 way fire brigade connection	Nos.	1.00
12.	2 Way FBC of CI body with 3 No. Gun Metal	Nos.	1.00
13.	Air release valve with screwed inlet 25 mm dia.	Nos.	5.00
14.	Standard fireman's axe	Nos.	16.00
15.	Pressure switch with suitable for 1-10 Kg/cm ²	Nos.	5.00
16.	G.M. Sprinkler Head set	Nos.	530.00
17.	Flexible Drop Connection for Sprinkler Heads	Nos.	530.00
18.	Flow switches	Nos.	8.00
19.	Brass ball valve (full bore type)	Nos.	8.00
20.	Control valve 150mm dia	Set	2.00
21.	Air vessel made of 300 mm dia,	Nos.	1.00
22.	Air vessel made of 450 mm dia,	Nos.	1.00
23.	C.I.Y. Type Strainer 150mm dia.	Nos.	3.00
24.	C.I.Y. Type Strainer 100mm dia.	Nos.	1.00

INVENTORY OF FIRE PUMPS & ACCESSORIES

1.	Main fire pump (Diesel engine driven)	Nos.	1.00
2.	Main fire pump (Electric driven)	Nos.	2.00
3.	Electric driven pressurisation pump	Nos.	1.00
4.	Pressure gauge 0-200 PSI (0 - 14 Kg)	Nos.	5.00
5.	Electric panel board (Complete)	Nos.	1.00
6.	Terrace Fire Pump (Complete)	Nos.	1.00
7.	Resilient rubber lined neoprene		
7.1	80 mm dia	Nos.	2.00
7.2	100 mm dia	Nos.	2.00
7.3	150 mm dia	Nos.	12.00
8.	Bore Well 200meter	Nos.	1.00
9.	Making plinth protection 50mm thick	Sqm.	44.63
10.	PVC Pipe 75 mm diameter	Meter	23.75
11.	PVC Pipe 110 mm diameter	Meter	262.70

INVENTORY OF SOIL WASTE VENT PIPE

1.	Soil, waste and vent pipes 50mm dia	Meter	146.89
2.	Soil, waste and vent pipes 100mm dia	Meter	147.89
3.	Terminal guard 50mm dia	Nos.	3.00
4.	Sand cast iron Floor Trap 100x50mm	Nos.	27.00
5.	Single equal plain junction 50x50x50mm	Nos.	14.00
6.	Single unequal plain junction 100x100x50mm	Nos.	17.00

INVENTORY OF PLUMBING FIXTURES

1.	Toilet paper holder	Nos.	48.00
2.	C.P. Bib Cock	Nos.	56.00
3.	C.P brass angle valve	Nos.	141.00
4.	Vitreous china flat back urinal	Nos.	26.00
5.	Kitchen sink with drain board	Nos.	3.00
6.	C.P. brass towel rail 24"	Nos.	36.00
7.	C.P. brass soap dish	Nos.	9.00
8.	Automatic liquid soap dispenser	Nos.	27.00
9.	S.S. hinged grating,	Nos.	110.00
10.	Toughened Glass Frosted Division Plate	Nos.	20.00
11.	C.P. brass hand shower (health faucets)	Nos.	47.00
12.	Sensor operated Faucet Wash Basin	Nos.	32.00
13.	C.P. brass stop cock (concealed)	Nos.	16.00
14.	Sanitary fixtures for handicapped toilets	Set	1.00
15.	Wall mounted W.C.	Nos.	47.00
16.	White solid plastic seat and lid.	Nos.	47.00
17.	Concealed cistern	Nos.	47.00
18.	Over Head Shower Rose	Nos.	9.00
19.	Telephonic Shower	Nos.	9.00
20.	Spout with telephonic shower	Nos.	9.00
21.	Four Way diaverter complete	Nos.	9.00
22.	C.P. Single Lever Basin Mixer	Nos.	17.00
23.	Waste Coupling fool Threaded	Nos.	49.00
24.	Wash basin	Nos.	49.00

25.	4 KLD STP	Nos.	1.00
26.	R.O. System	Nos.	2.00

INVENTORY OF INTERNAL ELECTRICAL WORK

1.	Wiring for Light /Ceiling Fan / Exhaust Fan etc.	Point	914.00
2.	Wiring for Light plug 2 x 2.5 sq.mm FR PVC insulated	Meter	2,617.64
3.	Wiring for light point with 2 x 4 sq.mm FR PVC	Meter	5,930.50
4.	GI box with modular plate type 5 pin 6 Amp	Nos.	233.00
5.	GI box with modular plate type 6 pin 16 Amp	Nos.	411.00
6.	Sub mains wiring FR PVC 4 x 16+2 x 16 sq.mm.	Meter	272.20
7.	Bulkhead type light	Nos.	26.00
8.	36 w LED 600x600 recessed mounting ...BCTBLR 36W	Nos.	333.00
9.	15 w LED luminaire .BZSLO15W	Nos.	338.00
10.	Automatic Sancer Light	Nos.	140.00
11.	HylighterLED Light.....nxt 18 Retro professional ww 3000k....	Nos.	12.00

INVENTORY OF M.V. PANELS/ DISTRIBUTION BOARDS

1.	LT panel suitable for 415V, 3 phase, 4 Wire 50 Hz AC supply system	Set	1.00
2.	UPS Panel 16 Nos.63A TPN, MCB (10KA).	Set	1.00
3.	UPS Panel 8 Nos. 63A TPN, MCB (10KA).	Set	1.00
4.	Lift Panel 2 Nos. 32A TPN, MCB (10KA).	Set	1.00
5.	TP&N D.B. (4- WAY) with RCCB & MCCB	Nos.	4.00
6.	TP&N D.B. (6- WAY) with RCCB & MCCB	Nos.	9.00
7.	TP&N D.B. (8- WAY) with RCCB & MCCB	Nos.	13.00
8.	TP&N D.B. (12- WAY) with RCCB & MCCB	Nos.	8.00

INVENTORY OF L.T. CABLES

1.	Aluminum conductor XLPE Cable 4 x 25 sq.mm	Meter	1,799.00
2.	Copper Conductor XLPE insulated Cable	Meter	163.30
3.	Brass double compression gland		
3.1	4 x 25 sq.mm	Set	60.00
3.2	4 x 16 sq.mm	Set	12.00
3.3	3.5x120	Set	4.00
4.	CRCA sheet steel power coated cable tray		
4.1	300mm wide 50mm depth	Metre	14.00
4.2	150mm wide 50mm depth	Metre	109.00
4.3	450mm wide 62mm depth	Metre	137.00
5.	Point wiring for Hooter, Talk back, Smoke Detector, Speaker	Metre	6,918.65
6.	Floor Junction Box		
6.1	300x300x40mm	Nos.	23.00
6.2	250x250x40mm	Nos.	48.00
6.3	200x200x40mm	Nos.	14.00
6.4	150x150x40mm	Nos.	70.00
6.5	100x100x40mm	Nos.	26.00
7.	PVC Raceway 90x35mm	Metre	110.25
8.	PVC Raceway 60x25mm	Metre	208.00
9.	Stainless Steel plate over junction box		
9.1	6"x6" mm		26.00
9.2	8"x8" mm		91.00
9.3	10"x10" mm		12.00

9.4	12"x12" mm		52.00
9.5	14"x14" mm		23.00
9.6	16"x16" mm		7.00
10.	Earthing with Copper earth plate 600 x 600 x 3mm thick	Nos.	10.00
11.	25 mm x 5 mm copper strip	Metre	79.00
12.	25 mm x 5 mm G.I. strip	Metre	719.80
13.	D.G. exhaust Pipe 300mm dia with Insulation	Metre	44.28
14.	D.G. exhaust Pipe 150mm dia with Insulation	Metre	17.60

LIGHTNING PROTECTION SYSTEM

1.	ESE (Early streamer Emission) lightning conductor	Nos.	1.00
2.	Maintenance free GEL earthing	Nos.	2.00

FIRE DETECTION SYSTEM

1.	Fire alarm control panel (4) loop complete	Nos.	1.00
2.	Smoke Detector	Nos.	350.00
3.	Heat Detector	Nos.	37.00
4.	Manual call point	Nos.	16.00
5.	Wall mounted hooter	Nos.	16.00
6.	Ceiling Mounted Speakers	Nos.	120.00
7.	Control module for shutting down	Nos.	8.00
8.	Wall Mounted Speakers	Nos.	10.00
9.	Telephone talk back units	Nos.	16.00
10.	P.A. System	Nos.	1.00

UPS SYSTEM

1.	UPS system	Set	1.00
2.	Main LT Panel	Set	
3.	Aluminum conductor XLPE insulated cable		
3.1	3.5 x 300 sq.mm	Meter	525.60
3.2	3.5 x 240 sq.mm	Meter	257.70
3.3	3.5 x 70 sq.mm	Meter	85.00
3.4	3.5 x 50 sq.mm	Meter	130.00
4.	Brass double compression gland		
4.1	3.5 x 300 sq.mm	Set	28.00
4.2	3.5 x 240 sq.mm	Set	8.00
4.3	3.5 x 70 sq.mm	Set	2.00
4.4	3.5 x 50 sq.mm	Set	2.00
5.	Capacitor control panel (Complete)	Set	1.00
6.	Floor mounted metal clad, 11 KV VCB panel	Set	1.00

EARTHING

1.	Earthing with G.I. earth plate 600 mm x 600 mm x 6 mm	Set	10.00
2.	Earth bus of 50 mm x 5 mm copper strip	Meter	28.30
3.	500 kva D.G. Set	Set	1.00
4.	100 kva D.G. Set	Set	1.00

INVENTORY OF HVAC WORK

1.	Outdoor Unit (36 HP)	Nos.	2.00
2.	Outdoor Unit (32 HP)	Nos.	2.00
3.	Outdoor Unit (30 HP)	Nos.	1.00
4.	Outdoor Unit (24 HP)	Nos.	1.00
5.	Outdoor Unit (34 HP)	Nos.	1.00
6.	Cassette Units		
6.1	4-Way Cassette Type Units (1165cfm/5HP)	Nos.	10.00
6.2	4-Way Cassette Type Units (318cfm/0.8HP)-(Model-FXZQ20)	Nos.	20.00
6.3	4-Way Cassette Type Units (318cfm/1.0HP)-(Model-FXZQ25)	Nos.	6.00
6.4	4-Way Cassette Type Units (335cfm/1.27HP)-(Model-FXZQ32)	Nos.	19.00
6.5	4-Way Cassette Type Units (388cfm/1.6HP)-(Model-FXZQ40)	Nos.	43.00
6.6	4-Way Cassette Type Units (493cfm/2.0HP)-(Model-FXZQ50)	Nos.	1.00
6.7	4-Way Cassette Type Units (530cfm/1.6HP)-(Model-FXFQ40)	Nos.	3.00
14.	4-Way Cassette Type Units (565cfm/2HP)-(Model-FXFQ50)	Nos.	4.00
6.8	4-Way Cassette Type Units (671cfm/2.5HP)-(Model-FXFQ63)	Nos.	15.00
6.9	4-Way Cassette Type Units (742cfm/3.2HP)-(Model-FXFQ80)	Nos.	5.00
7.	Ductable Units		
7.1	Ductable Type Units (1130cfm/4.0HP)-(Model-FXMQ100)	Nos.	8.00
7.2	Ductable Type Units (2542cfm/10HP)-(Model-FXMQ250)	Nos.	1.00
8.	Hi Wall Unit		
8.1	Hi Wall Unit (318 CFM FXAQ 32)	Nos.	2.00
9.	Cordless remote controls	Nos.	7.00
10.	VRV system5.83 TR (cfm) Model No. FD75CV1M	Nos.	2.00

11.	PIR/PUF SAPL Ducting	Sqm.	1,789.45
12.	Copper refrigerant piping		
12.1	38.1mm OD(insulation 19 mm thickness)	Meter	8.54
12.2	31.8mm OD(insulation 19 mm thickness)	Meter	182.06
12.3	25.4mm OD(insulation 19 mm thickness)	Meter	276.37
12.4	22.2mm OD(insulation 19 mm thickness)	Meter	375.82
12.5	19.1mm OD(insulation 19 mm thickness)	Meter	482.23
12.6	15.9mm OD(insulation 19 mm thickness)	Meter	491.96
12.7	12.7mm OD(insulation 19 mm thickness)	Meter	966.73
12.8	9.5mm OD(insulation 19 mm thickness)	Meter	215.18
12.9	6.4mm OD(insulation 19 mm thickness)	Meter	465.32
12.10	41.3mm OD(insulation 19 mm thickness)	Meter	300.55
12.11	34.9mm OD(insulation 19 mm thickness)	Meter	267.81
12.12	28.6mm OD(insulation 19 mm thickness)	Meter	15.00
12.13	Transmission wire 2X1.5 mm ² copper wire	Meter	2,054.57
12.14	Remote wire 2X1.5 mm ² copper wire	Meter	930.49
13.	VFLs (Volume flow limiters) complete (6" dia)	Nos.	105.00
14.	TFA Units		
14.1	1350 cfm at 40 mm static	Nos.	10.00
14.2	1150 cfm at 40 mm static	Nos.	1.00
14.3	1000 cfm at 40 mm static	Nos.	1.00
15.	CPVC drain piping complete 32mm dia	Meter	605.85
16.	CPVC drain piping complete 40mm dia	Meter	372.87
17.	Inline type Exhaust air Fans complete	Nos.	9.00
18.	Propeller type Exhaust air Fans complete	Nos.	21.00
19.	GSS sheet metal rectangular duct 24 gauge	Sqm.	262.80

20.	GSS sheet metal rectangular duct 22 gauge	Sqm.	176.51
21.	GSS sheet metal rectangular duct 20 gauge	Sqm.	80.00
22.	Normal Exhaust 22000 cfm	Nos.	1.00
23.	Fire Case Exhaust 33000cfm	Nos.	1.00
24.	Panel for fans(22000cfm) & (33000 cfm) fans.	Nos.	2.00

INVENTORY OF ELEVATORS WORK

1.	Lift for 13 persons (884 kg) Control system, car entrance, car direction indicator, over load alarm indicator, power for manual operation, car position indicator, emergency alarm, fascia plates, hands free intercom, full height infra red curtain, pit ladder, inbuilt stabilizer, emergency light, DC door operator, mirror, automatic rescue device, brail button, door locks, car stop switch etc. all complete	Set	3.00
2.	Controller Key	Nos.	3
3.	Auto/Attendant Key	Nos.	3
4.	Emergency Lever	Nos.	3
5.	User Manual	Nos.	3

Annexure-13

Problem Response Time Chart duly signed on each page

S. No.	Nature of Complaint/Suggestion	Impact of the Problem	Gravity Level	Impact	Response	Recovery Time	Status Report
1	Complaint/Request/Suggestion	Severe impact on operation. Unable to operate.	Level-1	Severe impact on operation. Unable to operate	The problem logged at any given time would be attended immediately	Within 45 minutes	Hourly
2	Complaint/Request/Suggestion	Operation degraded, able to operate with back-up measures on temporary basis.	Level-2	Operation degraded, able to operate with back-up measures on temporary basis.	Problem logged before 1600 hours would be attended same day and those after this would be logged in the next day's activity list.	Within 3-5 hours	Once during working days
3	Complaint/Request/Suggestion	Low impact on operation No detrimental effect but an area of concern if allowed to persist without correction.	Level-3	Low impact on operation No detrimental effect but an area of concern if allowed to persist without correction.	Problem logged before 1600 hours would be attended same day and those after this would be logged in the next day's activity list.	Within one working day.	Once in two days.

Annexure-14

(On the letter head of the bidder & duly signed)

**Re: Providing Facility Management Services at ITD Building, A – 24D, Sector – 24,
Noida**

ANTI-COLLUSION CERTIFICATE

We hereby certify and confirm that in the preparation and submission of this Proposal, we have not acted in concert or in collusion with any other bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

We further confirm that we have not offered nor paid nor will offer nor pay, directly or indirectly, any illegal gratification, in cash or kind, to any person or agency in connection with the instant Proposal.

It is also confirmed that the personnel engaged for the Services under this Proposal will be employees of the Successful Bidder, and there will be no relation between them and the ITD.

