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(A Government of India Undertaking)
(भारत सरकार का उपक्रम)

Request for Proposal

For

Comprehensive Operation and Maintenance Contract for Residential Premises at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi -110063.

Tender No. IFCI/Estates/GEM/2022-23/04

Mode of Tender - E-tender on GEM Portal

Addressed To

General Manager (Estates)

IFCI Limited, IFCI Tower, 61 Nehru Place,

New Delhi - 110019.

Introduction

The Industrial Finance Corporation of India (IFCI Ltd.) was established on July 1, 1948, as the first Development Financial Institution in the country to cater to the long-term finance needs of the industrial sector. IFCI is a Government of India Undertaking under the aegis of the Department of Financial Services, Ministry of Finance, GOI, primarily a Non-Deposit Taking NBFC.

(I) Schedule of RFP/Tender

IFCI Ltd., invites e-tender in two bid system (Technical and Financial bid) from eligible, reputed agencies having sufficient experience of providing Comprehensive Contract for Operation and Maintenance Contract for Residential Premises at IFCI Staff Colony, Paschim Vihar, Near Jwala Heri Market, New Delhi-110063.

Key Events & Dates

RFP/Tender Notice No	IFCI/Estates/GEM/2022-23/04	
Name of Work	Comprehensive Operation and Maintenance Contract for Residential Premises at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi.	
Estimated Bid Value for 02 years (Including 18% GST)	Description	Charges for 02 Years Amount (Rs.) (Inclusive of GST)
	i. Manpower cost (08 nos.) will be reimbursed on actual deployment as per the notification with regard to wages published by the Ministry of Labour & Employment, Govt. of India, applicable from time to time for Construction or Maintenance.	Rs. 58,03,751/- (Bidder is requested not to quote manpower cost in the bid).
	ii. Comprehensive Maintenance cum Material Charges for 02 years towards day-to-day maintenance, annual servicing, replacement of faulty parts/items, as mentioned in the RFP/Tender including service charges.	Rs.3,91,080/- including 18% GST for 02 years charges. (Commercial offer will be evaluated only Comprehensive Maintenance cum Material Charges for 02 years).
	Total Estimated Bid Value (i+ii) for 02 years (Including service charges and including 18% GST)	Rs.61,94,831/- (Say Round off Rs.61,95,000/-)
Note: - Bidders has to quote only Comprehensive Maintenance cum Material Charges for 02 years towards day-to-day maintenance, annual servicing, replacement of faulty parts/items, as mentioned in the RFP/Tender including service charges as per scope of work except manpower cost, as per financial format given in the RFP.		
Contract Period:	Initially for a period of Two years with a provision of one-year extension subject to evaluation of the performance of service provider.	

Mode of Tender/RFP	E-tender on GEM Portal
Tender Document/RFP	The details can be downloaded free of cost from GEM portal www.gem.gov.in or from IFCI website https://www.ifcilttd.com/ (Tenders-procurement of goods and services).
Date of Inspection of IFCI Staff Colony, Paschim Vihar, New Delhi-110063	On Monday to Friday except Holidays between 10.30 A.M. to 3:00 P.M. till February 09, 2023.
Bid Security /EMD (In form of NEFT/RTGS Only)	Rs.61,948/- (Rupees Sixty-One Thousand Nine Hundred Forty-Eight Only)
Date of Pre-bid Meeting	09/02/2023, 11:00 AM. Pre-Bid Meeting to be held at 12 th Floor, IFCI Tower, 61 Nehru Place, New Delhi.
Clarifications, if any	On the day of Pre-bid Meeting.
Last Date and Time for submission of Technical Bid & Financial/Price Bid)	11:00 AM, February 17, 2023
Date & time of opening of Technical Bids	11:30 AM, February 17, 2023
Date & time of opening of Financial Bids	To be communicate to qualified bidders.
Notice for amendment if any	shall be hosted on GEM portal and IFCI website www.ifcilttd.com only.
Address of Communication	The General Manager (Estates), IFCI Ltd. 12th floor, IFCI Tower, 61 Nehru Place, New Delhi – 110 019.
Validity of Proposal	The rates in tender document shall be kept open from acceptance for a minimum period of 90 (ninety) days from latest due date of offer submission (incl. extension, if any).
Contact Person: In case of any query, you may contact any of the following officials	a) Shri Amit Joshi, AGM at New Delhi (011-41732174) and email: estate.dept@ifcilttd.com b) Shri O C Rana, DGM at New Delhi (011-41732107) and email: estate.dept@ifcilttd.com

Note: IFCI reserves the right to cancel the Tendering process at any stage during the Tender Process without assigning any reason thereof.

(II) INSTRUCTIONS TO BIDDERS

1. Bidders who wish to participate in this tender will have to register online at <https://gem.gov.in>. The bidders are requested to read carefully the user manual available on website <https://gem.gov.in> before initiating the process of bid submission.