Dated thisday of2018

Name of the Bidder

Signature of the Authorized Person

Name of the Authorized Person

Annexure-15

DEFECT LIABILITY SCHEDULE

&

LIST OF APPROVED MAKES

TO BE PROVIDED DURING SITE VISIT

Schedule-C
Financial Bid Form

**RFP FOR FACILITY MANAGEMENT SERVICES (FMS) AT INCOME TAX
DEPARTMENT OFFICE BUILDING, A – 2D, SECTOR – 24, NOIDA**

Ref:- _____

1.	Reference of NIT	
2.	Work under RFP	Providing Facility Management Services at ITD office building at A – 2D, Sector – 24, Noida (Details given in the RFP document)
3.	Name of the Bidder	
4.	Registered Office	Address
Telephone Nos.		
Fax Nos.		
Email Id		
Website		
5.	Amount of Bid for the work at Point-2 above and as detailed in Schedule C (Annexure 10 Pages)	
1 st Year	Rs..... (In words Rupees.....)	
2 nd Year	Rs..... (In words Rupees.....)	
3 rd Year	Rs..... (In words Rupees.....)	
6.	It is clarified that the bidders are supposed to submit financial bids for 3 years separately. However financial bids received from various bidders for 2 nd and 3 rd years will be discounted @7% per annum to find the Net Present Value and these NPVs will be added in the bids quoted for 1 st year and this total amount shall be compared to find the lowest bidder .	
7.	Amount of Bid quoted above is inclusive of all statutory taxes, levies, charges, amount for contribution towards EPF, ESI etc. and it also includes any other legal liabilities which may be in force at present or may arise in future etc. Nothing extra will be paid by ITD in addition to the above quoted bid amount. If deduction at source is mandatory on account of any statutory tax, levy, cess, fee etc., it will be deducted from the monthly bill amount of the Successful Bidder by the payment authority under ITD	
8.	No additional condition(s) from the bidder would be accepted.	

Signature of the Authorized Person with date
Name & Status/Post of the Signatory
Name of the bidder Company/Agency/Firm

Schedule C (Annexure)

S. No.	Item & Description	Qty.	Unit	1 st year		2 nd year		3 rd year	
				Rate	Amt.	Rate	Amt.	Rate	Amt.
Sub Head-I (Lifts & Escalators)									
1.	Comprehensive maintenance service for following lifts including all safety equipments as per terms and conditions attached								
a)	Lift of Konemake of 13 passenger capacity, 3.5 mps, 7 Stops	3 nos.	Per lift per month						
b)	Providing operators for lifts as per terms and conditions attached	3 Nos.	Per lift per month						
	Total Sub Head-I								
Sub Head-II (Street Light/Out Door Lighting)									
1.	Maintenance and upkeep of all internal electrical installation(emergency as well as normal) on floors including floor panel, sub mains cables, DBs, point wiring, fixtures etc. of the different floors as per inventory list and as per terms and conditions attached.								
	Basement	1 Job	Per month						
	Ground floor	1 Job	Per month						
	First floor	1 Job	Per month						
	Second floor	1 Job	Per month						
	Third floor Fourth floor	1 Job	Per month						

	Fifth floor	1 Job	Per month						
	Sixth floor	1 Job	Per month						
2.	Compound Lights, street lights, feeder pillars and all powers cables and other items related to this in the entire premises as per inventory list and terms and conditions attached	1 Job	Per month						
3.	Maintenance and upkeep of internal electrical installations in basements including sub mains, cables, DBs, point wiring, fixtures, timers etc as per inventory list and as per terms and conditions attached.	1 Job	Per month						
	Total Sub Head-II								
Sub Head -III (Fire fighting system)									
1.	Comprehensive maintenance and providing services for operation of sprinkler system and wet riser system along with the allied pumping system and its accessories etc. round the clock on all days of the year as per attached inventory and as per terms and conditions attached.	1 job	Per month						
	Total Sub Head-III								

Sub Head-IV (DG sets)								
1	Running,operation & comprehensive maintenance of DG set of 500 KVA capacity on all days round the clock complete with all materials i/c mobil oil, grease etc & all other such things required for its satisfactory functioning including allied pumping system & cooling towers etc. but excluding diesel oil as per inventory attached as per terms & conditions attached.	1 nos.	Per month					
2.	Running, operation & comprehensive maintenance of stand by DG set of 125 KVA capacity on all days round the clock complete with all materials i/c mobil oil, grease etc &all other such things required for its satisfactory functioning including the allied pumping system & cooling towers etc. but excluding diesel oil as per inventory attached as per terms & conditions attached.	1 nos.	Per month					
2.	Consumption of High Speed Diesel oil for DG set as per terms and conditions.		Per hour					
	Total Sub Head-IV							

SUB HEAD-V(SUB STATION & DISTRIBUTION SYSTEM)									
1	Comprehensive Maintenance and upkeep of all HT, LT electrical installation including panels, transformers, bus ducts, power cables, earthing pits, lightening protection systems, UPS etc. up-to floor panel as detailed in inventory list provided and as per terms and conditions attached.	One Job	Per job per month						
Total Sub Head-V									
Sub Head - VI(HVAC SYSTEM)									
1.	Comprehensive maintenance and upkeep of following air conditioning High side system including Hot Water Generator, cooling tower system etc. as detailed in inventory list provided and as per terms and conditions attached	One Job	Per job per month						
2.	Comprehensive maintenance and upkeep of following air conditioning system as detailed in inventory list provided and as per terms and conditions attached.								
A	Low side system								
	Basement	1 Job	Per month						

	Ground floor	1 Job	Per month						
	First floor	1 Job	Per month						
	Second floor	1 Job	Per month						
	Third floor Fourth floor	1 Job	Per month						
	Fifth floor	1 Job	Per month						
	Sixth floor	1 Job	Per month						
2.	Comprehensive maintenance and upkeep of ventilation system as detailed in inventory list provided and as per terms and conditions attached.								
	Basement	1 job	Per month						
	Total Sub Head-VI								
Sub Head-VII(Low Voltage Systems)									
1.	Comprehensive maintenance and upkeep of following low voltage system as detailed in inventory list provided and as per terms and conditions attached								
	Fire detection system	1 Job	Per month						
	Voice evacuation system	1 Job	Per month						
	Lightning management system	1 Job	Per month						
	EPABX system	1 Job	Per month						
	Building Management System	1 Job	Per month						

	Total Sub Head-VII								
Sub Head -VII (Plumbing and Drainage Works)									
	Comprehensive maintenance and upkeep of the following as per inventory list attached & terms & conditions to keep the system operational at all the times including Sundays & other holidays								
1.	Water Supply and Plumbing System								
	Basement	1 Job	Per month						
	Ground floor	1 Job	Per month						
	First floor	1 Job	Per month						
	Second floor	1 Job	Per month						
	Third floor	1 Job	Per month						
	Fourth floor								
	Fifth floor	1 Job	Per month						
	Sixth floor	1 Job	Per month						
2.	Drainage System								
	Basement	1 Job	Per month						
	Ground floor	1 Job	Per month						
	First floor	1 Job	Per month						
	Second floor	1 Job	Per month						
	Third floor	1 Job	Per month						
	Fourth floor	1 Job	Per month						
	Fifth floor	1 Job	Per month						
	Sixth floor	1 Job	Per month						
3.	Whole external	1 Job	Per						

	drainage system		month						
4.	Water treatment Plant	1 Job	Per month						
5.	Sewage treatment Plant	1 Job	Per month						
6.	Irrigation System and Water Bodies	1 Job	Per month						
	Total Sub Head VII								
Sub Head -IX(Civil Work)									
	Comprehensive maintenance and upkeep of the following as per inventory list attached and terms and conditions to keep the building operational at all times including Sundays and other holidays								
1.	Civil Maintenance								
	Basement	1 Job	Per month						
	Ground floor	1 Job	Per month						
	First floor	1 Job	Per month						
	Second floor	1 Job	Per month						
	Third floor	1 Job	Per month						
	Fourth floor	1 Job	Per month						
	Fifth floor	1 Job	Per month						
	Sixth floor	1 Job	Per month						
2.	Façade Cleaning	1 Job	Per month						
3.	Civil maintenance of external work i.e., roads, pathways, planters, etc.	1 Job	Per month						
	Total Sub Head-IX								
Sub Head-X (Horticulture Work)									
1.	Complete maintenance of	1 Job	Per month						

	entire garden features of the garden area i.e., lawn, trees, shrubs, hedge, potted plants, flower beds, creepers etc. and other garden features including watering, hosing, making of plant basin, manuring, trimming, and cleaning of hedges/plants beds, spraying of insecticides, fungicides, weeding, mowing and top dressing of lawn with good earth and manure and hedge clipping and removal of the garden waste (including cost of manure and good earth, wherever required) to maintain the plants, hedges and lawns in good and healthy condition at all times.								
2.	Removal of garden rubbish obtained from day to day horticulture maintenance work i.e., machine cut grass, plant waste through mechanical transport including loading, unloading at site of work.	1 Job	Per month						
	Total Sub Head-X								
Sub Head-XI (Furniture & Fixtures)									
1.	Vacuum cleaning	As per	Per						

	of fully upholstered Sofas with rubber cushion seat & back with velvetines fabric at least once in 3 months or as required	inventor y	seat						
2.	Dry/vacuum cleaning along with shampooing(with TASKI TR101 solution) of Tufted Texture Loop Pile Modular Carpets at least once in three months or as required	As per inventor y	sqm						
3.	Dry/vacuum cleaning & shampooing of chair with fabric upholstery using high quality anti-bacteria liquid in order to ensure proper hygienic conditions at workplace at least once in 3 months or a required.	As per inventor y	Nos.						
4.	Cleaning &polishing of chairs with synthetic leather upholstery at least once in 3 months or as required	As per inventor y	Nos.						
5.	Dry/vacuum cleaning & shampooing of fabric tiles of workstation using high quality anti-bacteria liquid in order to ensure proper hygienic conditions at	As per inventor y	Nos.						

	workplace at least once in 3 months or as required								
6.	Light vacuum cleaning of venetian blinds at least once in every month and wet cleaning at least once in 6 months or as required.	As per inventory	sqm						
	Total Sub Head-XI								
Sub Head-XII (Maintenance of Guest House)									
1.	Daily cleaning of all the VVIP Guest Rooms	2	Per room						
2.	Daily cleaning of all the double bed Guest Rooms	4	Per room						
3.	Daily cleaning of Kitchen and Dining Hall	1	Per room						
4.	Daily cleaning of Gymnasium	1	Per room						
5.	Daily cleaning of dormitory	1	Per room						
6.	Daily cleaning of common areas irrespective of guest occupancies in the Guest House.	As per inventory	sqm						
7.	Vacuum cleaning of all the Guest House where carpets, curtains etc. are installed, once a week.	As per inventory	sqm						
8.	Daily cleaning/dusting/vacuum cleaning of all sofa sets, tables, racks etc. installed in the Guest House	As per inventory	No.						

9.	Daily Cleaning of towels, bed sheets, blankets, pillow covers etc.	As per inventory	No.						
10.	Repair of all electrical appliances including change of fused lamps, socket, and plug, Repair & Maintenance of TV, Geysers, Ceiling fans, Fridge, Deep Freezer etc.	As per inventory	No.						
11.	Supply of new bed sheets pillow covers, blankets, mattresses, towels, hand napkins etc. and cleaning and maintenance thereof.	As per inventory	No.						
12.	Provision for soaps, toothpaste, toothbrush, shampoo, shaving kit, hair dryer, sewing kit, etc.,		No.						
13.	Provision for iron and ironing board.		No.						
13.	Supply and maintenance of plants, flowerpots including manure, painting of flower pots.	As per inventory	No.						
14.	Supply of crockery, cutlery, glassware for rooms & dining hall and cleaning and maintenance thereof	As per inventory	No.						
15.	Provision for cable/DTH in all TVs in the guest house	As per inventory	No.						

Total Sub Head- XII									
Sub Head-XIII (Security Services)									
1.	Vetting and verification of visitors at the gate.	One job	Per month						
2.	Guiding the genuine visitors/residents to their intended destination.	One job	Per month						
3.	Registering and checking the material going in and out of the premises.	One job	Per month						
4.	Enforcing strong watch at the gates of the complex to restrict entry to unauthorized and anti-social elements.	One job	Per month						
5.	Covering and securing the perimeter of the complex.	One job	Per month						
6.	Operating the CCTV and other access controls as provided by ITD.	One job	Per month						
7.	Maintaining record of CCTV.	One job	Per month						
8.	Monitoring, planning and directing the procedures for efficient parking facility for the visitors and residents.	One job	Per month						
9.	Maintaining watch on the staff, workers and the visitors to prevent unwarranted activities within the complex.	One job	Per month						

10.	Executing disaster management plans including first aid facilities and to ensure compliance of all fire safety rules.	One job	Per month						
11.	Conducting evacuation plans periodically for the occupants in case of disasters and hazards	One job	Per month						
	Total Sub Head-XIII								
	Gross Total(Sub Head I-XIII)								

CHAPTER- IV
CONDITIONS OF CONTRACT

Single Point Responsibility:

1. As single point responsibility, the FMS Agency shall employ modern systems and services of International Quality, integrating all functions necessary to support the daily operations ranging from Environmental Services, safety Aspects of the Premises etc.

Landscaping-Horticulture to Highly Technical Maintenance Management to be ensured by deploying Competent, Highly Skilled and Experienced work force under a well structured system, using Modern Management Techniques and well established Quality Management System and Procedures.

The Concept of single point responsibility shall also cover:

- (a) Ground maintenance to keep good appearance, hygiene of the property including but not limited to Car-parking Zone, Landscaping, Pavements, Internal Roads and provide specialist maintenance of the same.
- (b) Environmental & Cleaning Service includes cleaning of all the Common Areas, Canteen, Guest House, Pantry and Cafeteria Blocks, toilets, walls column, furniture, special cleaning of furniture upholstery, litter bins, staircases, lobbies, passages, ramps, basements etc. The services shall also include cleaning of external surfaces, including open terraces, elevator machine rooms, service block, service shafts, Man Holes, Water Tanks, water treatment system, sewage treatment system, fire pumping system etc.

- (c) Waste Management Devise and implement the Waste Management Systems for removal of waste from the Premises. The FMS Agency is suggested to follow the local regulation for Waste Management including the Environmental guidelines of the local authorities or the International Standard Practices.
 - (d) Operation and Maintenance of Plumbing and Water Distribution System of the Premises.
 - (e) Effective Coordination with all the AMC Contractors.
 - (f) Liaison with all the statutory and public bodies, ensuring timely payment of all dues and taxes etc. payable to the concerned, keeping all the NOCs and necessary permits duly validated at all times and initiating prompt action for renewal of the same.
 - (g) Liaison with all the Public Utility Authorities such as Electricity/Water Service Providers, Authorities, Electrical Inspectorate etc.
 - (h) Internal and external Pest Control Services.
 - (i) Janitorial Services.
 - (j) Assist the ITD for preparing the Annual Expenses Budget and maintain the spares inventory records.
 - (k) Arrangements for meetings, conferences etc. in the premises of the ITD building. It includes operation of sound system, live recording, flowerpots and other decorations, pantry services, water services, stationary/folders/writing pads etc.
 - (l) To manage and operate the pantry in the ITD building and provide pantry services in all the offices housed in the office building of ITD at A-2D, Sector-24, Noida premises. These services will also be provided in the meetings and conferences to be held in ITD building premises.
 - (m) To provide attendant services to all the offices housed in the office building of ITD at A-2D, Sector-24, Noida premises and also in various meetings/conferences to be held in the ITD building premises.
 - (n) To manage and operate the Guest House in the ITD building and provide pantry services in the Guest House.
2. Broadly Housekeeping/up keeping and facility management services covered under this RFP may be divided in 4 categories, as under:-
- (a) 'Civil, House Keeping and Horticulture services (Details as per annexure-02 attached hereto)
 - (b) 'All services consisting of Electrical, HVAC, firefighting and plumbing works (Details as per annexure-03 attached hereto)
 - (c) 'Security system consisting of CCTV system, Access controls, premises security equipments and manual guarding services (Details as per annexure-04 attached hereto)
 - (d) 'Guest house services etc. (Details as per annexure-05 attached hereto)
- Miscellaneous Services under this package also includes the following services:-
- 1.1 Meetings, conferences etc.
 - 1.2 Pantry services.
 - 1.3 Hospitality Desk-cum-Help Desk.

Meetings, conferences etc:

- 2.1 The agency has to make all the arrangements for meetings, conferences etc. in the premises of the ITD building. It includes operation of sound system, live recording, flowerpots and other decorations, pantry services, water services, stationary/folders/writing pads etc.
- 2.2 The agency will be responsible for smooth operations of LCD projectors, and other audio-visual equipments in the meeting.
- 2.3 Stationary consumables for meetings/conferences as well as for daily use of offices housed in the ITD will be procured by the agency will get sufficient stationary in its store well in advance or on monthly requirement assessment basis or as decided by ITD. A monthly account of stationary consumption will be submitted by the agency to ITD alongwith the next indent.
- 2.4 Consumables for pantry services in meetings as well as in the guest house will be procured by the agency itself and a monthly bill will be submitted to ITD for payment on actual basis. This will be in addition to the lump sum monthly bill for the FMS services.
- 2.5 **Required Level of Service:** Arrangements of meetings/conferences are required to be to the satisfaction level of the participants.

2.6. Pantry services:

2.6.1 The agency will manage and operate the pantry in the ITD building and provide pantry services in all the offices situated in the office building of ITD at A-2D, Sector-24, Noida premises. These services will also be provided in the meetings and conferences to be held in ITD building premises.

2.6.2 Utensils, crockery, cooking equipments etc. will be managed and maintained by the agency itself.

2.6.3 Pantry services provided to the officers will be chargeable to ITD on actual consumption basis.

2.6.4 A monthly bill, in addition to lump sum contract amount for Facility Management Services, will be raised by the agency. This bill after getting verified from the concerned office will be sent to ITD for payment.

2.7 Guest House Services

2.7.1 The agency will manage and operate the Guest House in the ITD building and provide pantry services in all the rooms/dormitories situated in the Guest House of ITD Building at A – 2D, Sector – 24, Noida.

2.6.2 Utensils, crockery, cooking equipments etc. will be managed and maintained by the agency itself.

2.6.3 Pantry services provided in the guest house will be chargeable to the resident guests on actual consumption basis.

3. The scope of the services mentioned above and the required service level is given in the respective annexure(s) 02 to 05 as mentioned in RFP.

Consumables:

4. All the consumables (except stationary consumables and pantry service consumables) for Housekeeping and Facility Management Services are to be managed by the Successful Bidder as an integral part of this RFP. No extra payment shall be made for it.

Problem Management/Problem Response Time:

5. All the problems and suggestions/complaints will be dealt with at the FMS Helpdesk and “Problem Response Time Chart” as detailed in Annexure-13 will be adhered to.
6. Response time, as given in Annexure-13 is the total elapsed time from the point the problem is reported to FMS Helpdesk to the point where the problem is attended.
7. Recovery time as given in Annexure-13, is the total elapsed time from the point where the problem is reported to FMS Helpdesk to the point the service resumes.

Penalty on Defaults:

8. Any type of delay in performance or non-performance of any service enlisted in terms and conditions of this RFP and/or Annexure(s) to it will be termed as default on the part of the agency/Successful Bidder. On each of such default, a penalty up to Rs.2000/-per default (subject to minimum of Rs.500/-) can be imposed after giving the agency a notice in writing and affording an opportunity to explain its position. The ITD is the competent authority for this purpose.

The penalty may be doubled on repetition of the default.

Insurance

9. The successful bidder shall take out and maintain and shall cause any sub contractor to take out and maintain, at their own cost insurance against the risks and for the cover ages as specified below;
 - i) Third party motor vehicle liability insurance as required under applicable Motor Vehicle Act for motor vehicles operated by the personnel of bidder or their sub consultant for the services being provided under this contract.
 - ii) Professional liability insurance with a minimum coverage equal to the contract price and reimbursable.
 - iii) Insurance against loss of or to damage to equipment purchased in whole or in part with the funds provided under this contract.
 - iv) ITD’s liability and worker’s compensation insurance in respect of the personnel of the successful bidder and any of the sub contractors in

accordance with the relevant provisions of the applicable law, as well as, with respect to such personnel, any such life, health, accident, travel or other insurance as may be appropriate.

- v) Third party liability insurance for the period of contract.

Risk and Cost Clause:

- 10. It is clarified that satisfactory performance and maintenance of services would be the essence of the agreement to be signed by and between the parties in pursuant to this RFP process. If the performance of Successful Bidder is not found to the satisfaction of the ITD, and if it is observed by the ITD that performance of the Successful Bidder is not improving in spite of opportunities given to it, the ITD would be free to get the services or a part of the services from another source on the risk and cost of the Successful Bidder.

Force Majuere:

- 11. Delay in performance or non-performance of any obligation contained herein, shall be excused to the extent such failure or non-performance is caused by force majeure.
- 12. For purposes of this RFP and agreement to be signed in pursuant to this RFP process, “force majeure” shall mean any cause or agency preventing performance of an obligation under this RFP or Agreement under this RFP, which is beyond the reasonable control of either party hereto, and which by the exercise of due diligence, could not have been avoided or overcome, including fire, flood, sabotage, shipwreck, embargo, explosion, terrorist attack, labour trouble, accident, riot, acts of governmental authority (including acts based on laws or regulations now in existence as well as those enacted in the future), acts of God. It is expressly agreed that Successful Bidders ability to provide Services to a third party at a more advantageous price or Successful Bidder’s economic hardship shall not constitute a force majeure event.

Payment Terms:

- 13. Though, the bid amount to be approved in pursuant to this RFP process would be for three years, however the agency will raise monthly bills on proportionate basis after payment by the Agency to all the persons employed by it under this RFP by 7th day of the succeeding month. ITD will pass these monthly bills. However, if it is required under law to deduct some statutory taxes at source, they will be deducted before the bill is paid. Penalties if any will also be recovered from the bill before payment. The payment shall be released within 30 days from the date the monthly bill is passed for payment.

Sub-letting of the Services:

- 14. The approved bidder/agency will not generally vertically sub-let the services or a part thereof to any other party. However, AMC and operational services for various

installations and equipments may be given on contract to original equipment manufacturer (OEM) or its authorized agency, but with prior approval of the ITD. In case of such contract, the Successful Bidder would be responsible for the conduct and performance of the party to whom such contract is given.

Statutory Obligations:

15. The Agency shall comply with all labour legislations etc. applicable to its employees including but not limited to payment of minimum wages, ESI, PF, Payment of bonus, Workmen's compensation and terminal benefits as may be payable or become payable under any applicable laws. The agency shall ensure that it pays to its employees nothing less than the minimum wages as may be notified by the appropriate Government authority from time to time.
16. If the competent authority increases the minimum wages during the period of this RFP being in force, the agency will pay revised minimum wages to its workers/employees from the date on which such revision comes into force. Financial liabilities for enhanced payment on upward revision of minimum wages, is to be borne by the agency itself.
17. The Agency shall issue letters of appointment indicating period of contract and of engagement to its employees. It shall also maintain full and complete attendance records and all other registers under various labour laws in force and applicable. Any key employee of the agency posted at site should be substituted, if required, with prior intimation to ITD and with suitable substitute only upon satisfaction of ITD.
18. The Successful Bidder shall furnish to the ITD proof of payment/payment undertaking of wages, PF, and ESI contributions in respect of its employees deployed to discharge its obligations under this Agreement along with relevant returns and proof of having filed relevant individual forms for employees deputed for the Services.
19. If it appears to the ITD that the Successful Bidder has not made payment in respect of wages, PF, or ESI contributions, the ITD shall have the right to deduct from the amounts payable to Successful Bidder an amount equal to the wages, PF and/or ESI contribution payable by Successful Bidder. In addition to it a penalty of Rs.1000/- per incidence would also be imposed from the Successful Bidder for such a default. The ITD would be competent to impose such penalty.
20. The Successful Bidder shall be responsible for implementation of provisions of all statutory requirements relating to license under the Contract Labour (Regulation and Abolition) Act 1970 and up-to date amended, The contractor shall comply with the provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employees Provident Fund & Miscellaneous Provisions Act, 1952, ESI Act, 1948, Employer's Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961 and Contract Labour (Regulations and Abolition Act),1970 or any modifications thereof or any other laws relating thereto and rules made there under from time to time and shall also comply with all the requirements under said Act and the rules framed there under.

21. Ignorance of law would not be an excuse for non-compliance.
22. The Successful Bidder shall allow the ITD's officials to verify its books so far as they relate to compliance with the enactments & provide on demand by the ITD, such documentary proofs as may be required by the ITD. It shall be the responsibility of the Successful Bidder to pay its employees for their services, at all times & comply with the requirements related to Income tax & other statutory laws, as applicable.
23. While submitting bill for a particular month, the agency will also submit the details of GPF/EPF, insurance amount deposited for the previous month along with copies of challan and list of workers/employees for which such GPF,PF,ESI contributions amount has been deposited. Until such documents are submitted, the bill shall not be paid.
24. Wages to the Successful Bidder's personnel are to be paid wages/salaries etc. by the Successful Bidder by 7th day of the succeeding month. A certificate to that effect should be given by agency with every bill. The Successful Bidder would be reimbursed by the ITD only after satisfactory and complete payment of the wages/salaries etc. by it to its personnel.
25. If non-compliance of labour laws in force is found on behalf of the Successful Bidder, the contract may be terminated without prior information and without any liability or compensation to the Successful Bidder. In such case, the ITD would be free to get the services from another source on the risk and cost of the Successful Bidder.
26. The Successful Bidder will have to ensure that no worker/employee deputed on the Services under this RFP is below the age of 18 years. If any worker/employee is found to be below the age of 18 years, the Successful Bidder will be held responsible for it.
27. The ITD will not be responsible for any accident with any personnel of the Successful Bidder while on work. The Successful Bidder itself would be responsible for such accident. The Successful Bidder is advised to have its personnel insured under suitable Insurance Schemes, on its own cost.
28. It is clarified that Successful Bidder's personnel engaged for the Services under this RFP will be employees of the Successful Bidder, and there will be no relation between the Successful Bidder's personnel and the ITD. This point has to be clarified by the Successful Bidder to its personnel, and an undertaking will be given in writing by the Successful Bidder to this effect as "Anti collusion certificate".
29. The Successful Bidder will be responsible to get their credentials verified through the Police Department. A list of personnel engaged or to be engaged by the Successful Bidder for the Services under this RFP, will be provided by the Successful Bidder to the ITD.
30. Any type of statutory taxes applicable on services under this RFP process (either in force at present or may be applicable in future by a competent order/notification) will be borne by the Agency and the ITD would make no extra payment on account of it.
31. Obligation for payment of Service-Tax to Central Government with necessary registration with the concerned govt. authority would be the pre-condition before signing the Agreement.

Other Important Terms & Conditions

32. The Successful Bidder will get Photo Identity Card-cum-Entry pass issued to its personnel to be deputed for discharging Facility Management Services and no personnel would be allowed to enter in or/and stay in ITD premises without such valid Photo Identity Card-cum-entry pass.
33. The personnel of the Successful Bidder to be deputed for the Services under this RFP will be provided uniform with nameplates by the Successful Bidder itself. All the personnel would be putting on uniform with name plates while in the ITD premises.
34. The Successful Bidder would be responsible for the character & conduct of its personnel. Persons with doubtful character, or with a criminal record, or with a history of conviction by competent court of law, will not be deputed for the work under this RFP.
35. The ITD will depute its officers/staff for supervising and monitoring the FMS activities, who will also verify the periodical performance reports submitted by the agency. The officers so deputed will also verify the monthly bills for FMS services submitted by the Successful Bidder to ITD for payment.
36. ITD will provide a suitable office space free of charge to the agency to house its office there. However, all necessary office equipment likes computers, telephone, fax, xerox, internet etc. will be managed by the agency itself on its own cost.
37. Any change in the constitution will be notified by the FMS Agency in writing to ITD and such changes shall not discharge former office bearer/member(s) of the agency from any liability under the agreement. No new partner(s)/member(s) will be accepted in the agency in respect of the agreement unless he/she/they agree to abide by all its terms and conditions and submit an agreement to this effect in writing to the ITD.
38. The area under scope of work mentioned above will be handed over in a phased manner. However, charges shall be paid as per actual area handed over to agency/successful bidder. Before taking over the premises for rendering services the agency has to necessarily submit standard operating procedure (SOP) for all equipments as desired by the ITD.
39. Any other applicable statutory condition(s)/rule/regulation would also be applicable. In case it is felt by the ITD or its authorized representative that any workman or supervisor of the agency is not suitable for carrying out the job or for supervision inside the premises, then the workmen or the supervisor is to be replaced immediately by the agency on receiving official communication from the ITD.
40. The agency shall hand over the equipment/installations in perfect working order to the ITD or the incoming contractor appointed by ITD at the expiry of his contract period or extended period for which the payment shall be made as per present contract. The cost of any component/equipment found missing at that time shall be recovered from the agency who is handing over the equipments/site or the outgoing agency will have to bring it to its original position at its own risk and cost.
41. Clause 10C or 10CC of escalation or any other escalation rule not applicable on this contract.
42. Bidder to quote the rates for services to be rendered considering the scope under defect liability as reflected in Annexure "15" as attached.

Termination of the Agreement:

43. In the event the ITD finds the Successful Bidder's services to be unsatisfactory, the ITD shall have the right to immediately terminate the agreement under this RFP process, without any liability or compensation to the Successful Bidder.
44. ITD, without mentioning any reason may terminate the agreement at any point of time by giving one month's notice. Upon termination of the agreement for any reason whatsoever, the agency shall immediately remove its materials, equipments, implements and all its personnel.

Dispute/Litigation/Jurisdiction:

45. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the Office of the Pr. Commissioner of Income tax, Noida It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated / appointed by Chief Commissioner of Income Tax, Ghaziabad and he/she shall not be a person below the rank of CIT (Commissioner of Income Tax).

Signature and Seal of Bidder

ADDITIONAL TERMS AND CONDITIONS

Sub Head-1(Lifts/Elevators)

1. The work is to be carried out as per CPWD General Specification for Electrical Works (Parts 1&2)&(Part III-Lifts & Escalators) wherever applicable.
2. The scope of work comprises the comprehensive maintenance, running and operation of the lifts installed in different building blocks in the ITD office building.
3. For the comprehensive AMC of the lifts the agency shall engage the respective manufacturers of the lifts only.
4. The agency has to depute staff in shift duty round the clock for operation of at least one lift in the building. The duty timing shall be 8 AM to 8 PM. However, the duty hours can be changed as per discretion of the Officer-in Charge. Two lift operators/technical staff will be on duty for the three lift machine rooms. They shall attend immediately, when the lift is stuck-up, or on the alarm call of the passengers from any of lifts.
5. The installations shall be maintained on all days of the months including Sunday & holidays and weekly rest of the staff shall be given by making alternative arrangement for which no extra payment shall be made.
6. In case of emergency, the staff may have to work beyond normal working hours, for which no extra payment shall be made.
7. In case of absence of staff from duty, the following recoveries shall be made from the agency and the agency will have no claim from the department. A) Lift operator @ Rs.80/- per hr. or Rs.400/- per shift.
8. The log book, complaint register, maintenance records shall be maintained by the staff of the agency. All the registers shall be supplied by the firm/agency.
9. The Officer-in Charge has the right to remove/terminate the services of any worker without assigning any reason. Even the contract can be terminated at anytime without assigning any reason. The agency shall have no claim on such occasion.
10. The workers can be deployed in shift duty as per requirement & as per discretion of the Officer-in-Charge.
11. If the behavior of the worker is not found satisfactory, the agency has to change staff within 3 days, failing which, the Officer -in-Charge has the power to cancel the contract, and the agency shall have no claim of compensation.
12. The watch and ward of the lifts installation and materials will be the responsibility of the agency.
13. The general cleaning of the lift, machine room shall be the responsibility of the agency.
14. The lift operator should operate the lifts as per operating conditions of the manufacturer. Only those persons are to be employed who have at least 1(one) year

experience in operation of automatic lifts and capable of reading & writing in Hindi/English.

15. The safe custody of plants & machinery shall be the responsibility of the agency. The up-keep of the machine room will be deemed to be handed over to the agency after award of work.

16. Any accident involving damage to human life, lift machinery, equipment etc. due to mal-operation of the lift by the staff of agency, will be responsibility of the agency. The firm has to make good the losses, of that by way or replacement of machinery, equipment, compensation to the person etc. Officer-in-Charge's decision in this regard shall be final and binding on the firm.

17. The lifts operator should wear uniform and name plate, which shall be supplied by the agency.

18. The agency has to arrange all the materials for machine room & lift car like wire, MCCBs/ MCBs/ Tube/CFL, chokes repairing/replacement of fans, switches, wires, cables etc. Painting of motors, accessories installed in machine rooms of the lifts are to be painted by agency once in a year. Servicing/repairing of above installations has to be carried out free of cost, nothing extra shall be paid. The decision of the Officer-in-Charge shall be final & binding on the agency.

19. In case of break down or stopping of lift between the landings on account of any interruption in power supply the rescue operation shall have to be performed by the lift operator.

20. Any loss due to mal-operation of the lifts shall be the responsibility of the agency.

21. Any loss/damages to the lift equipment shall be recovered from the agency. In this respect the decision of the Officer-in-Charge shall be final, and binding on the agency.

22. The agency has to arrange the consumables like detergent, cloth, soap bar, duster etc.

23. The agency has to maintain the record/register of staff and to be produced to the Officer-in-Charge as & when required.

24. The lifts will be serviced periodically by trained supervisory staff of the manufacturer and will use all reasonable care and maintain the lifts in safe and proper working condition. When possible the service work will be carried out on any day other than Sunday and Holidays.

25. Servicing work will be carried out during normal working hours on regular working days.

26. The firm will undertake to supply free of charges material required for servicing work and also spare parts which are worn out as a result of fair wear and tear for all electrical & mechanical components like controller, motor, E.M. brake, floor selector, door locks, wirer ropes, trailing cable, gears, guide shoes, safety gear etc. Genuine parts only will be used as required.

27. Servicemen will attend to all call backs received during normal working hours free of charge.

28. The rates agreed for comprehensive maintenance will be such that the dismantled material will not be returned to the department & credit for the same may be considered in their quoted rates.

29. All parts of the lift will be checked, cleaned and lubricated to keep them mechanically and electrically in perfect working condition.