In case of any clarification / assistance Bidder may contact the Help Desk of GEM before Online Bid Submission as per the details mentioned below:

E-mail ID: helpdesk-gem@gov.in

Phone No.: 07556681401, 07556685120, 01169095625

2. **Online Submission of E-Bids:** Online bids will have to be submitted within the specified time on website <https://gem.gov.in> as under: -

a) **Technical Bid: Scanned Copies to be uploaded (.pdf): -**

i. Bidder shall upload the scanned copy of Remittance Advice/ copy of Bank Statement as evidence of NEFT/RTGS, whichever is applicable, as proof of depositing EMD along with technical bid. Otherwise, the bid will not be considered.

ii. The technical information has to be prepared carefully as indicated in the tender document since it will be the basis for the pre- qualification of bidders. Only relevant and to the point information/document should be uploaded. Failure to provide any required information, may lead to the rejection of the offer. Bidders must read the tender document very carefully before signing on it. Technical formats i.e., all annexures except Financial Bid Annexures/Schedule, any other relevant supporting documents/ required eligibility documents etc. including all the pages of tender document must be signed by the authorized representative along with date as token of acceptance of the terms & conditions of tender and uploaded.

b) **Financial Bid:** - Bidder(s) must read the terms and condition as mentioned in this tender document and submit the financial bid accordingly. Bidder(s) are required to check the prices/amount carefully before uploading financial bid.

3. **Earnest Money Deposit (EMD): -**

a) EMD of **Rs.61,948/- (Rupees Sixty-One Thousand Nine Hundred Forty-Eight Only)**. EMD may be remitted in form of **NEFT/RTGS only** in IFCI bank account as detailed below: -

Beneficiary: IFCI Ltd.

Account No. 00030350002631

Bank Name: HDFC Bank, HT House, KG Marg, New Delhi

IFSC Code: HDFC0000003

b) Bidders shall upload the scanned copy of Remittance Advice/Copy of Bank Statement as evidence of NEFT/RTGS, whichever is applicable, as proof of depositing EMD along with bid, failing which the offer will not be considered.

c) EMD will not carry any interest.

- d) EMD will be refunded to the unsuccessful bidder(s) after finalization of the bid and EMD of successful bidder(s) shall be returned after acceptance of entire terms and conditions mentioned in the tender document and submission of security deposit/Bank Guarantee.
- e) **The Earnest Money Deposit submitted by the bidder may be forfeited if,**
- I. Successful bidder fails to accept work order within specified time as per intimation/request of the IFCI,
 - II. Successful Bidder withdraws his tender or backs out after acceptance,
 - III. Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document,
 - IV. Bidder violates any of the terms and conditions of the tender,
 - V. Bidder revises any of the items quoted during the validity period,
 - VI. Bidder is found to have indulged in fraudulent practices in the bid submission process.
4. **Authorization and Attestation:** The bidder has to submit an authorization letter or valid Power of Attorney on behalf of company/firm for signing the documents.
 5. Submission of more than one bid is not allowed.
 6. Conditional bids would be summarily rejected.
 7. In case no bid/offer or single bid/offer is received, or any other reason whatsoever, IFCI may at its sole discretion cancel the whole bidding process or extend the last date and time of submission of the bid.
 8. Any separate discount letter on the financial price shall not be considered by IFCI and shall be a ground for disqualification/rejection. Evaluation of financial bid(s) shall be considered only on the total quoted price in financial bid submitted by the bidders.
 9. The Bidder should submit necessarily a cancelled cheque leaf/ RTGS details, Copy of PAN Card, GST No., HSN/ACS Code etc.
 10. **Amendment to the document:** At any time prior to the deadline for submission of Bids, IFCI may, for any reason, whether at its own initiative or in response to a clarification sought by any prospective bidder, modify the bidding documents by amendment/addendum/corrigendum. The information of corrigendum/amendment will be uploaded on GEM portal and IFCI website only.
 11. IFCI reserves the right to request for any further documents/certificates/clarifications from the bidder and the same must be submitted within stipulated time of receipt of any such communication from IFCI, failing which the bidder shall be summarily disqualified.
 12. IFCI reserves the right to split the job into two or more parts and to award the work to separate agencies/bidders subject to the work experience and fulfilment of other terms & conditions and specifications.

13. IFCI does not bind itself to accept the lowest offer and reserves the right to reject any or all other tenders received without assigning any reasons thereof.
14. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
15. **Preference to the MSE bidders:** Preference may be given to the MSE bidders as per guidelines of MSME who are registered as MSE in any of the recognized body as specified by Ministry of Micro, Small & Medium Enterprises (MSME) as per the provisions of the prevalent Public Procurement Policy for MSEs issued by the Ministry of Micro, Small & Medium Enterprises, Govt. of India. MSE bidders are exempted from EMD, and tender document fees provided they submit necessary certificate for benefit of exemption in fees and EMD.
16. **Site Inspection: Before submission of the offer, the Bidders are advised to inspect the IFCI Staff Colony, Near Jwala Heri Market, Paschim Vihar, New Delhi, for said work and be well acquainted with the actual working and other prevalent conditions. No claim will be entertained later, on the grounds of lack of knowledge of any of these conditions.**
17. **Abnormal Rates:** The bidder is expected to quote rate after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand.

(III) ELIGIBILITY CRITERIA

ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION OF THE BIDDERS

Sl.	Criteria	Documents To be submitted
1.	Average Annual financial turnover during the last 3 financial years ending FY 2019-20, FY 2020-21, FY 2021-22 should be at least ₹ 31 Lakhs .	Enclose copy of Turn over certificates or audited balance sheet certified by any Chartered Accountant.
2.	Past Experience of Similar Services: - The experience of having successfully executed/completed similar works during last 03 years ending 31/12/2022 should be either of the following: - <u>One single order of Rs.50 Lakhs or Two Orders each of Rs.31 Lakhs or Three Orders each of Rs.25 lakhs for experience</u> in similar type of works providing Comprehensive Operation & Maintenance Services including Civil, Electrical, Horticulture, housekeeping etc. in Residential Societies and/or Office Premises/ Buildings owned by Govt. or PSUs/ PSU Banks/ Financial Institutions or MNCs/Corporates etc. of repute.	Attach Completion Certificate/Work Order copies and documentary evidence of successfully execution/completion in support of past experience in similar works.
3.	The Bidder must have Registered office/Branch office at Delhi/NCR and submit necessary proof thereof. Bids submitted without documentary evidence of having registered office/branch office at Delhi/NCR, shall be rejected summarily.	Valid documentary proof must be enclosed.
4.	The contract should submit Electrical License/HT License from relevant authority at Delhi.	Enclose Current Valid copy of Valid copy of electrical Licenses/Registration.
5.	The contractors who have already provided similar services i.e., Operation & maintenance services at residential premises in IFCI Ltd., Head Office, New Delhi, is required to produce a fresh satisfactory performance certificate issued by IFCI, New Delhi. And/or the agency(ies) working in IFCI for office & flats at IFCI staff Colony & AGVC flats must submit performance certificate as on 31/12/2022 with regard to rendering satisfactory services.” Bid submitted without satisfactory performance certificate shall be rejected summarily. Bid submitted without performance certificate shall be rejected summarily.	Attach Performance satisfactory certificate.

(IV) SCOPE OF WORK

Name of the Work: Comprehensive operation and maintenance Contract for Residential Premises at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi.

Site Inspection: This will be a comprehensive maintenance Contract i.e., repair/replacement of broken/damaged Civil & Electrical items/materials with new item/material for the works and services stipulated in "Scope of Work". The 'Scope of Work' includes common areas, common services, occupied flats, Guest House, VoF, Dispensary, Gym and vacant flats and record rooms etc. The manpower as stipulated, materials along with general tools and tackles for day-to-day and specialized maintenance. Therefore, before submission of offer, the bidders are advised to inspect the sites and be well acquainted with the actual 'Scope of Work', existing condition of the flats, buildings, premises, the environments & surroundings and other prevalent conditions, facilities available, position of material and labour, means of transport and access to Sites, accommodation, etc. The Bidder must physically inspect the entire premises/sites and make an assessment of the average consumption of materials/ consumables/ spares etc., before submitting their offer. No claim will be entertained later on the grounds of lack of knowledge of any of these conditions. Unless specifically mentioned, in no case, IFCI shall be responsible for payment of additional charges to the Contractor for any work which is part of comprehensive maintenance. Scope of Work is broadly categorized into the following:

'Scope of Work' is broadly categorized into the following:

- (A)** Details of Property at IFCI Colony, Paschim Vihar.
- (B)** Deployment of Manpower and Essential Qualifications
- (C)** Details of Civil Works including Masonry, Carpentry, Plumbing, Horticulture, Pest Control etc. and List of Frequently Used Spares & Tools under Scope of Work as Part of Comprehensive Maintenance of Contract.
- (D)** Details of Electrical Works, System and Equipment included in 'Scope of Work' and List of Frequently Used Spares & Tools under Scope of Work as Part of Comprehensive Maintenance of Contract.
- (E)** Works not part of comprehensive maintenance.

Special Note:

(i) Commercial Offer will be evaluated on the basis of Comprehensive Maintenance cum Material Charges for 02 years towards day-to-day maintenance, annual servicing, replacement of faulty parts/items, as mentioned in the RFP/Tender including service charges inclusive of GST, quoted the bidder/agency. The bidders are advised to refer the prescribed Financial Bid Format carefully. These charges so quoted, shall remain fixed during entire period of the contract including extension, if any.