30. The firm shall examine periodically all safety devices governors to ensure in proper working condition.

31. The taxes, duties levies imposed by the Central/State government during the contractual period will not be payable.

32. All break downs call will be attended and a mechanic will be deputed within 24 hours from the receipt of information.

33. The ITD will make monthly payment to the agency on the rate approved in the agreement if the efficiency of the lifts is 90% or more. If the efficiency is less than 90 % then proportionate payment shall be made. However, ITD shall take into account the following allowances while calculating efficiently of the lift.

- | | | |
|----|--|---------|
| a) | Rewinding, replacement of main motors | -10days |
| b) | Winding carriers | -8days |
| c) | Sheave of main rope replacement | -3 days |
| d) | Selector rope and speed governor rope | -2days |
| e) | Break shoe liner | -1 day |
| f) | Trailing cable replacement | -5days |
| g) | Transformers/rectifiers | -1 day |
| h) | Break/door/drive/oam motor
(winding or replacement) | -1 day |

34. Failure to carry out fortnight/ monthly preventive maintenance shall make the agency liable for a deduction to the extent of 15% (on full rate for that lift/escalator) for each fortnight/monthly service not carried out.

35. The maintenance activities in full as per schedules attached/as provided by OEM(pre-approval) of schedules is a must).

36. As regards to the condition and proformas of the lift system, assessment of the Officer-in-Charge shall be final and binding on the agency.

37. The agency should be in a position to undertake the works which are otherwise outside the scope of work, of this contract, subject to the approval of rates by competent authority of the department.

LIFT MAINTENANCE CONTRACT

The Scope under this Schedule includes-

1. Deputing trained supervisory staff to carry out periodic checks as specified by maintenance schedules.
2. Carrying out periodic maintenance activities as per fortnightly, monthly, quarterly and annual maintenance schedules and recording of results in prescribed proforma(attached).
3. Maintaining proper condition of operating controls installed inside and outside the lift or for convenient and safe operation of lift services.
4. Replacing the worn-out parts of the lift operating system with genuine spare parts as specified by the lift manufacturers of the particular lift and as necessitated by observations and inspections-routine or otherwise.
5. Maintaining of the lift efficiency to the level of 90 % (lift efficiency is =total number of hours lift was actually available for service/total number of hours lift should have been available during the month x (100).
6. Bringing to the notice of the ITD- the periodic reports as per proforma2, 3, and 4.
7. Bringing to the notice of the ITD -any other major defects not otherwise included in the scope of work but which requires immediate attention of the ITD.

SCHEDULE OF CHECKS

DAILY CHECKS (Use Proforma - I).

Daily Check by Lift Operator/Supervisor and fortnightly by Caretaker/OIC

Landing Locks (a) Movement of car with gate open. (b) Try to open the gate when car is not landing
Car Gate Switch (a) Movement of car with gate open. (b) Open the gate while car is moving.
Door operator safety (on automatic doors)
Emergency stop button works.
Emergency call bell.
Car lights, landing lights and landing call buttons.
Lift Locked by
Lift opened by

FORTNIGHTLY MAINTENANCE OF OPERATION (USE PROFORMA – 2)

Items	Checked by	Counter checked by
Check that lift step in downward direction properly with 25% overload with operation of the Emergency stop when lift is moving at full speed.	M	SM
Check that leveling is within limits 75mm for single speed lifts and + 10 mm for other lifts. (For certain makes of lifts slightly larger tolerances may be permitted).	M	SM
Check and lubricate by grease cup or top up oil on sleeve type bearings on: a) Sheave shaft. b) Motor Shaft. c) Deflector sheave shaft. d) Governor Pulley.	M	SM
Check and lubricate sleeve bearings of governor tensioning pulley at the pit.	M	SM

MONTHLY MAINTENANCE OPERATION (Use Proforma-3)

<u>Items</u>	<u>Checked by</u>	<u>Counter checked by</u>
<u>CONTROLLER</u>		
Clean contacts and are shields with carbon Tetrachloride (CCL-4)	M	SM
Move relay armature by hand for free movement and see that contacts are properly aligned.	M	SM/C
Replace carbon contacts if worn out.	M	SM/C
Check flexible leads to relays	M	SM/C
Check fuses of controller and mains	M	SM/C
Check oil level in dash pots.	M	SM/C
<u>MOTOR GENERATOR AND / OR DC MOTOR</u>		
Check and adjust carbon brush spring pressure commutator, reset brushes.	SM	
Grease bearings	M	
<u>AC MOTOR</u>		
Lubricate bearings	M	SM
Clean ventilation passages	M	SM
<u>GEAR BOX</u>		
Inspect for straynoises and oil leaks.	SM	S/C
Check axial play of worn shaft.	SM	S
Lubricate bearings and top up in gear box	M	S

MONTHLY MAINTENANCE OPERATION(Use Proforma-3)

<u>Items</u>	<u>Checked by</u>	<u>Counter checked by</u>
<u>BRAKES</u>		
Clean if only and trace source of oil leakage.		SM S
Adjust clearance between shoes and drum		SM S
<u>SELECTOR</u>		
Clean contacts		SM S
Adjust for proper leveling		SM S
Check tape safety switch		M SM
Lubricate shaft bearings		M SM
Check performance without load and with full load		M S/SM/OIC
<u>GOVERNOR</u>		
Lubricate bearings		M SM
Check that the levers work smoothly		SM S
Check that electrical contract opens before the rope gets locked		SM S/C
<u>ROPES</u>		
Check condition of hoist ropes and governor rope		SM S/C
Check slack rope safety switch		SM S/C
Lubricate rope if too dry	SMS	
<u>HOISTWAY</u>		
Lubricate guides and guide shoes.		M SM
Check that buffers are in proper position and measure and record counter weight		
buffer clearance with car at the top		M SM
<u>RETIRING CAR AND LOCKS</u>		
Check operation of cam and lock from the top of the car and each landing.		
Check that retiring cam solenoid is not getting overheated and the movement of the cam is smooth		M SM

MONTHLY MAINTENANCE OPERATION(Use Proforma-3)

<u>Items</u>	<u>Checked byCounterchecked by</u>	
Check that all locks are functioning properly after opening the cover, Check all set screw and springs and replace if necessary. The lever should lock the beak properly.	SM	S/C
Check that the retiring cam does not touch the lock roller at the landing which is being passed.	SM	S
Check that car gate switch operates properly	S	SM
Check car top controls and emergency stop	SM	SM
Check door closer safety, clean and readjust, if necessary	M	SM
Lubricate top track and door motor and linkage	M	SM
Check that landing door can be opened by emergency keys.	M	SM
<u>MACHINE ROOM</u>		
Check and adjust overload relay and phase failure relay.	M	SM
Check power wiring termination in switch motor, controller and power switching relays.	M	S
Check commutators	M	SM
Check lubrication of all equipment	M	SM
<u>HOISTWAY</u>		
Check rope fastenings at the car and counterweight	SM	S
Check guide clamps	SM	S
Check upper and lower limit switches for proper connections.	SM	S
After physical inspection get the lift to over travel by holding from controller and see that the switches operate properly.	SM	S
Check guide clearances and adjust	SM	S
Check condition of traveling cable and terminations at junction boxes.	SM	S

MONTHLY MAINTENANCE OPERATION(Use Proforma-4)

<u>Items</u>	<u>Checked by</u>	<u>Counter checked by</u>
Inspect the car frame for bonds or cracks.	M	S/C
Check insulation of power circuits	M	SM
(a) Incoming cable		
(b) Switch & feed upto controller		
(c) Between different power relays		
(d) Motor		
(e) Power cores in the traveling cable		
Check operation of the car over speed safety gear by moving the levers manually and see that the safety locks up properly.	SM	S
Check that the sheave is tight on the shaft. Also check with hammer sounding for tracks. Check sleeve bearings, clean and re-lubricate. Adjust for proper axial play.	SM	S
Unload car (a) check the worn gear back lash and adjust by removal of shims as reqd. (b) check thrust bearing and check axial play and realign.	SM	S
Check motor bearings, clean and re-Lubricate.	SM	S
Check that the gear coupling bolts are tight	SM	S
Check oil seals and gear box and fill fresh oil	SM	S
Remove brake shoes, clean and refit or replace brake linings, inspect fulcrum pins, springs, clean and reassemble. Check that drum is not scored or worn unevenly.	SM	S
Clean guides and guide shoes with carbon tetra chloride (CCL 4) and flushing oil and relubricate. Thereafter clean the pit	M	SM

PROFORMA-1

DAILY CHECKS BY LIFT OPERATOR

Name of Bldg.....

Lift No.....

Date	1(a)	1(b)	2(a)	2(b)	3	4	5	6	7	8	Remarks	Initials of Operator/Supervisor
------	------	------	------	------	---	---	---	---	---	---	---------	---------------------------------

Note: The Officer responsible for the operations will initial with date in the appropriate box in respect of each item

PROFORMA -2

FORTNIGHTLY MAINTENANCE OPERATIONS OF LIFTS

Name of the building

S.No.	Maintenance Operations Lift No. with date	Remarks	Initial

Note: The Officer responsible for the operations will initial with date in the appropriate box in respect of each item

PROFORMA-3

MONTHLY MAINTENANCE OPERATION OF LIFTS.

Name of Bldg.....

Lift No.....

Item No.	Month_____					Month_____					Month_____				
	M	SM	S	C	OIC	M	SM	S	C	OIC	M	SM	S	C	OIC
1															

Note: The Officer responsible for the operations will initial with date in the appropriate box in respect of each item

PROFORMA-4

Year.....

ANNUAL MAINTENANCE OPERATION OF LIFTS

Name of Bldg.

Lift. No.

M	SM	S	C	OIC	REMARKS

Note: The Officer responsible for the operations will initial with date in the appropriate box in respect of each item

PROFORMA-5

LIFT MAINTENANCE OPERATION EVERY 5 YEARS

Name of Bldg.

Lift. No.

M	SM	S	C	OIC	REMARKS

Note: The Officer responsible for the operations will initial with date in the appropriate box in respect of each item

Abbreviations:

- M - Lift Mechanic
- SM - Senior Lift Mechanic
- S - Attendant Lifts
- C - Caretaker
- OIC - Officer-in-charge

In the Service Contract, M, SM, S are the employees of the Agency.

The maintenance operation will be reviewed by the Junior Engineer/Asstt. Engineer, (JE/AE) CPWD/ NBCC/Noida Authority/manufacturer once every month to ensure that they are being carried out as detailed above to schedule and where they reveal malfunctioning defects, necessary remedial action has been taken timely. Suppliers of lifts maintenance manuals and standard text books should be consulted. Extracts on inspection of lifts in service and description of tests from one of the books on lift are reproduced in Annexure-I for guidance.

A log-book on Proforma-5 will be maintained for each lift entries in which will be made by the SM from the complaint book or from his note books or from those of the lift staff. The Caretaker will ensure that the log book is written up regularly and properly. The log book will be submitted by the SM to the Caretaker by the 2nd of the following month.

A monthly report of lift report shall be compiled by the Caretaker from the log book and the same shall be submitted in to the OIC by the fifth of the following month. OIC will review and record in the remarks column his comments and action taken on long repetitive breakdowns.

The OIC will examine the monthly report of lift operator. He will inspect the lift on which long duration stoppages (more than the period of daily operation except for preventive maintenance) or repetitive breakdowns have occurred and ensure that necessary steps are taken to avoid their occurrence.

The OIC along with Senior Engineer of CPWD/NBCC/Noida Authority/manufacturer will check the running performance of every lift at least once in six months by a general inspection in the machine room preferably when any important maintenance operation in progress and by travelling in the lift. He will check all landing doors and ascertain that none of them can be opened when the lift is not at the landing. The terminal switch operation should also be checked by him.

The record of periodic maintenance operations will be maintained in Proformas-1,2,3 and 4 as indicated against each.

Sub-Head –II (Street Light/Outdoor lighting)

1. The scope of work comprises of the installations at the places and fixtures as mentioned in the inventory list.
2. Generally the agency has to depute following staff in General shift (9 AM to 6 PM) and also for 24 Hrs. round the clock shift. But the duty hours can be changed as per discretion of the Officer-in-charge. Normally the staff will be employed as under :-
(I) On days of week – Gen. shift (9 AM to 6 PM) – Round the clock (10 PM to 6AM)

(General Shift)

(10 PM to 6AM)

- a) Wireman -1 No.
- b) Khallasi – 1 No.

- (a) Electrician – 2 Nos.

(6AM to 10 PM)

- a) Wireman – 1 Nos.
- b) Khallasi – 1 No.

This is the minimum deployment assessed, however considering the approach/methodology, the agency can depute more staff to meet the required service level.

3. The installations shall be maintained on all days of the month including Sundays & holidays and weekly rest of the staff shall be given by making alternative arrangement for which no extra payment shall be made.
4. In case of absence of any staff from duty, the following recoveries shall be made from the agency and the agency will have no claim from the department.
 - a) Wireman @ Rs. 600/- per day.
 - b) Khallasi @ Rs. 500/- per day.
 - c) Electrician @ Rs. 600/- per day.
5. The staff of the agency shall maintain the complaint register, logbooks, maintenance records and registers, which will be supplied by the agency, pre approval of which shall be sought from the Officer in charge.
6. The Officer-in-Charge has the right to remove/terminate the services of any worker without assigning any reason. Even the contract can be terminated at anytime without assigning any reason, before the completion period of the contract. The agency shall have no claim on such occasion.
7. The workers can be deployed in shift duty as per requirement of the ITD at the discretion of the Officer-in-charge. A full time supervisor shall be deployed in the general shift who shall possess valid electrical supervisory license.

8. If the behavior of the worker is not found satisfactory, the agency has to change staff within 3 days, failing which, the Officer-in-Charge has the power to cancel the contract, and the agency shall have no claim of compensation.
9. The staff should wear set of uniforms and badges(Name plate) to be supplied by the agency.
10. The details of the installation to be maintained by the agency
 - Light points/Ex-fan points.
 - 5/6 amp power plug points.
 - 20 amp Ind. Power plug points.
 - Flourescent/CFL light fittings.
 - All other type of light fittings.
 - Exhaust fans.
 - Sub main wiring, cables, raceways, access outlet boxes,
 - SP,SPN, TP &/TPN MCB DB's with MCB's
 - TP & N Switch Units.
 - Streetlights and compound lights with HPSV/Metal Halide/DFL/LED fittings, control gears etc. including the poles.
 - All type of feeder pillars with switch gears etc.
 - LT UG cables/wires timers etc. for streetlights, basement lights.
 - And all other E.I. unless and until not excluded specifically as desired by Officer-in-charge.
11. The agency has to arrange all the material like detergent, cloth, soap bar, duster, fuse wire, black tape, cable glands, cables, U.G. cables, wires, call bell, thimble tugs, HRC fuse, MCB's, MCCB's, switches and sockets, FI tube, tube holders, HPSV lamps, choke, regulators, fan bearings, GLS lamps, CFL lamps, other lamps required for the fixture installed, condenser, igniters, starters, cable jointing kits, insulation tape and all the other consumable materials. Nothing extra is payable on account of the materials required to maintain the electrical installation. However dismantled materials shall be retained by agency & credit for the same may be considered in their quoted rates.
12. The agency has to arrange T & P's required for the work at site.
13. Safety of the staff employed will be the responsibility of the agency who must insure the staff adequately. ITD will not be responsible for any mishap, injury/death of the staff.
14. The agency will maintain attendance register of the staff, which will be checked by the Officer in charge.
15. All the equipments and installations shall be maintained in neat and clean condition. The watch and ward of installation shall be the responsibility of the agency.
16. The scope of work includes comprehensive maintenance of installations including the works such as overhauling/rewinding of exhaust fans/fixtures, repairs/replacement of switch gears, boards, rising mains and accessories, or any other minor/major repair for which part of the machine, installations, is to be sent out for repair/testing, shall be arranged by the agency. Painting of electrical installations such as feeder pillars, street

light poles or other items has to be done once in a year with superior quality one/two coats of paint as per instructions of Officer-in-charge. The decision of the Officer-in-charge shall be final and binding.

17. Any damage caused to the fittings/switch gears/installations/machinery as a result of execution of this work shall have to be made good by the agency at his own risk and cost.
18. The work may be closed at any time without assigning any reason and no claim of the agency shall be entertained.
19. Work shall be carried out as per General Specification of CPWD for the works amended up to date.
20. The agency shall submit the name, address and character certificate of the worker/staff employed by them at the site of work to the Officer –in-charge before start of the work.
21. The agency shall submit the attested photocopy of wireman/electrician licence and show the wireman's license in original of wireman employed by them to the Officer-in-charge before the start of the work.
22. The staff deployed by the agency should have a minimum two years of experience in the trade.
23. The consumables/materials will be replaced by the same make/model as installed. If the agency want to use some other make/model, the same shall be got approved by the Officer in Charge, but this will be applicable only in exceptional cases on merit of the case.