(ii) The Contractor shall pay the wages, ESI, EPF, Bonus, gratuity as applicable from time to time relating to contractual personnel deployed in IFCI sites. IFCI shall have no liability in this regard.

(iii) The rates of wages payable to the manpower falling in different skill-set deployed by the Contractor, will be reimbursed on actual, in reference to the notification published by the Ministry of Labour & Employment, Govt. of India, applicable from time to time for Building Operations.

(iv) IFCI reserves the right to alter 'Scope of Work' and/or modify the requirement of manpower at any stage during the contract with proportionate adjustments in monthly charges payable to the Contractor.

(A) DETAILS OF PROPERTIES AT IFCI COLONY, PASCHIM VIHAR, NEW DELHI:

IFCI Staff Colony Paschim Vihar: IFCI Staff Colony, Paschim Vihar, Near Jwala Heri Market, New Delhi-110063, consists of total 195 no. flats in 9 nos. different Blocks located in a single compound admeasuring 3.36 acre. No. occupied flats are around 80 nos. and vacant flats and record rooms are 115 nos. and these nos. may vary from time to time as per the requirement of the IFCI.

S. No.	Type of Flats	No. of Flats	Description	Approx. SBA Area (in Sq. Ft.)
(i)	D-Type	16	Drawing and Dining, 3 Bedrooms, Kitchen, Toilets, Servant Room etc.	1700
(ii)	C-Type	63	Drawing cum Dining, 2 Bedrooms, Kitchen, Toilets etc.	1100
(iii)	B-Type	56 #	Hall, 2 Bedrooms, Kitchen, Toilet etc.	750
(iv)	B-Type	28 ##	Hall, 2 Bedrooms, Kitchen, Toilet etc.	650
(v)	A-Type	32	1 Bedroom, Kitchen, Toilet etc.	500
--	Total	195	--	--
At present around 80 nos. flats are occupied by employees/ Guest House/ VOF/ Dispensary/ Gym/Library etc. and around 115 nos. of flats are vacant/record room. The number of occupied and vacant flats may vary as per the requirement of IFCI.				
# Out of 56 flats, one flat is used as Dispensary, one as GYM, one as Library and one flat is presently allotted to IFCI staff.				
## Out of 28 flats, in exigency, one flat is used as common washroom/toilet purpose.				
The flat area indicated above excluding of common areas like Passage, Lift Lobbies, staircases, ducts, lift pits, etc.				
The Contract is for the compressive operation and maintenance for entire premises, common area, common services, occupied flats, Guest House/VoF (if any), Dispensary, terrace and periodical cleaning of empty/vacant flats and record room.				
The said buildings are Ground + Six storeys (C, B, A Blocks), Ground/stilt + 5 storeys (D Block) and are located in a single compound admeasuring 3.36 acres at IFCI Staff Colony, Paschim Vihar, New Delhi.				
Common Areas: The common areas in IFCI Colony, Paschim Vihar mainly include but not limited to Vacant Blocks/ Flats, Record Rooms, Staircase of all Blocks, Corridors, Gardening and Horticulture, Lift Cars, Common/outer walls of all flats, Open/ Common Areas of Occupied Blocks, Lift Machine Rooms, Roads, Parking Areas, Pedestrian Path, Terrace of Blocks, Lawns, Drive-Ways, Roads, Water Tanks of all kinds, all Electrical Fittings, Pump House Room, Bore-well, DG Set Room, Security Guard Rooms, Boundary Walls and Fencing, Clinic, VoF/Guest House, Gym And Library etc.				

Apart from this, there may be 2-3 other properties (currently 02 properties) where senior officers of IFCI reside. The Contractor shall be responsible, if required, for providing all stipulated services across above mentioned properties of IFCI at Delhi.

(B) DEPLOYMENT OF MANPOWER AND ESSENTIAL QUALIFICATIONS

1. **Deployment of Manpower:** The Contractor will deploy a total of **8 personnel** as stipulated in the table below, having requisite qualifications, professional competency and work experience in respective areas of their duties as outlined in 'Scope of Work' to the satisfaction of IFCI in appropriate shift duties. However, IFCI reserves the right to deploy staff at other premises owned by IFCI at Delhi, as and when required. The appointed Contractor shall deploy manpower as under:

S. No.	Deployment Type	No. of Persons to be Deployed	Category
Deployment at IFCI Colony, Paschim Vihar, New Delhi.			
(i)	Site In-Charge/ Supervisor	One (01)	Highly Skilled
(ii)	Electrician	Three (03)	Skilled
(iii)	Plumber	One (01)	Skilled
(iv)	Gardener (Mali)	One (01)	Unskilled
(vi)	Janitor cum Sweeper	Two (02)	Unskilled
	Total	Eight (08)	--
<p>Carpenter, Mason and Painter: The carpenter, mason, painter (manpower) as and when needed, shall be provided by IFCI from IFCI Tower/ on hire basis. However, materials towards day to day /minor repair/maintenance in flats or common areas pertaining to carpentry, masonry and painting services (as per the scope of work) will be provided by the Contractor at his own cost.</p>			
<p>Note: (i) All the above personnel are to be deployed in <u>08 hourly shifts</u>. The above categories are defined for the purpose of taking Minimum Wages into consideration as applicable to Central Govt. from time to time. However, wages to the staff falling under 'Specialized' category, will be payable @ 25% higher than the Minimum Wages applicable to 'Highly Skilled' category, considering Managerial/Specialized skills required for the role.</p> <p>(ii) The stipulated manpower is inclusive of relievers for the purpose of weekly off. However, other than the weekly-off, if any staff proceeds on leave or remains absent due to any reason whatsoever, the Contractor shall be responsible for providing suitable reliever/ replacement and no extra payment shall be made by IFCI in this regard.</p> <p>(iii) IFCI reserves the right to review/revise the above categories at any stage, before or after awarding the Contract.</p> <p>(iv) IFCI also reserves the right to adopt/follow any other methodology or provision in terms of fulfilment of statutory compliances, whenever felt necessary at any stage of the Contract and in such case, the decision of IFCI shall be final and binding to the Contractor.</p>			

2. **Working Hours and Shift Schedule:** The manpower as indicated above, is to be deployed in 08 hourly shifts round the clock for 7 days a week, 365 days an year including Sundays, Festivals, National Holidays. Duty allocation and roaster control shall be the Contractor's responsibility. Exact working hours and shift pattern will be fixed in consultation with Officer-in-Charge of IFCI.

3. **Requisite Qualification and Experience:** The personnel deployed by the Contractor should be well qualified and trained in their field, having requisite experience of working in similar environment. Duty allocation and roaster control shall be the Contractor's responsibility. However, exact working hours and shift pattern will be fixed in consultation with Officer-in-Charge of IFCI. The following minimum criteria are to be adhered to, for deployment of Staff:

3.1 **Site In-charge cum Supervisor:** Site Supervisor/ in-charge must be Degree holder in Civil Engineering with 08 years of similar experience post qualification or must be Diploma holder in Civil Engineering with 12 years of similar experience post qualification. He must be abreast of day to day Civil/ Electrical/ Mechanical operational issues and should have agility to resolve the issue at incipient stage itself. He must have desired communication skills to communicate with residents and provide required assistant to resolve house-hold issues. The Site-in-charge should be available at site from 9:00 AM to 6:00 PM on all the days including Saturday, Sunday, Holidays. He will be the representative from the Contractor's sides for the entire operation and maintenance services of the Colony/sites, record keeping, monitoring, and execution of the works. He will be responsible for taking care of the entire property (IFCI Colony) including handing over and taking over of flats of IFCI and smooth transition of handing over and taking over of the flats including confirmation and record keeping of electricity and gas bills reading etc. In case of non-availability of site engineer/ site in-charge /supervisor at site, the alternate

arrangement of the same will be responsibility of the contractor without any extra cost, after consultation of IFCI.

3.2 Electrician: The Candidate (s) should be at least Matric pass or equivalent with Diploma/ ITI certificate in Electrical Engg./ Trade and should have experience of at-least 05 years in operation and maintenance of Min. 05 Years' experience in the O&M of Electrical works, house-electrician, HT/LT Panel, DG sets/DG Panel, Transformer, UPS etc. Electrician must be fully trained in rectifying the defects in electrical equipment and he must have undergone training in installing and maintaining the Electrical appliances/ devices and should be abreast of Fire-fighting installations and operations. He must be trained in rectifying and maintenance procedures of the various pumps/motors and panels etc.

3.3 Plumber: The candidate should be at least Matric pass and in possession of ITI in Plumbers and Fitter Trade or equivalent qualification duly recognized and should be well acquainted with all kinds of plumbing techniques and procedures such as GI and CPVC fittings, portable water system, sanitary drainage etc. He must have 05 years of relevant experience of working in commercial/residential premises/society/campus of repute.

3.4 Gardener (Mali): He will be responsible for all garden operations including maintenance and take care of permanent feature of gardens such as Flowers, shrubs, hedges and trees including sweeping of litter etc. from garden. He should be well-versed with all the seasonal plants and horticulture works.

3.5 Janitor cum Sweeper: He will be responsible to sweep, clean and mope the rooms, corridors, verandahs and compound. He will also be responsible to clean the lavatories, Urinals, Bath, Wash basins etc. daily and properly.

4. A list of persons deployed personnel, together with their qualification, experience and copies of the appointment letters, photograph of each personnel in uniform have to be submitted to IFCI at the time of commencement of the contract or whenever change/replacement of any person (s) takes place during the period of contract. Any subsequent changes in the deployment of personnel shall be notified in advance. Further, the Contractor has to arrange for the latest Police verification from the parental Police station of the employee as well as from the present residential address Police station of the persons deployed within forty five days (45) from the date of Award of Work. IFCI may ask to furnish the details of personnel deployed by the Contractor at any time during the period of contract.