Sub Head-III (Fire fighting system)

Objective:

- (i) To keep the entire system fully operational and functional at all times.
- (ii) In case the full system cannot be kept functional for unavoidable reasons, as much as possible, the installation shall be retained functional by isolating the defecting system.

MAINTENANCE REQUIREMENT OF SYSTEM COMPONENTS

For maintaining the fire-fighting system, the following points are to be taken care of:

- C.2.1 To ensure availability of water in UG tank and terrace tank all the time and to maintain the tanks in clean condition.
- C.2.2 To ensure that the piping system is free from leakage. Any portion found to be leaking is to be isolated, rectified and connected with healthy system in the shortest possible time.
- C.2.3 To ensure that all pumps are in good running condition. Any pump found to be defective is to be isolated by closing valves and attended immediately and put in-to service in minimum time.
- C.2.4 To ensure availability of power for electrical pumps, working of starters, switch gears and other electrical equipments.
- C.2.5 To ensure healthiness of diesel engine starting system, battery voltage, battery charger and availability adequate diesel for engine operation.
- C.2.6 To check all landing valves of internal and external hydrants, isolating valves and replace the defective ones wherever necessary.
- C.2.7 To check automatic operation of entire system by opening landing valves at different locations.
- C.2.8 To conduct fire drills at regular interval.

C.3 PERIODICAL TESTING

For achieving the objectives of Para C.1.1 and meeting the requirement of Para C.2 periodical testing and checking the system is essential. Various activities and their duration have been tabulated in Table C.1

C.4 Procedure

- C.4.1 Though the fire fighting system operation is automatic, however for daily checking and attending to the system in case of operation, a trained pump operator shall be available round the clock.
- C.4.2 Operation and Maintenance instruction shall be available in the pump room and fire control room.
- C.4.3 Water for the fire fighting purpose is not to be used for any other purpose.
- C.4.4 Maintaining Diesel Engine is very important for the system operation since during fire, power supply is deliberately or un-deliberately switched off. Annual Maintenance Contract (AMC) of engine shall be given to the authorized service centre of engine manufacturer. Adequate diesel should either be available in the pump house or nearby so that operation is not discontinued for want of diesel.

- C.4.5 If any outlet is found to be defective and replacement is not easily available the whole assembly should be removed and be replaced by blank off plate so that the system remains operational.
- C.4.6. Hose reels shall be subjected to regular inspection to ensure that all valves are functional, out let nozzle not choked. At least once a year the same shall be subjected to operation to ensure that hose reel is in good condition and that the coupling joints are water tight. Flow should also be checked for the leakages of hose reel.
- C.4.7 All isolating valves shall be checked for operation. The valves in closed position be opened and closed couple of times and the valves in open position be closed and opened couple of times so that when required the valves perform their function.
- C.4.8 Hose pipes and their coupling shall be checked to ensure there is no leakage during their use. The female coupling cam tooth mechanism be operated and lubricated for ensuring ease of operation.
- C.4.9 Power supply to the pump house is not to be discontinued for any reason. Alternative arrangement shall be made in case any feeding switch gear is under repair/replacement.
- C.4.10 It has to be ensured that there are no obstructions in front of the hydrants impending accessibility.

C.5 FIRE DRILL

For making the users familiar with the system, fire drill shall be carried out once in six months or as decided by ITD. Local fire service representative and nodal officers in charge of various parts of the building shall be involved in conducting the fire drill. Operation of the system shall be demonstrated so that all users are confident of the system and aware of their duties and responsibilities during fire. The agency has to facilitate in all such fire drills by co-operating with agencies concerned.

**Table C.1
PERIODICAL TESTING AND MAINTENANCE CHART**

S.No.	System Component	Activity	Duration
1.	Water Tanks	(i)Level Check	Daily
		(ii)Cleaning	Once a year
2.	Pumps	(i)Running	Daily
		(ii)Test flow	Annually
3.	Engine	(i) Running	Daily
		(ii)Lubrication	Quarterly
		(iii)Battery	Weekly
		(iv)Fuel Tank	Daily
		(v)Servicing	As per engine manufacturer's recommendation.
4.	Motor	(i)Running	Daily
		(ii)Starter	
		(iii)Insulation Resistance	Once in a year
5.	Piping	(i)Pressure	Daily
		(ii)Flushing	Once in a year

6.	Valves(Landing and isolation)	(i)Operation	Monthly
7.	Control System	(i) Operation	Monthly
		(ii)Connection and system components	Quarterly
8.	Hose Reel Hose Pipes	(i)Physical check	Monthly
		(ii)Operation check	Annually
9.	Fire Brigade Connections/Inlet	(i)Physical Check	Monthly
		(ii)Operation check	Annually
10.	Instantaneous Coupling	(i)Physical check	Monthly
		(ii)Lubrication	Once in Six months
11.	Painting	(i)Out Door	Once in a year
		(ii)In Door	Once in two years

MAINTENANCE OF AUTOMATIC SPRINKLER SYSTEM

- D.1 Maintenance of other fire fighting installations has been described above which holds good for sprinkler installation also. In addition, following points shall be taken care of:
- D.1.1 Sprinkler shall not be re-conditioned or repaired. Used and/or defective sprinklers shall be replaced by new ones.
- D.1.2 Sprinklers shall not be painted after installation.
- D.1.3 Spare sprinklers – A stock of spare sprinklers shall be kept in Fire Control Room so that prompt replacement is possible after operation/damage of a sprinkler head. A minimum of 5% of the installed capacity or 25 sprinklers of all type whichever is more, shall be kept in stock. Spanners for sprinklers and taflon tape shall also be kept along-with spare sprinklers in readiness.
- D.1.4 As far as possible, the installation shall be maintained in operating condition by blanking off pipe work feeding the inoperative part or parts where work is taking place.
- D.1.5 The inoperative part, if defective shall be attended to and connected with the operative system.
- D.1.6 Action following sprinkler operation:
- D.1.6.1 Following the operation of sprinklers, the operated head shall be replaced with new ones and water supply shall be restored.
- D.1.6.2 The sprinklers in the vicinity of the operated sprinklers shall also be checked for damage by heat or any other cause and replaced if necessary.
- D.1.6.3 The sprinklers pump shall not be shut off until complete extinguishment of the fire. The starting of the pump shall be automatic but the stopping of the pump after an extinguishment shall be manual.
- D.1.7 All piping shall be examined to determine its conditions at least once a year.
- D.1.8 All installation valves and associated equipment shall be serviced and tested annually.
- D.1.9 Discharge test of sprinklers shall be carried out at least once in six months.
- D.1.10 Manual testing of the system shall be carried out once in six months.
- D.1.11 When normally opened valves are closed following system operation or test, suitable procedure shall be instituted to ensure that they are re-opened.
- D.1.12 The entire system shall be flushed at least once in a year.
- D.1.13 The sprinkler bulbs shall be kept free from paint or dust.

D.2 MAINTENANCE ASPECT

Following guidelines shall be followed for sprinkler maintenance:

- D.2.1 Maintenance and testing shall be carried out in a planned and systematic manner and records kept.
- D.2.2 Only trained personnel shall be engaged in the work. Contract with qualified agency for service, test and operation is recommended.
- D.2.3 Other fire fighting installations are operated manually i.e. to operate a first aid hose reel or internal/external hydrant a person is required. As such during fire, when the system is in operation, somebody in the building is aware of it. In case of sprinkler operation, no one will come to know. For looking after sprinkler installation following personnel shall be available at all hours.
- a) A trained pump operator shall be available in the pump room.
 - b) Depending upon the size of installations at least two or more trained personnel shall be available in fire control room.

Down Comer System

The following works i.e. tests/ checks are to be carried out as per the demand of the installation, and/ or, as per direction of the Officer-in-charge and proper logbook should be maintained and got test checked by the Officer--in-charge or his authorized representative.

- a) Check the water level in the fire tank/ terrace tank, and fill-up the tank (twice a week)
 - b) Check all the glands/ valves at the terrace and prevent leakages, if any (weekly)
 - c) Check healthiness of the power supply of the main control/ starter panel, voltages, fuses, starters, agencies, power, connection etc. (weekly)
 - d) Check the status of hose pipes, nozzles etc. (weekly)
 - e) Check the working condition of the pump - motor set (weekly)
 - f) Test check auto - manual function of the pressure switch of the down- comer system (monthly)
 - g) Check and clean the Y -strainer/ stop valves flange gaskets as reqd. (monthly)
2. The agency has to get the down comer system operation tested once in a month, and recorded in the register and got countersigned by the Caretaker/Officer-in-charge.
3. The cleanliness of the pump sets, panels and other accessories shall be the

responsibility of the agency. Materials like cotton waste, old dhoti, soap etc, are to be provided by the agency.

4. Consumables like, gland packing, grease, all oils, coupling nuts and bolts, cotton tape, empire tape, PVC tape, battery lead clamps, hose pipes, nozzles, distilled water, fuse wires and all material for major and minor repair etc. shall be provided by the agency free of cost during the maintenance period.

5. The major repair of the motor, and pump set, replacement of cables, repair/ replacement of valves, air -vessels, pressure gauges etc. are included in the scope of this work and nothing extra shall be paid by the ITD.

Sub - Head -IV(DG SETS)

1. The scope of work comprises the maintenance and operation of the installations as per the inventory list attached along with all accessories like allied pumping systems of both fuel and water, the auxiliary panels, cooling towers, cabling etc. unless and until specifically excluded.

2. For the comprehensive AMC of the D.G. Set the agency shall engage the respective manufacturers of the equipments only.

3. The agency has to depute following trained staff in 3 shift duty round the clock. The duty hours can be changed as per discretion of the Officer-in-charge.

a) E &M operator - 1 No. in the DG set area from 8 AM to 8 AM (round the clock in three shifts)

b) Service Engineer weekly.

4. The DG set installations operation shall be maintained round the clock on all days of the month including Sundays & holidays and weekly rest of the staff shall be given making alternative arrangement for which no extra payment shall be made.

5. In case of emergency the staff may have to work beyond normal working hours, for which no extra payments shall be made by the ITD.

6. In case of absence of staff from duty, the following recoveries shall be made from the agency and the agency will have no claim from the ITD.

a) E &M operator - @ Rs. 600/- per day

- b) Service Engineer - @ Rs. 1000/-- per visit
7. The Log Book, Complaint Register, maintenance records shall be maintained by the staff of the agency. All the registers, log book shall be supplied by the agency for which no extra payment will be made by the department.
 8. The Officer-in-Charge has the right to remove/terminate the services of any workers without assigning any reason. Even the contract can be terminated at any time without assigning any reason. The agency shall have no claim on such occasion.
 9. The workers can be deployed in shifts as per requirement as per discretion of the Officer-in-Charge,
 10. If the behavior of any worker is not found satisfactory, the agency has to change the staff within 3 days, failing which the Officer-in-charge has the power to cancel the contract, and the agency shall have no claim of compensation.
 11. The staff should wear set of uniforms & nameplate, which shall be supplied by agency.
 12. The agency has to arrange the consumable like batteries, cotton waste, cloth, soap bar, duster, fuse wire, black tape, battery acids etc. all another spares, HSD, Lubricating oil and spares of all the mandatory checks as recommended by the manufacturers etc. for bonafide use in the work. Nothing extra shall be paid to the agency by the deptt. In case of any misuse the agency shall have to replenish the same, failing which, recovery will be made at double the market rate.
 13. The agency has to ensure that sufficient fuel (HSD) is available at all the times in all the tanks including the main tank. The payment for diesel shall be made on hourly basis as per the BOQ item.
 14. The agency has to arrange T & Ps required for the work at site.
 15. Safety of the staff employed will be the responsibility of the agency who must insure the staff adequately. This office will not be responsible for any mishap, injury or death of the staff.
 16. The agency will maintain attendance records of the staff, which will be checked by the Officer-in-charge.
 17. All the equipments and installations will be maintained in neat and clean condition. Watch & ward of the installations and materials will be the responsibility of the agency.

18. The scope of work includes operation and day to day maintenance of installations i.e. cleaning of installations, checking of all parts, oil level, lubrication level, batteries terminal & water i/c recording of all parameters. In case of repairs the agency shall arrange additional skilled staff within his quoted rates and without any extra cost. The decision of the Officer-in-charge shall be final and binding.
19. Painting of DG sets and accessories such as panels etc. has to be done once in a year or as per the OEM prescription whichever is earlier with superior quality one/two coats of paint as per instructions of the Officer-in-Charge. The decision of the Officer-in-Charge shall be final and binding.
20. Any damage caused to the fillings/ switch gears/installations/machinery as a result of execution of this work shall have to be made good by the agency at its own risk and cost.
21. The work may be closed at any time without assigning any reason and the department shall entertain no claim of the agency on this account.
22. The DG sets is to be operated in failure of main supply, testing of D.G. sets and as and when required by the ITD.
23. The work shall be carried out as per CPWD specifications for the work as amended upto date.
24. The agency shall submit the name, address & character certificate of the worker/ staff employed by them at the site of work to the Officer-in-charge before start of the work.
25. The agency shall submit the attested photocopy of wireman/ electrician/other relevant license & show the license in original of operators employed by them to the Officer-in-charge before the start of the work.
26. The stuff deployed by the agency should have a minimum two years of experience in the trade.
27. The consumables/ materials will be replaced by the same make/model. The preventive maintenance of all the equipments in this sub head shall be strictly as per the OEM prescribed schedule which shall be got approved from the Officer-in-charge before start of work.

Sub Head- V (Sub-station & Distribution System)

1. The scope of work comprises the maintenance and operation of the installations as per the inventory list attached along with all accessories etc. unless and until specifically excluded.
2. For the comprehensive AMC of the 11 KV substation components and allied distribution system comprising of bus ducts, rising mains etc. up to block panel the agency shall engage the respective OEM of the equipment only. Monthly testing of earth pit resistance shall be done and recorded value be submitted every month.
3. The agency has to depute sufficient trained staff in 3 shift duty round the clock.
4. The installations operation shall be maintained round the clock on all days of the month including Sundays & holidays and weekly rest of the staff shall be given making alternative arrangement for which no extra payment shall be made.
5. In case of emergency the staff may have to work beyond normal working hours, for which no extra payments shall be made by the department.
6. The Log Book, Complaint Register, maintenance records shall be maintained by the staff of the agency. All the registers, log book shall be supplied by the agency for which no extra payment will be made by the department.
7. The Officer-in-charge has the right to remove/ terminate the services of any workers without assigning any reason. Even the contract can be terminated at any time without assigning any reason. The agency shall have no claim on such occasion.
8. The worker can be deployed in shifts as per requirement as per discretion of the Officer-in-charge.
9. If the behavior of any worker is not found satisfactory, the agency has to change the staff within 3 days, failing which the Officer-in-charge has the power to cancel the contract, and the agency shall have no claim of compensation.
10. The staff should wear set of uniforms and nameplate, which shall be supplied by the agency.
11. The agency has to arrange the consumable like batteries, cotton waste, cloth, soap bar, duster, fuse wire, black tape, battery acids etc. all another spares, HSD, Lubricating oil

and spares of all the mandatory checks as recommended by the manufacturers etc. for bona fide use in the work. Nothing extra shall be paid to the agency by the ITD. In case of any misuse the agency shall have to replenish the same, failing which, recovery will be made at double the market rate.

12. The agency has to arrange T&Ps required for the work at site.
13. Safety of the staff employed will be the responsibility of the agency who must insure the staff adequately. This office will not be responsible for any mishap, injury or death of the staff.
14. The agency will maintain attendance records of the staff, which will be checked by the Caretaker/Officer-in-charge.
15. All the equipments and installations will be maintained in neat and clean condition. Watch and ward of the installations and materials will be the responsibility of the agency.
16. The scope of work includes operation and day to day maintenance of installations i.e. cleaning of installations, checking of all parts, batteries terminal & water i/c recording of all parameters. In case of repairs the agency shall arrange additional skilled staff within his quoted rates without any extra cost. The decision of the Officer-in-charge shall be final and binding.
17. Painting of installations such as panels etc. has to be done once in a year or as per the OEM prescription with superior quality one/two coats of paint as per instructions of Officer-in-charge. The decision of the Officer-in-charge shall be final and binding.
18. Any damage caused to the fittings/switch gears/installations/machinery as a result of execution of this work shall have to be made good by the agency at its own risk and cost.
19. The work may be closed at any time without assigning any reason and the department shall entertain no claim of the agency on this account.
20. The work shall be carried out as per CPWD specifications for the work as amended upto date.
21. The agency shall submit the name, address & character certificate of the worker/staff employed by them at the site of work to the Officer-in-charge before start of the work.

22. The agency shall submit the attested photocopy of wireman/electrician/other relevant license & show the license in original of operators employed by them to the Officer-in-charge before the start of the work.
23. The staff deployed by the agency should have a minimum two years of experience in the trade.
24. The consumables/materials will be replaced by the same make/model. The preventive maintenance of all the equipments in this sub head shall be strictly as per the OEM prescribed schedule which shall be got approved from the Officer-in-charge before start of work.