Note: All the staff as indicated above, can be deployed in any shift and/or may require to work for extended hours on some occasions, hence, they will ensure their availability round the clock. Wherever the term 'Similar Experience' mentioned in r/o required experience of manpower to be deployed, it implies experience having worked in Govt. Office Residential Colony/Campus or in a Private Buldings/Society of repute.

(C) “SCOPE OF WORK’ UNDER CIVIL WORKS AS PART OF COMPREHENSIVE MAINTENANCE AT IFCI COLONY, PASCHIM VIHAR, NEW DELHI.

Works under Comprehensive Maintenance: The comprehensive maintenance work shall include all the common areas and occupied flats completely and all kind of repair/replacement of items/parts for civil, mechanical, electrical, plumbing, carpentry, and horticulture works etc. The Contractor shall provide these services at above mentioned site/property of IFCI. It is advised that the contractor should visit and inspect the site and ascertain the scope of work and no claim whatsoever shall be entertained on any account in future. The maintenance work is primarily classified in two sections as under:

S. No.	Description	Frequency	Remarks
(a) Civil Works			
(i)	<p><u>Civil Works in Common Areas and Vacant Flats:</u> Supplying of manpower/ labour, consumables, materials, tools and tackles, etc. for services and routine maintenance, day to day maintenance, repair/replacement of broken/damaged items/materials including but not limited to:</p> <ul style="list-style-type: none"> ➤ Patch Masonry works including removal of floors and restoration, plastering of damaged walls/ floors etc. ➤ Patch removal of old tiles and installation of new tiles/stones etc. ➤ Complete repair/replacement/maintenance of Ground water drains slabs. ➤ Various plumbing repair/replacement & maintenance works and supply of plumbing fittings and ceramic fittings thereof. ➤ Complete maintenance and repair/replacement of water supply system including water pumps, underground pipes, valves, risers etc. ➤ Carpentry works & supply of necessary materials thereof. ➤ Repair & Maintenance of Furniture/ Fixtures including polishing, painting etc. ➤ Complete Painting works of boundary walls, paver blocks, stair-case areas, corridors/lobbies lift pits, lift machine rooms, water tanks, Maintenance office, Guard Rooms/ huts, parking sheds, DG Room, Pump House Room ➤ Patch painting works in other common areas. ➤ Attending Electrical faults and repair/replacement of electrical fittings, MCBs, switch/socket, PVC conduit/batten, wires thereof. ➤ Maintaining and restoring boundary walls/fencing ➤ Repair and maintenance of all underwater and overhead water tanks including plastic water tanks etc. ➤ Any other works, not included above ➤ Maintaining records and keeping the same up to date as per instructions of IFCI 	Regular	
(ii)	<p><u>Civil Works in Occupied Flats:</u> Attending and resolving day to day complaints of residents and carrying out repair/replacement of broken/damaged items/materials and supplying of materials/ consumables including but not limited to:</p> <ul style="list-style-type: none"> ➤ Patch plastering of damaged walls/roofs/floors etc. ➤ Patch removal of floors and restoration 	Regular	

	<ul style="list-style-type: none"> ➤ Patch removal of old tiles and installation of new tiles/stones in Kitchen, Bathroom, Balcony, floor etc. ➤ Patch removal of old granite stone in kitchen and installation of new stones in kitchen. ➤ Plumbing works such as Water Taps, GI/ CPVC pipes, toilet fittings/ commodes/ cistern/ washbasins, ceramic fittings, waste pipe etc. ➤ Water proofing and seepage blocking works. ➤ Carpentry works such as wire mesh, door handles/ hinges/ locks/ knobs/ glass work/ fittings, board/ plywood/ wood patch works etc. ➤ Patch painting works inside flats. ➤ Electrical issues such as replacement of MCBs, plug points, panels, wires, switch/socket, PVC Conduit/batten, doorbell etc. ➤ Any other works, not included above ➤ Maintaining records and keeping the same up to date as per instructions of IFCI. 		
(iii)	Collection and timely disposal of Garbage and Debris from all the households and common areas as per Solid and Wet waste management byelaws of Delhi including safe disposal of malba/debris/dismantled materials generated during repair/maintenance of flats.	Daily	
(iv)	Thorough cleaning and sweeping of Common Areas, open areas of the flats/buildings including staircase, handrails etc. with standard cleaning materials approved by IFCI.	Daily	
(v)	Cleaning, sweeping and maintenance including washing of timely washing of Bedsheets, pillow covers etc. of Guest House/VOF (if any) and dispensary etc.	Regular	
(vi)	Operation & Maintenance of water pumps for drinking water, sanitary water and underground bore-well pumps round the clock	Regular	
(vii)	Cleaning and sweeping of empty/vacant flats and record rooms in rotation	Monthly	
(viii)	Cleaning of storm/rainwater drains, pits lines specifically before onset of Monsoon etc.	Half-yearly	
(ix)	Thorough Cleaning of All Water Tanks and Sewer Lines	Half-yearly	
(x)	Complete Waterproofing and necessary maintenance of Rooftop/ Terrace/ Parapet/ Overhang etc. of all Blocks to stop seepage and leakage.	Once in 02 Years	As per direction of IFCI
(xi)	Pumping out of rainwater by way of arranging and connecting pumps and hoses		
(xii)	Arrangement of conveyance to their staff for visit from one site to another site or transportation/ labour/cartridge charges for procurement/loading/ unloading of material	As & when required	
(xiii)	Trimming of tree branches, removal of extra roots branches undesirable places like near CI pipes/ building/ water tank/ terrace, etc. anywhere within the premises		
(xiv)	Liaising and follow-up with BSES, MCD, Delhi Jal Board, IGL, Fire Station, Local Police Stations, MTNL/BSNL, Other Service Providers and AMC Contractors in IFCI Colony for getting the required works done from time to time.	Regular	
(xv)	Maintaining inventory of required stores/consumables and submission of report thereof	Regular	

(xvi)	Compliance with prevailing statutory requirements and maintaining registers/records thereof	Regular	
(xvii)	Petty cash of Rs. 20,000/- to be kept with Site –in-charge and Supervisor at site.	Regular	
(xvii)	Petty cash of Rs. 10,000/- to be kept with VoF/Guest House Caretakers at AGVC/PV site. The Contractor shall make expenses towards guest breakfast, lunch, dinner etc. at VOF and same shall be reimbursed on monthly basis by IFCI.	Regular	
(xix)	Provide and maintain one Desktop or Laptop including internet facility in proper working condition and having licensed office management software vis. Microsoft Office, Excel, Power Point and with Printer at Site Office for the purpose of maintaining inventory and generating various reports from time to time.	Regular	
(xx)	Visit of Site In-charge/ Supervisor to other sites and IFCI Tower (Frequency of visit to said sites may be changed as per requirement)	Weekly	
(xxi)	Electricity bill pertaining to Site Office has to be paid by the Contractor on actual basis.	On Regular	

(b) Gardening & Horticulture Works

(i)	Upkeep & development of horticulture in IFCI Colony.	Regular	
(ii)	Supply of manure, mud, fertilizers and pesticides etc. as required for gardens/green belts for common area.	Regular	
(iii)	Supply of gardening tools including Hand Trowel, Pruners, Clippers, Hoe, Gardening Gloves, Spade, Fork, Saw, Wheelbarrow, Watering Pipes, Electric & Manual Grass Cutting Machine, Water Sprinklers etc. as required for horticulture.	Regular	
(iv)	Supply and plantation of seasonal flowers - 50 nos. (Common Area)	Per Season	as directed by IFCI
(v)	Supply and plantation of big plants and saplings- 50 nos. (Common Area)	Annual	as directed by IFCI.
(vi)	Supply of Pots and Planters of various sizes/materials- 50 nos. (Common Area)		

(c) Pest Control, Sanitization and Fumigation Services: The Contractor shall also provide pest control services as under through specialized personnel/ agency in consultation with IFCI:

(i)	<u>Spray and fumigation (Anti-Mosquitoes and other insects etc.) - DDVP/Baygon concentrate</u>	<u>Thrice a week</u>	<u>At IFCI Colony etc.</u>
(ii)	<u>Fogging (Anti-Mosquitoes & other insects etc.) - Canon (Lyndane)</u>	<u>Thrice a week</u>	
(iii)	<u>Rat treatment placed with service cards as a record in plastic trays/plates. - Zinc Phosphate</u>	<u>Thrice a month</u>	
(iv)	<u>Spray (cockroaches & other insects etc.) including Drainage treatment of both, Common area and in all Flats - Chlorpyrifphos</u>	<u>Thrice a month</u>	
(v)	<u>Termite Treatment for furniture/ fixtures of Common Areas- Termite Oil/ any other approved chemical</u>	<u>As & when required</u>	<u>On call basis</u>
(vi)	Sanitization of Common Areas	Twice a Week	<u>with approved chemicals</u>
(vii)	Sanitization of all lifts / stair-case areas/ hand-railing/ maintenance office, Guard Huts/Room, Car Parking Areas, dispensary, Guest House/ VoF etc.	Regular	<u>by the Govt.</u>

(viii)	Providing Sanitization Material, PPE etc. to deployed staff and Providing sanitizer, liquid for hand wash, soaps, towels for dispensary, GYM, Library, VOF/guest house etc., at Paschim Vihar.	Regular	
	Provision of Hand Sanitization Foot Operated Machine at entry/exit gates with material.	Regular	