Sub Head – VI (HVAC system)

Equipments	Inspection	Required Services Level
Chiller	Monthly Inspection and Service	1. Check refrigerant level, leak test with electronic leak detector. If abnormal, trace and rectify as necessary, inform ITD in writing on the rectification.
		2. Inspect level and condition of oil. If abnormal, trace fault and rectify as necessary. Inform ITD in writing on the rectification.
		3. Check the liquid line sight glasses for proper flow.
		4. Check all operating pressure and temperature.
		5. Inspect and adjust, if required, all operating safety controls.
		6. Check capacity control, adjust if necessary.
		7. Lubricate vane/linkage/bearings
		8. Visually inspect machine and associated components, and listen for unusual sound or noise for evidence of unusual conditions.
		9. Check lock bolts and chiller spring mount
		10. Review daily opening log maintained by operating personnel.
		11. Provide written report to the ITD, outlining services carried out, adjustment made, rectification carried out, and if the deficiency is major nature, arrange with department for shut-down to rectify equipment.
Chiller	Annual Inspection Prior to expiry of warranty period	1. Perform all functions for the monthly check.
		2. Check all flanges for tightness
		3. Change oil in oil sump.
		4. Replace filter.
		5. Check oil temperature control.
		6. Check motor terminals.
		7. Check connections in starter.
		Please note that oil filter gasket replacement shall be deemed to be included in the contract.
		1. Check motor earthing , meggar motor and connection wiring on each leg
		2. Check motor temperature cut-out, tighten motor terminals.
		3. Check starter contacts, arc shield, transformer.
4. Check dashpot oil, clean dashpot and replace oil when necessary.		

		<p>5. Test and calibrate overloaded setting</p> <p>6. Inspect, calibrate and adjust to original specification all gauges, safety and operating controls including low temperature and high pressure cutout, oil pressure switch, load limit relay electrical interlocks.</p> <p>7. For water cooled condenser system, inspect condenser tubes for fouling. If fouling exceeds original specifications, the agency shall carry out cleaning of the tubes at its own expense.</p> <p>8. For air-cooled condenser coils, dust should not be allowed to accumulate on the condenser coil surfaces. Cleaning should be as often as necessary (approximately every 3 months) to keep the coil clean. Exercise care when cleaning the coil, so that the coil fins are not damaged, under no circumstances this unit be cleaned with acid based cleaner.</p>
Water Pumps	Annual Inspection prior to the expiry of warranty period	<p>1. Inspect all water pumps</p> <p>2. Check all seals, glands and pipelines for leaks and rectify as necessary.</p> <p>3. Re-pack and adjust pump glands as necessary.</p> <p>4. Check all pump bearing and lubricate with oil or grease as necessary</p> <p>5. Check the alignment and condition of all rubber couplings between pumps and drive motors and rectify as necessary.</p> <p>6. Check all bolts and nuts for tightness and tighten as necessary</p>
Water Pumps	Annual Inspection prior to the expiry of warranty period	<p>1. Perform all functions for monthly checks.</p> <p>2. Check motor earthing, meggar motor and connection wiring on each leg.</p> <p>3. Tighten motor terminals.</p> <p>4. Check Starter contacts.</p> <p>5. Test and calibrate overload setting.</p>
Expansion tank	Annual Inspection prior to the expiry of warranty period	<p>1. Inspect expansion tank, drain, clean and flush out tanks as necessary.</p>
Air handling units and fan coil units	Monthly Inspection	<p>1. Inspect all air-handling and fan coil units.</p> <p>2. Check all air filters and clean or change filters as necessary.</p> <p>3. Check all water coils, seals and pipelines for leaks and rectify as necessary.</p> <p>4. Check and re-calibrate modulating valves and controls. Adjust and rectify as necessary to ensure compliance to the</p>

		original specifications.
		5. Purge air from all water coils.
		6. Check all fan bearings and lubricate with grease as necessary.
		7. Check the tension of all belt drives and adjust as necessary.
		8. Check and clean all the condensate pans, trays and drains.
		9. Check, measure and re-calibrate all sensors if necessary.
		10. Check, clean and service smoke detectors. Carry out a system test to ensure that the smoke detector will trip the AHU's.
		11. Check spring vibration isolators for abnormal vibration. Rectify if necessary.
		12. Coil to be cleaned by (a) spray of high-pressure clean water (not exceeding 30 psi) (b) with clean chemical spray, if necessary.
Air handling units and fan coil units	Annual Inspection prior to the expiry of warranty period	1. Perform all functions for monthly checks. 2. Tighten motor terminals. 3. Check starter contacts. 4. Test and calibrate overload settings.
Air cooled packaged units and precision- computer air-condition equipment	Monthly	1. Check condenser fan motor load ampere. 2. Check fan and motor mounting brackets. 3. Check shafts and bearings. Lubricate with grease as necessary. 4. Check the tension of all belt drives and adjust as necessary. 5. Check for refrigerant leaks with electronic leak detector. 6. Check electrical terminals and contactors operation and connections for tightness. 7. Check compressor motor current.
Air cooled packaged units and precision-ac equipment	Annual Inspection prior to the expiry of warranty period	Perform all functions listed in the monthly check.
Ventilation	Monthly check and annual inspection prior to the expiry of warranty period	1. Check, adjust as necessary the air flow of all fans are in compliance with the original specifications. 2. Check the tension of all the belt drives and adjust as necessary 3. Check and lubricate all fan bearings. 4. Tighten motor terminals. 5. Check starter contacts. 6. Test and calibrate overload settings. 7. A system check shall be carried out for all Mechanical ventilation (MV),

		Pressurization and Exhaust system to verify the performance of the systems.
Switch Board	Six-month and annual inspection prior to the expiry of the warranty period	1. Clean and adjust all switch gear, contactors, relay and associated electrical equipment at intervals not exceeding six months
		2. Check and prove operation of thermal overload and protection devices.
		3. Check and ensure tightness of all equipment fastening and cable termination within switch boards.
		4. Vacuum clean all switch board cubicles.
Piping System	Monthly and annual inspection prior to the expiry of warranty period	1. Check all piping system for leaks and repair these where they have occurred.
		2. Check for damage & deterioration or sheathings, Rectify as necessary.
	Consumable materials	1. All oils and greases required for lubrication of compressors, fan bearings, motor bearings, pivots and other moving parts.
		2. All refrigerant required for topping up. Refrigerant loss if due to manufacturing defect due to negligence shall be made good by the agency.
		3. All consumable filter elements/rolls.
		4. All chemicals for the correct chemical treatment of the cooling tower and chilled water system.
		5. All carbon brushes required to replace worn brushes in electric motors.
		6. All electric contact points required to replace worn electric contact points in switchgears, motor starter gears, electronic control gears and electric relays.
		7. All electric fuses required to replace blown fuses.

NOTE: THE ABOVE DETAILS CAN BE AMALGAMATED IN THE SCHEDULE PROVIDED BY OEM FOR MAINTENANCE ACTIVITIES FOR RESPECTIVE HVAC COMPONENTS/EQUIPMENTS WITH THE SOLE OBJECTIVE OF MAKING IT MORE METHODOICAL AND SUITABLE.

Sub Head- VII (Low Voltage System)

Generally the agency has to depute the minimum following trained staff in 3 shift duty and general duty round the clock. The duty hours can be changed as per discretion of the Officer-in-charge.

- a) Fire technician-cum-operator - 3 nos. (1 no. in each shift for 3 shifts) and 1 no. in the general shift.
- b) Service Engineer - Twice in a Month.

2. The installations shall be maintained round the clock on all days of the month including Sundays & holidays and weekly rest of the staff shall be given making alternative arrangement for which no extra payment shall be made. On no account the installation will be left unattended.

3. Any material required for comprehensive maintenance of Lift Intercom shall be supplied by the agency within quoted rates and nothing extra shall be paid by the ITD.

4. The scope of work also includes complete comprehensive maintenance of Lift Intercom System including works such as repair/replacement of EPABX system, Push button on desk/hand free/KTS phone desktelephone, resistance, cables etc. & other parts required for proper maintenance of Lift Intercom system. The decision of the Officer-in-charge shall be final and binding and nothing extra shall be paid by the ITD.

5. In case of emergency the staff may have to work beyond normal working hours, for which no extra payments shall be made.

6. In case of absence of staff from duty, the following recoveries shall be made from the agency and the agency will have no claim from the ITD.

- a) Fire technician @ Rs. 600/- per day
- b) Service Engineer @ Rs. 1000/- per visit

7. The agency will maintain attendance records of the staff, which will be checked by the Officer-in-charge.

8. The staff of the agency shall maintain all log books and record/ registers which will be supplied by the agency.

9. The agency has to make an arrangement for fire drill once in a month in the presence of the Caretaker/Officer-in-charge.

10. The Officer-in-charge has the right to remove/ terminate the services of any staff of the agency, and the agency shall have no claim of compensation.
11. Watch and ward and safe custody of the installations and materials will be the responsibility of the agency.
12. The work shall be carried out as per the direction of the Officer-in-charge whose decision will be final and binding on the part of the agency.
13. All the equipments and installations will be maintained in neat and clean condition.
14. The agency has to arrange consumable materials like cotton waste, cloth, soap bar, duster, fuse, wire, black tape, battery acids and all other spares/ materials for comprehensive maintenance free of cost for bonafide use in the work and nothing extra shall be paid by the ITD.
15. The agency has to arrange T&Ps required for the work at site.
16. Safety of the staff employed will be the responsibility of the agency who must depute the staff adequately. This office will not be responsible for any mishap, injury or death of the staff.
17. The scope of work includes operation and comprehensive maintenance of installations. In case of repairs the agency shall arrange additional skilled staff within its quoted rates and without any extra cost, including works such as wiring, repairs of pumps, motors, valves, hydrants, pipelines & fittings/replacement of switch gears, hose pipes, nozzles, cards, alarm equipments, S.I. panel boards, starters, other major repair for which part of the machine, installation, is to be sent out for repair/testing shall be arranged by the agency. The decision of the Officer-in-charge shall be final and binding.
18. Painting of down corner systems such as pumps, motors, hose cabinets, pipes, and accessories has to be done once in a year with superior quality one/two coats of paint as per instructions of the Officer-in-charge. The decision of the Officer-in-charge shall be final and binding.
19. Any damage caused to the fittings/switch gears/ installation/machinery as a result of execution of this work shall have to be made good by the agency at its own risk and cost.

20. The work may be closed at any time without assigning any reason and the ITD shall ascertain no claim of the agency on this account.

21. The work shall be carried out as per CPWD specifications as amended upto date.

Manual Fire Alarm & P.A. Systems

1. The following works, i.e. tests/checks are to be carried out as per the demand of the installations, and/or as per directions of the Officer-in-charge, and proper log book should be maintained and got test checked by the Officer-in-charge, or his authorized representative.
 - a) Check the power supply of all the S.I. panels in buildings/floors (daily).
 - b) Check the LED's of panels through lamp test switch (daily).
 - c) Check the healthiness of battery and add distilled water/acid as reqd. (daily).
 - d) Check the fault indication of the MIP & SIP's/ mimic: panel, and rectify the same.
 - e) Check operational readiness of the system during main failure (daily).
 - f) Check whether signals of fire and fault condition is transmitted from SIP's to main control panel (daily).
 - g) Check the fire circuits from each zone of the S.I. panels/ MCP (fortnightly).
 - h) Check the talk back units/PA system circuits and remove faults if any (fortnightly).
 - j) Check & test the performance of all the hooters/ alarms/ speakers/ talk back units. (monthly).
 - k) Check the performance of all the manual call points. Check its glasses (monthly).
2. All materials, spares, i/c batteries, amplifiers, and electronic devices cards for zonal indications including ICS, diodes, LED's and all other material required to keep the installation in healthy operational condition all the times shall be arranged by the agency. Nothing extra shall be paid on this account by the ITD.
- 3 All the defects/fault conditions should be removed and the system should be brought to working order within 24 hrs. Otherwise penal recovery at the rate of Rs. 1,000/- per day shall be recovered from the bill of the agency.

Intercom System

The repair/replacement of intercom system installed in the Guest House/Officer's room/General lobbies/Communication room/Conference room/Library/Canteen/Recreation Room/Gymnasium/Staff Rooms/Guard Rooms/Lift cars/Machine rooms/ASK center/ Enquiry office / Reception etc. shall have to be maintained by the agency and periodically check up of the installation has to be carried out andfor which nothing extra will be paid to the agency.

**NOTE: FOR REST OTHER COMPONENTS UNDER THIS SUB HEAD
THE MAINTENANCE SCHEDULE OF OEMSs TO BE ADHERED WITH
PRIOR APPROVAL OF THE OFFICER-IN-CHARGE.**

Sub Head - VIII ((Plumbing and Drainage Works)

1. The work is to be carried out as per CPWD specification as amended upto date and as per site requirements.
2. The following minimum staff is required to be deployed by the firm
 - (a) Operator (E &M) - 3 Nos. (1 no. in each shift and plant)
 - (b) Fitter 1 No. in general shift (9 A.M. to 5. 30 P.M)
 - (c) Electrician 2 Nos. daily
3. The pump operator shall be deployed in three shifts daily & fitter in General shift i.e. 9 A.M to 5.30 P.M or as per site requirement on all days of month i/c Sunday & Holidays.
4. The water pumps have to run daily as per requirement of water in the premises.
5. The operational staff has to make entries in the log book daily which will be provided by the agency.
6. The agency shall have to deploy trained and experienced staff suitable for water supply pumping installation.
7. The agency shall be responsible for the conduct of the staff deployed by it.
8. The ITD reserves the right to reject the staff if found unsuitable. Such staff shall be immediately replaced at the direction of the Officer-in charge.
9. Any material required for operation and comprehensive maintenance of equipments shall be supplied by the agency within the quoted rates and nothing extra shall be paid by the ITD.
10. No T&P shall be issued by the ITD. The agency has to arrange the same with in its quoted rates and nothing extra shall be paid. Clause 10 cc and 10 c shall not be applicable.
11. The agency shall keep the installations in neat and clean condition & in working order all the time.
12. In case of absence of the staff from the duty the agency has to make alternate arrangements falling which recovery shall be made as under:-
 - (a) Operator (E &M) - @ Rs.600/- per day
 - (b) Fitter @ Rs.500/- per day

(c) Electrician

@ Rs.750/- per day

13. The scope of work includes complete and comprehensive maintenance of installation, including works such as overhauling and repair of hydro pneumatic system, pumps, motors, main panel board replacement of valves, pipes & switches, replacement of defective/ damaged water level indicators, top up of filter media, air blower, automation system, ammeter, voltmeter, phase preventer etc., or other major/minor repairs for which part of the machine is to be sent out for repairs/testing will be arranged by the agency. The decision of the Officer-in charge shall be final and binding and nothing extra shall be paid by the ITD.
14. Repairing/overhauling of all submersible pumps, motors, GI pipes, accessories, gate valves i/c taking out and lowering of submersible pump sets as and when required at the site has to be done for which nothing extra shall be paid.
15. Painting of pumps, motors, frames, panels, pipes, and accessories has to be done once in a year with superior quality one/two coats of paint as per instructions of the Officer-in charge. The decision of the Officer-in charge shall be final and binding.
16. Any damage caused to the electrical fittings switch gears machinery as a result of execution of this work shall have to be made good by the agency at its own risk and cost.
17. In case of emergency the staff may have to work beyond normal working hours for which no extra payment shall be made by the ITD.
18. The staff should wear set of uniforms & name plate, which shall be supplied by the agency.
19. Watch and ward of all the installations shall be the responsibility of the agency.

Sub Head - IX (Civil work)

1. Maintenance is to be carried out in the office building of ITD at A-2D, Sector-24, Noida, which includes Electrical, Civil and Horticulture maintenance works.
 - a) Details of assets are as per Para-1 above.
 - b) Layout of the area is enclosed,
2. For all the items of Civil and Horticulture works, CPWD specifications 2009 Vol-I to II with upto date correction slips shall be followed.
3. Wherever any reference is made to any Indian Standard, it shall be taken as reference to the latest edition with all amendments/revision issued thereto upto the date of receipt of tenders.
4. Unless otherwise specified, the agreement rates for all items of work of the schedule of quantities are for all heights, depths, leads and lifts, involved in the execution of work.
5. Other agencies working at the site will also simultaneously execute the work entrusted to them and the agency shall offer necessary co-operation wherever required to other agencies.
8. On account of security considerations, there could be some restrictions on the working hours, movement of vehicles for transportation of materials. The agency shall be bound to follow all such restrictions and adjust the programme for execution accordingly.
9. The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local bodies, labour laws, Minimum Wages Act, Workmen Compensation Act and other statutory laws enacted by Central Govt. as well as the State Govt.
10. The agency shall carry out a survey every month covering at least 10 of the complaints received every month and submit the feed back to the Officer-in-charge.
11. All malba/rubbish/silt/waste/garden waste etc. generated due to any operation shall be disposed off on daily-basis by the agency to the authorized municipal dhalao/dumping ground and nothing extra shall be paid on this account, The agency should include the cost of the disposal of such malba/rubbish/ silt etc. in the rates. The agency shall be fully responsible for any adverse consequences arising out of non-removal and disposal of such malba/rubbish etc. In case of non-removal, a compensation of Rs.5000/- (Rupees five thousand only) per day shall be recovered from the bill/security deposit of the agency.

12. No residential accommodation shall be provided to any of the staff engaged by the agency. The agency shall also not be allowed to erect any temporary set up for staff in the campus.

13. No claim of the labour shall be entertained by the ITD including that of providing employment, regularization of services etc.

14. The agency shall depute graduate Engineers for civil work having minimum experience of five years. They shall be present at ITD service centre from 9:00 A.M. to 5:30 P.M. on all days excluding Sundays and National Holidays to supervise attendance of complaints.

15. In case any Engineer or computer operator cum reception attendant is absent on any day, a compensation of Rs. 1000/- (Rupees one thousand only) per day per person shall be recovered from the agency and the same shall be recovered from the payment due to it or its security deposit.

16. Service centre will operate in full from 09.00hrs to 1730 hrs on all days except Sundays and National Holidays. Additional arrangements shall be made for registration and attending emergent complaints related to no electricity/sewer blockage and failure of water supply from 6.00AM to 9.00 AM and 5:00 PM to 10.00 PM on all days, and in the guest house on 24/7/365 basis.

17. Complaint register, attendance register and other records will have to be produced either daily according to the requirement or when asked to do so by the Officer-in-charge or his authorized representative.

19. When a register gets completed, it will be handed over to the Caretaker.. It will not be returned to the agency and the same will remain the property of the ITD.

20. All required registers will be issued by the Officer-in-charge duly marked in chronological order but the agency will have to arrange all such registers/stationery etc. Nothing extra shall be paid on this account.

21. The agency will have to arrange all the required T&Ps, computer, furniture etc. at its own cost and it will take all these things back only after the expiry of the agreement for which nothing extra shall be paid.

22. The agency shall take immediate action to attend any complaint assigned to it through site order book/verbal instructions from the Officer-in-charge or on telephones or by call centre/IVRS from occupants. In all cases it shall attend to the complaints in the

specified duration as mentioned below:-

- a) No delay complaints- Complaints of emergent nature such as electricity not being available, plumbing or sewerage systems not working etc. are to be attended within 4 hours .
- b) Minor complaints- Complaints relating to the trades of mason and carpenter are to be attended within 24 hours.
- c) Major complaints- Complaints other than no delay and minor complaints-within 15 days.

In case of failure to meet these deadlines a lump sum amount of Rs.1000/- (Rupees one thousand only) per complaint per day will be recovered from its bills/security deposit. One default shall be treated as one complaint.

23. The personnel and laborers engaged by the agency under this contract shall wear neat and clean uniforms as approved by the Officer-in-charge along with name badges. An identity card duly countersigned by the Officer-in-charge or his representative shall be issued to each personnel by the agency to have proper identification. The ITD reserves its right to get the police verification done for the staff and labour employed by the agency.

24 The Engineers who are present at the premise from 9:00AM to 5:30PM on all working days shall carry mobile telephone(s) to enable the Officer-in-charge to have easy and quick communication. Nothing extra shall be paid to the agency on this account and its quoted rates for various items under this contract will be inclusive of this obligation.

25 The agency shall have registration with the Employee's Provident Fund Commissioner and the Employee's State Insurance Corporation for safe guarding interests of its workmen. It shall obtain all other necessary approvals from statutory bodies as per law invogue.

26 All materials, T&Ps, consumables and contingent articles required for the work shall be arranged by the agency. Materials used shall be in preference as per the nomenclature of the item/ISI marked/as per CPWD specifications/CPWD approved/as per directions of the Officer-in-charge. Replaced materials used shall have same or richer specifications to the original materials and compatible to the work.

27. Staff employed by the agency should be well behaved and any complaint of misbehavior shall be taken very seriously and such staff will have to be removed by the agency immediately from the site.
28. For the purpose of categorization of staff as skilled and unskilled the sweepers/beldar/mali/khalasi shall be taken as unskilled, the mason/ plumber/sewer man/carpenter and wireman shall be taken as skilled. The skilled labour should be minimum ITI or equivalent qualified in respective fields.
29. All dismantled materials shall remain the property of the agency for day to day maintenance work and shall be taken away by the agency after taking approval from the Officer-in-charge in writing.
30. The agency shall make all safety arrangements required for the labour engaged by it at its cost. All consequences due to negligence on behalf of security/ safety or otherwise shall be on the agency for its labour. The ITD shall not be responsible for any mishap, injury, accident or death of the agency's staff. No claim in this regard shall be entertained /accepted by the ITD.
31. The agency shall be fully responsible for any damages caused to govt. property or lessee's property by it or its labour in carrying out the work and shall be rectified by the agency at its own cost.
32. (a) VAT/WCT/ Income Tax/other taxes as applicable shall be recovered from the agency's bill.
(b) Service tax if liable will be borne by the agency. Nothing extra will be paid on this account.
33. Chases, holes etc. shall be done using power operated tools.
34. For non-compliance or partial compliance of satisfactory execution of items, the Officer-in-charge reserves his rights to levy compensation in accordance with the scale of non-conformity and the period for which this non-conformity continues. However the total amount of this compensation for the whole contract shall not exceed 10% of the tendered value of this contract. This shall be without prejudice to the other remedies available to the Officer-in-charge under this contract to take action against the agency.
35. Each worker shall maintain a complaint diary and get the feedback recorded from the users regarding attending the complaint. In case, it is found that the complaint has not been attended satisfactorily, it will be considered as unattended. List of such complaints shall be

submitted to the Officer-in-charge or his representative on daily basis. Action as already mentioned shall be taken for unattended complaints.

36. The agency or its engineers at the Service Centre shall maintain complaint register, log books etc. as required for nature of work at sub-station, pump house etc.

37. The agency shall be required to maintain sufficient quantity of spares conforming to specifications at site to meet with the requirement of attending the complaints as per the directions of the Officer-in-charge.

38. Space is earmarked for running Service Centre. One cabin will be handed over to the agency free of cost by the ITD for workers and other staff deployed by the agency at the Service Centre.

39. Electric connection for general purpose at the Service Centre already exists. Bills for the electricity consumed shall be paid by the contractor. In case additional load is required for other purposes it shall be arranged by the agency.

40. The agency shall restore back the premises and other articles provided by the ITD, to the ITD at the time of closure of the contract.

41. Operations in which assistance shall be provided by the agency:-

(a) Assistance for occupation and vacation of the rooms in the building.

(b) Assisting the ITD in detection of unauthorized encroachments in the area being maintained.

(c) Informing to the ITD regarding the failure in any service being provided by other agencies in so far as they affect the assets being maintained under this contract, so that they can be taken up with the concerned local body/department for rectification.

42. The order of preference in case of any discrepancy as indicated in condition No.8.1 under "Conditions of Contract" given in the General conditions of contract for CPWD Works 2008 form may be read as the following :-

(i) Description of schedule of quantities.

(ii) Additional specifications and special conditions, if any.

(iii) Contract clauses of General conditions of contract for Central P.W.D. works 2008 Form.

(iv) CPWD specifications

(v) Architectural drawings.

(vi) Indian Standards specifications/ BIS.

(vii) Sound engineering practice.

Any reference made to any Indian Standards specifications in these documents, shall imply to the latest version of that Standard, including such revisions/ amendments as issued by the Bureau of Indian Standards up to last date of receipt of tenders. The agency shall keep at its own cost all such publications of relevant Indian Standards applicable to the work at site.

44. Stores and bins as available shall be handed over to the agency for storing the material.

45. A minimum number of masons, carpenters, fitters, sewer men, beldars, Enquiry clerks etc. to be deployed by the contractor shall be as follows:-

Sl. No.	Staff	Working time (9 A.M to 5.30 P.M.)	Attending emergent complaints 6 A.M. to 9A.M and 5. 30 P.M. to 10 P.M
1	Mason (Skilled)	As per need and requirement fixed by the	
2	Carpenter (Skilled)	1	As per need and requirement
3	Fitter/Plumber (Skilled)	1	As per need and requirement
4	Sewerman (Unskilled)	1	As per need and requirement
5	Beldar (Unskilled)	As per need and requirement	
6	Work Assistant (Skilled)	As per need and requirement	
7	Chowkidar (Unskilled)	As per need and requirement	
8	Enquiry Clerk/Computer Operator	As per need and requirement	
9	Welder (Skilled)	As per need and requirement	

Note: The needs and requirements shall be decided by the Officer-in-charge.

46. The agency will maintain attendance records of the staff, which will be checked by the Officer-in-charge. In case of absence of any staff, recovery shall be made at following rates:-

- i) Skilled labour@ Rs. 400/- per day per person.
- ii) Unskilled labour@ Rs. 300/- per day per person.
- iii) Enquiry clerk/computer operator@ Rs.500/- per day per person.

SPECIAL CONDITIONS FOR CIVIL ENGINEERING WORKS FOR DAY TO DAY MAINTENANCE

1. Cleaning and sweeping operation shall commence before 8:00 A.M, and will be done twice (once in forenoon and once in afternoon) on all days. If it is noticed that the work or part of work is not done in the defined area before the above specified time, a compensation of Rs.2000/- (Rupees Two thousand only) or proportionate amount respectively for each default shall be levied and the same shall be recovered from the amount due to the agency or the security of the agency. The decision of the Officer-in-charge shall be final in this regard.
2. The agency shall write with stencil on all the terrace tanks, underground sump and tanks with paint the dates of cleaning and the next due date for cleaning within 2 days of the completion of the cleaning operation.

ADDITIONAL SPECIFICATIONS AND CONDITIONS

1. The work shall be carried out in according to CPWD specifications for works, 1996 Volume 1 to VI, including up to date correction slips and as per additional conditions and specifications given below. Whenever there is any difference between the CPWD specifications for works 1996 (as mentioned above) and the Additional conditions and specifications given below, the latter shall prevail. If both the CPWD specifications and the additional conditions and specifications are silent, the clauses/specifications as per relevant, I.S. code shall apply and in case its relevant I.S. Codes are also silent the instructions of the Officer-in-charge shall be final.
2. The agency shall have to carry out the work according to programme given by the Caretaker/Officer-in-charge. The agency shall not carry out any work in the building without permission of the Officer-in-charge. The agency shall have to adhere to this programme failing which it shall be fully responsible for any inconvenience caused to the occupants. No claim for idle labour on any account shall be entertained. The agency shall depute its representative daily to the site of work. His name and signature shall be attested by the agency for record in the ITD.
3. Any location where the work is to be executed on any day shall be got approved from the representative of the Officer-in-charge at the site of work in writing. No work shall be carried out in any location without the approval of the representative of the Officer-in-charge.
4. Any work carried out without the approval of the representative of the Officer-in-charge at the site of work shall be rejected and will not be measured and paid for.
5. Before the start of execution of work, material shall be brought in adequate quantity to be sufficient at least for 50% of the total requirement of the whole work and deposited with the ITD. Remaining 50% of the materials shall be brought and deposited with the ITD after the completion of 1/3rd of work.

6. The material such as paints, varnish, distemper, plastic emulsion paint, water proofing cement paint and primer etc. as required shall be of approved brand and manufacturers, and of required shade and confirming in all respects to the relevant I.S. specifications after approval of the Officer-in-charge.
7. The agency shall have to get the shades of all type of paints, distempers, water proofing cement paint etc. approval from the Officer-in-charge before procurement of materials.
8. The paints/other material shall be issued by the Caretaker to the agency after breaking the seal of the containers/packing and quantity to be issued shall be as per the daily requirement at the site. After day's use, the balance quantity of paints etc, if any left, will be returned by the agency to the ITD. After use, the empty container shall have to be returned to the ITD and shall be preserved by the Caretaker and will not be disposed off till the finalization of the work.
9. The site for the collection and stacking of the excess construction of the material shall be got approved from the Officer-in-charge.
10. Nothing extra shall be paid to the agency for excess consumption of material.
11. The agency shall quote their rates inclusive of all taxes, cartage, royalties etc. complete.
12. All sub-standard material shall be rejected and shall have to be removed from the site immediately by the agency at its cost and the ITD will not be responsible for the safe custody of the same.
13. If desired by the Officer-in-charge, samples at random shall be collected and sent to the Laboratory for test at National Test House or other Lab approved by the Officer-in-charge. All incidental charges in connection with progress including cost of samples shall be borne by the agency. The laboratory testing charges/fees however, shall be reimbursed by the ITD, if test result is found satisfactory.
15. The agency shall prepare one sample of item which shall be got approved from the Officer-in-charge. Only on acceptance of sample work, the agency will be allowed to commence the work and sample is to be preserved by the Caretaker till the whole will be completed. The quality of entire work should confirm to the approved samples.
16. In order that the agency may take daily instructions, a register will be maintained at the Service Centre. The Caretaker will note down the work to be attended to and the date on which the work is to be started. An authorized representative of the agency will, therefore, have to visit the Service Centre daily and note down the instructions in the register.
17. The agency and/or its authorized agent should see the site order book every day and get

the compliance noted by the Caretaker/Officer-in-charge.

18. All the malba or rubbish obtained from dismantling or otherwise during the execution of the work shall be brought down through the staircase and shall not be thrown to the ground directly from first or second floor etc. this shall be carried and stacked properly to the specified common disposal point on the same day and site shall be left clear as per the instructions of the Officer-in-charge. A compensation of Rs.500 /-(Rupees five hundred only) shall be recovered from the agency for each complaint/default.

19. Any damages to the building structure, fittings or any other articles etc done by the agency or its workmen during the execution of the work shall be made good by the agency at its own cost.

20. Defective work, sub-standard work or work not done according to the specifications of the agency shall be liable for summary rejection and shall not be measured and paid for. This shall be without prejudice to taking any other action against, the agency in accordance with the terms and conditions of the contract.

21. The agency shall clear the area properly after the completion of the work.

22. For each location, the measurement as recorded in S.M.B./M.B will be paid. Any portion of the quarter such as store rooms, inside almirahs/cupboards etc. in which white/colour wash, could not be done for any reasons, suitable deduction will be made.

23. The theoretical consumption of materials like, cement, distemper, plastic emulsion paint, water proofing cement paint etc shall be computed, as per the consumption co-efficient attached separately. In case of variation between the actual and the theoretical calculations action shall be taken as below:-

In case, the materials used are less than the theoretical requirement, the cost for the materials used less shall be recovered from the agency at the basic rate as given in D.S.R.-2007 plus carriage plus 1% W.C. plus, 15% agency profit and over heads plus agency's enhancement/minus abatement as per the Agreement. For all excess use of materials over the theoretical consumption no extra payment shall be made to the agency.

GENERAL CONDITIONS FOR SUPPLY OF MATERIAL

1. The material shall be as per CPWD Specification 1996 Vol.1 to VI with upto date correction slips.

2. In case of any variation between CPWD specifications and in the IS Code, the former shall take precedent over the latter. In the event of variation between the nomenclature of item as per schedule of quantities and specifications, the former shall prevail.
3. The sample of all the items have to be got approved by the agency from the Officer-in-charge before the supply commences, the approval of sample shall be only in respect of workmanship and finish, and shall be without prejudice to the right of Officer-in-charge to get random sample tested out of the actual lot received as per additional conditions.
4. The agency shall, if required furnish the manufacturer's certificate that the material supplied satisfies the requirement of the relevant specifications.
5. The Officer-in-charge shall be at liberty to take respective sample(s) of each item of schedule of quantity in any approved laboratory as decided by him. The sample for testing shall be provided by the agency. All other expenditure required to be incurred for taking the sample, conveyance and packing etc. shall be borne by the agency itself. In case any sample particular lot fails in testing, the agency shall be bound to replace the entire lot with fresh material of prescribed specifications and the rejected lot shall be returned to the agency only after the fresh lot is supplied.
6. Rejected materials shall have to be removed by the agency at its own cost within a week of the instructions of doing so else godown rent as decided by the Officer-in-charge shall be charge by the ITD.
7. In case of any dispute regarding rejection of quality of materials, the decision of Officer- in-charge shall be final and binding upon the contractor.
8. Royalty, octroi terminal, tax etc. at prevalent rates shall have to paid by the agency itself and the rates quoted by it shall include these duties and nothing extra on this account shall be payable.
9. The quantities are approximate and are liable to variation upto any extent on either side. The Officer-in-charge reserves their right to order deviations from the quantities mentioned in the tender.
10. The agency shall itself arrange for raw materials required by it. No recommendation letter shall be issued by the ITD.
11. For the items where more than one make have been mentioned, the agency should

mention the specific make against the quoted rate. If it has quoted one rate for such item then it will be the discretion of the Officer-in-charge to accept the material of any particular make out of the mentioned make.

12. The agency shall have to produce the cash memo/invoice to satisfy the ITD that "the material has been purchased from the authorized dealer and the sales tax has been paid.

13. The material such as door windows fittings sanitary items/water supply and other building items etc. as required shall be of approved brand and manufacture as approved by the Officer-in-charge.

Conditions for testing of material

The agency shall also assist inspection and collection of samples by the Officer-in-charge for testing. The samples of material/items of work required for testing by Officer-in-charge or his representative shall be provided free of charge by the agency. The cost incurred in collection of samples and its packing and transportation to the approved lab/field laboratory shall be borne by the agency. The cost of tests conducted in outside approved laboratory, even if the facility of testing is available in field laboratory, shall be borne by the agency.

SPECIAL CONDITIONS FOR PROCUREMENT STEEL AND CEMENT **CONDITIONS FOR CEMENT**

(i) The agency shall procure 43 grade (conforming [IS 8112) ordinary Portland cement, as required in the work, from reputed manufacturers of cement, having a production capacity of one million tonnes or more per annum, such as ACC, L&T, Jaypee, Birla and Cement Corporation of India etc. and as approved by the Ministry of Industry, Government of India and holding license for use of the ISI certification mark for their product and whose name shall be got approved from Officer-in-charge. Supply of cement shall be given in 50 kg bags bearing the manufacturer's name and ISI marking. Samples of cement arranged by the

agency shall be taken by the Officer-in-charge and got tested in accordance with the provisions of the relevant BIS code. In case the test results indicate that the cement arranged by the agency does not conform to the relevant BIS code, the same shall stand rejected and shall be removed from the site by the agency at its own cost within a week's time of a written order from the Officer-in-charge to do so.

(ii) The cost of cement to be provided for samples for testing and the testing charges shall invariably be borne by the agency only.

(iii) The quantity of cement in parts as per site requirement (out of the total theoretical requirement on the work) shall be brought and stacked at the designated CPWD Service Centre Stores as directed by the Officer-in-charge. The said cement shall only be allowed to be used as per direction of the Officer-in-charge.

(iv) The actual issue and consumption of cement on work shall be regulated and proper accounts maintained as provided in the contract. The theoretical consumption of cement shall be worked out as per procedure prescribed in the contract and shall be governed by the conditions laid therein.

(v) Cement brought to site and cement remained unused after completion of work shall not be removed from the site without the written permission of Officer-in-charge.

((vi) Damaged cement shall be removed from the site immediately by the agency on receipt of a notice in writing from the Officer-in-charge. If it does not do so within three days of the receipt of such notice, the Officer-in-charge shall get it removed at the cost of the agency.

CONDITIONS FOR STEEL

(i) The agency shall procure steel reinforcement bars conforming to relevant BIS codes from the main producers as approved by the Ministry of Steel. The agency shall have to obtain, and furnish test certificates to the Officer-in-charge in respect of all supplies of steel brought by it to the site of work. Samples shall also be taken and got tested by the Officer-in-charge as per the provisions in this regard in relevant BIS codes. In case, the test result indicate that the steel arranged by the agency does not conform to BIS Codes, the same shall stand rejected and shall be removed from the site of work by the agency at its cost within a week's time from written orders from the Officer-in-charge.

(ii) The cost of Steel bars of different dia to be provided for samples for testing and the testing charges shall invariably be borne by the agency only.

(iii) The quantity of steel in parts in required dia as per site requirement (out of the total theoretical requirement of the work) shall be brought and stacked at the designated CPWD Service Center Stores as directed by the Officer-in-charge. The said steel shall only be allowed to be used on work only after directions by the Officer-in-charge are issued.

(iv) The steel reinforcement shall be stored by the agency at the site of work in such a way as to prevent distortion and corrosion and nothing extra shall be paid on this account. Bars of different sizes and lengths shall be stored separately to facilitate easy counting and checking.

(v) For checking nominal mass, tensile strength, bend test, re-bend test etc. specimens of sufficient length shall be cut from each size of the bar at random at frequency as per specifications and directions of the Officer- in-charge.

(vi)The actual issue and consumption of steel used in the work shall be regulated and proper accounts maintained as provided in the contract. The theoretical consumption of steel shall be worked out as per procedure prescribed in the contract and shall be governed by the conditions laid therein.

The following procedure should be followed in case of removal of rejected/sub-standard materials from the site of work:

(i) Whenever any material brought by the agency to the site of work is rejected an entry thereof should invariably be made in the site order book under the signature of the Caretaker giving the approximately quantity of such materials.

(ii)As soon as the material is removed, a certificate to that effect may be recorded by the Caretaker against the original entry, giving the date of removal and mode of removal, i.e. whether by truck, cans, or by manual labour. If the removal is by truck, the registration number of the truck should be recorded.

(iii) When it is not possible for the Caretaker to be present at the site of work at the time of actual removal of the rejected/sub-standard materials from the site the required certificate should be recorded by the Caretaker and the Officer-in-charge should countersign the certificate recorded by the Caretaker.

Sub Head - X(Maintenance Works - Horticulture)

1. The work shall be carried out as per CPWD Specifications-2009 Vol- I & II with up to date correction slips and as per CPWD yard-stick
2. The rates of all the items of the work shall be considered as inclusive of all charges like T&P/machine etc. used in maintenance of Horticulture works and its transportation, royalty and other taxes etc. & no extra claim shall be entertained in this regard.
3. The agency shall take instructions from the Officer-in-charge regarding supply and stacking of materials at site, if required.
4. No T&P item shall be issued to the agency by the ITD for maintenance of Horticulture work and nothing extra shall be paid on this account.
5. The agency shall have to pay the minimum wages to the labour as per prevailing rates of government time to time and it shall be binding on the agency who shall have to pay the increased rates from retrospective effect to the labour and nothing will be paid extra on this account by the ITD.
6. The ITD shall not be responsible for any injury, partial or permanent, or death of any worker at site due to accident during functioning of the equipment or by negligence of the staff.
7. No compensation shall be payable to the agency for any damage caused by natural calamity (rains, storms, earthquakes and other calamity) during the execution of work.
8. All applicable and prevailing taxes will be recovered from the agency's bills as per government orders.
9. In case of any causality of shrubs, trees or any other plants has been found during maintenance the agency has to replace the trees/shrubs/ other plants of the same height and specification by another at its risk and cost and nothing extra shall be paid for the same in this regard or recovery of Rs. 60/- per shrub, Rs. 250/- per tree plant, Rs. 140/- for other foliage/decorative plants and Rs. 100/- per sqm. for lawn shall be made. The decision of the Officer-in-charge shall be final and binding in this regard.
10. In case, if it is observed that the maintenance is not healthy and to the required standards, no payment shall be made of the specific area for the period over which the

maintenance has been found to be neglected. The decision of the ITD shall be final and binding in this regard.

11. If any damage is caused for public conveniences/services, the same shall have to be repaired instantly, failing which necessary recovery shall be made from the agency's bill.
12. The Officer-in-charge reserves the right to accept/reject any or all the tenders without assigning reason.
13. If any Civil Masonry work, Building, Road and Channels is damaged by the agency during execution the same will have to be repaired by the agency at its risk and cost, otherwise the complete cost will be recovered.
14. The field staff is to be engaged (minimum) as per approved yardsticks of the Govt. of India.
15. The total number of field staff to be engaged will be minimum 1 No. and the staff should have experience & the normal working hours will be 8.30 hours a day from 9.00 A.M. to 5.30 P.M. with one hour lunch break from 1.00 P.M. to 2.00 P.M. subject to staggering of duty hours as per actual requirement. During Sundays and other holidays the agency must deploy essential staff to ensure minimum maintenance particularly for watering of posts and maintenance of nursery.
16. The agency should be available at site on every intimated visit of senior officers.

Sub Head - XI (Furniture & Fixtures)

Duties of the Agency

1. The agency will be responsible for daily cleaning of all the Items of furniture and fixtures in the office building. It will ensure that the material used for cleaning will be of proper standards, and as approved by the Officer-in-charge.
2. All the areas of the office building where carpets, curtains etc. are installed shall be vacuum cleaned once a week.
3. All sofa sets, tables, racks etc. installed in the office building shall be cleaned/dusted/vacuum cleaned daily.
4. Vacuum cleaning of fully upholstered Sofas with rubber cushion seat & back with valentines fabric at least once in 3 months or as required.
5. Dry/vacuum cleaning along with shampooing (with TASKI TR101 solution) of Tufted Texture Loop Pile Modular Carpets at least one in three month or as required.
6. Dry/vacuum cleaning & shampooing of chairs with fabric upholstery using high quality anti-bacteria liquid in order to ensure proper hygienic conditions at workplace at least once in 3 months or a required.
7. Cleaning & polishing of chairs with synthetic leather upholstery at least once in 3 months or as required.
8. Dry/vacuum cleaning & shampooing of fabric tiles of workstations using with quality anti-bacteria liquid in order to ensure proper hygienic conditions at workplace at least once in 3 months or as required.
9. Light vacuum cleaning of venetian blinds at least once in every month and wet cleaning at least once in 6 months or as required.

Sub Head - XII (Guest House Services)

Duties of the Agency

10. The agency will be responsible for daily cleaning of all the Guest Rooms, dormitories, gymnasium and common areas irrespective of guest occupancies in the Guest House. It will ensure that the material used for cleaning will be of proper standards, and as approved by the Officer-in-charge.
11. All the areas of the Guest House where carpets, curtains etc. are installed shall be vacuum cleaned once a week.
12. All sofa sets, tables, racks etc. installed in the Guest House shall be cleaned/dusted/vacuum cleaned daily.
13. Clean towels, bed sheets, blankets, pillow covers etc., shall be provided to visiting guests every day.
14. The agency will provide toilet accessories like soaps, toothpaste, toothbrush, shampoo, shaving kit, hair dryer, etc., for use by the guests.
15. The agency will provide iron and ironing board (on need basis), sewing kit for use by the guests.
16. In addition to the above, the following job/work will be the responsibility of the agency:
 - i) Utensils, crockery, cooking equipments etc. will be managed and maintained by the agency itself.
 - ii) Plumbing and Sanitary works.
 - iii) Repair of all electrical appliance including change of fused lamps, socket, and plug, Repair & Maintenance of TV, Geysers, Ceiling fans, Fridge, Deep Freezer etc.
 - iv) Supply of new bed sheets, pillow covers, blankets, mattresses, towels, Hand napkins etc. and cleaning and maintenance thereof.
 - v) Supply and maintenance of plants, flowerpots including manure, painting of flower pots.
 - vi) Supply of crockery, cutlery, glassware for rooms & dining hall and cleaning and maintenance thereof.
 - vii) The contractor will make timely payment for cable connection in guest house.
 - viii) Any other work job required to be done for smooth functioning of Guests House.
17. The agency will ensure that all the furniture, fixtures, crockery, electrical appliance etc. available in the guest house are properly used. The agency will ensure that there is never any mishandling or negligence. The agency will be responsible for breakage of loss of any article on account of negligence or mishandling. Any cost or damages arising out of negligence or mishandling of the items provided by the ITD shall be borne by the agency.
9. The agency will not entertain any person in the Guest House unless it receives prior

written order in favour of such person from the ITD.

10. The agency will maintain proper records of the guests staying in the Guest House. The record will inter-alia contain information about name and address, designation, station arriving from, period of stay whether on official duty or otherwise number of members etc. A monthly report will be submitted by the agency to the ITD in this regard.
11. The room rates on per day basis to be collected from visiting guests shall be communicated by the ITD to the agency. These dues will be collected by the agency from the visiting guests on behalf of the ITD and handed over to the ITD immediately on departure of respective guests. Under no circumstances, shall the agency be collecting amounts lesser or higher than those prescribed by the owner.
12. The check out time shall be 12.00 noon, whereas, check in can be made at any time round the clock. The agency will be authorized to issue receipts of room, rents received from visiting guests.
13. The agency will maintain and keep the kitchen running from 6:00 AM to 11:00 PM. It will ensure that clean and hygienic conditions are always maintained in the kitchen. The established rates of food items shall be charged from the guests. However, if any revision is needed, then the agency would approach the ITD at least one calendar month in advance so collected for such revision and the decision of the ITD shall be final.
14. All dues of visiting guest in respect of food items supplied shall be collected by the agency and the ITD would not be responsible for nonpayment by any visiting guest. The agency would issue receipts for the money so collected to the visiting guests.
15. Breakage of any items or article installed in the guest house, which is not to be supplied by the agency, shall be promptly intimated by the agency to the ITD along with reasons, if any, so that necessary replacement / repair is attended without any inconvenience to the visiting guests. .
18. The agency will maintain a complaint / suggestion register in the guest house which will always be kept at a conspicuous space, say the reception. All entries made by visiting guests in this register will always be open for inspection by the ITD. It shall however, be the duty of the agency to promptly intimate the ITD about any suggestion or complaint received by it.
19. The agency will ensure that all the staff members employed by it are polite and courteous with the guests. All the staff members will be required to wear a black pant, white shirt and black tie. The staff members will be carrying lapel cards indicating name and designation along with insignia of the guest house. Any complaints regarding the misbehavior etc. of the staff members will be adversely looked upon and the agency may take action against the erring staff under intimation to be owner. The agency will ensure that its staff members do not solicit any tips etc. from the guests.
20. The ITD can, at any time, inspect the guest house personally or through an authorized representative. The agency and its employees shall be duty bound to allow inspection and to render all cooperation for the inspection.

GENERAL CLAUSES

1. The agency would be free to hire employees as per its requirement. The employees of the agency would for no purpose, be considered as employees of Income Tax Department, Noida.
2. The agreement is purely a maintenance contract and will never be constructed as a tenancy agreement.
3. Any matter during the period of this agreement, which has not been specifically covered by this agreement, shall be decided by the ITD whose decision shall be final and conclusive.
4. The agency shall, under no circumstances, remove alter modify any furniture or fixture installed in the guests house unless prior written permission is given by the ITD. Similarly, the agency will also not construct or modify and temporary of permanent structure in the guest house.

Sub Head - XIII (Security Services)

These services shall include but not limited to:

- 1) Vetting and verification of visitors at the gate.
- 2) Guiding the genuine visitors/residents to the intended destinations.
- 3) To register and check the material going in and out of the premises.
- 4) To enforce strong watch at the gates of the complex to restrict entry to unauthorized and anti-social elements.
- 5) To cover and secure the perimeter of the complex.
- 6) To operate the CCTV and other access controls as provided by the ITD.
- 7) To maintain record of CCTV for such period as maybe prescribed by the Officer-in-charge
- 8) To monitor, plan direct the procedures for efficient parking facility for the visitors and residents.
- 9) To maintain sharp watch on the staff, workers and the visitors to prevent unwarranted activities within the complex.
- 10) To help educate and spread awareness to the occupants of fire prevention, control and fighting.
- 11) To execute disaster management plans including first aid facilities and to ensure compliance of all fire safety rules.
- 12) Conduct evacuation plans periodically for the occupants in case of disasters and hazards.
- 13) The Agency shall ensure periodic reports on Fire Audit, Security functional audit, danger speculations for the premises (if any).
- 14) Maintenance of records of incidents.
- 15) Maintenance of contacts of important emergency action agencies like Fire Departments, Police and Hospitals etc.
- 16) Preparation of emergency evacuation guidelines.
- 17) Adequate Training Programmers on various aspects, such as Technical Safety and good housekeeping.
- 18) Availability to the deputed security personnel at the site the minimum equipment and items to ensure efficient vigilance to protect the premises against external threats, thefts, fire hazards, natural disasters, unauthorized entry.
- 19) The minimum equipment available and possessed by the Security Guards such as:
 - a. Battery Torch
 - b. Whistle
 - c. Baton
 - d. Licensed arms & ammunition

The security staff shall be constantly stationed at various posts /duties in the premises as per the direction of the Supervisor/Manager. In no case there would be any inter-change of personnel deployed for security and other services; and that the command, supervision and reporting for these two streams of works, i.e., security and all other services shall be totally separate. The personnel deployed for security duties shall preferably be Ex-serviceman from defense service and the Agency shall have necessary approvals for the same.

Areas of Operation

The scope of work shall include the entire security services for the premises with minimum requisite manpower as mentioned in SOR/BOQ

Access Control & surveillance System

Following types of reports, on demand, shall be generated & submitted by the agency.

- i) A general listing of all or selected points in the access control or security network.
- ii) A list of time schedules.
- iii) A list of outstanding alarms.
- iv) A list of card holder information.
- v) A list of all scheduled events.
- vi) A list of all cards issued to card holders.
- vii) System diagnostic reports

The agency shall carry out automatic zonal arming and disarming on a pre-defined schedule when required. Configure entry and exit times, system components, including access points input & output devices, send commands to CCTV equipments, start Digital Video Recorder (DVR) rerecording process.

The agency shall carry out following control functions for CCTV & DVR

- i) Image display
- ii) Camera movement.
- iii) Zoom-in & Zoom-out.
- iv) Open iris & close iris.
- v) Focus-near & Focus-far.
- vi) Pan/tilt speed
- vii) Image/ Screen size.