(d) LIST OF FREQUENTLY USED INVENTORY ITEMS/ BUFFER STOCK

S. No.	Description (All Materials to be of Standard Make-ISI Mark)	Inventory/Buffer stock to be Maintained at Site
(i)	Cement- J K Cement/Shree cement/Birla/Ambuja/equivalent make	10 Bags
(ii)	Sand	10 CFT
(iii)	Aggregates	10 CFT
(iv)	CP Bath room Fittings, Valves, Taps, Bib Cocks, Angle Cocks, CP Plugs, CP Clean out (Jaali), etc. -ISI Marked. Make: Cera/Parko/Hindware/ equivalent make	10 pieces of each fitting
(v)	European WC, Indian WC, Wash basin, Flush Tanks, Cistern etc. - ISI Marked. Make: Hindware/Cera/ equivalent make	05 pieces in each categories
(vi)	Plywood, planks, natural wood, nails, gums, hardware, Plywood Board of 18mm, 12mm, 6mm thick, required paints etc.-ISI Marked. Make: National Plywood/ Kitply /Mayur Ply/ equivalent make	05 pieces in each thickness
(vii)	Nails, Screws, nut-bolts etc.	02 Kg
(viii)	Fevicol, M-seal and other adhesive required for day to day works	05 Kg
(ix)	PVC and GI Pipes with fittings of different dia ½", 1", 2", 4", 6" - ISI Marked. – Prakash/Jindal/Asian/ equivalent make	Min 10 RMT of each dia
(x)	CI Pipes 4",6",8"-ISI Marked- NECO/Kapilansh/equivalent	Min 10 RMT of each dia
(xi)	Enamel Paints of make Asian Paints, Berger Paints, Nerolac Paints.	20 Litters
(xii)	Acrylic emulsion paint/ Plastic paint of make Asian Paints, Berger Paints, Nerolac Paints.	25 Litters
(xiii)	Floor Tiles (2'X2') of Ivory Colour/ Off-White – ISI marked. (Medium Quality) Make: Kajaria/Somany/Nitco/ equivalent Make	10 Packets
(xiv)	Anti-Skid Floor Tiles (1'X1') of Ivory Colour/ Off-White - ISI marked. (Medium Quality) Make: Kajaria/Somany/Nitco/ equivalent Make	10 Packets
(xv)	Wall Tiles (2'X1') of Ivory Colour/ Off-White -ISI Marked (Medium Quality) Make: Kajaria/Somany/Nitco/ equivalent Make	10 Packets
(xvi)	Water proofing compound/ liquid, Granite stones etc. as per above requirements.	as per the requirement

Note: The Above inventory is indicative only. There may be other materials /spare parts required for day-to-day maintenance and repair works in the above said sites. Therefore, the Contractor shall keep all such required material at site and maintain inventory at all the times. The Contractor will consult IFCI for selection of make/ brand of Tiles, Ceramic Fittings, Plumbing and other fittings prior to fixing/ installing in any part of the Colony/ Sites.

(e) LIST OF REQUIRED TOOLS (ALL TOOLS TO BE PROVIDED SEPARATELY AT BOTH THE SITES)

S. No.	Tool Description	Qty. Required
(i)	<u>Welding Equipment:</u> Welding Machine, Welding Rods, Face Shield, Gloves, Holder	01 Set
(ii)	Grinder Cutter, Steel Cutting Blade	05 each
(iii)	Hammer Machine Set (3 in 1)	01 Set
(iv)	Safety Belts & Safety Harness	05 each
(v)	Ring Spanner & 'D' Spanner Set (8x9 to 30x32)	01 set each
(vi)	Screw Driver Set	01 Set
(vii)	Allen Key Set	01 Set
(viii)	Linesman Plier, Nose Plier, Slip Joint Plier, Cutting Plier, Fencing Plier, Tongue and Groove Plier	01 each
(ix)	Pipe Wrench (8", 12", 18", 24")	01 each
(x)	Slide Wrench (10", 12")	01 each
(xi)	Industrial Torch Rechargeable: Small & Medium	02 each
(xii)	Flood Light Rechargeable (heavy duty)	02 no.
(xiii)	Hammer (1/2 Kg, 1 Kg)	01 each
(xiv)	Chisel (8")	01

(D) SCOPE OF WORK UNDER ELECTRICAL MAINTENANCE AS PART OF COMPREHENSIVE MAINTENANCE i.e., REPAIR/REPLACEMENT AT IFCI STAFF COLONY, PASCHIM VIHAR, NEW DELHI

a) The contractor will provide comprehensive maintenance services i.e., repair/replacement of broken/damaged items/materials or faulty parts or accessories with new item/material and carry out day to day operations & maintenances of the entire systems including DG set, electrical distribution panel installed in common areas, occupied flats, VOF/Guest house(if any), vacant flat/record room, Pump room, DG Room, lift machine room, internal wiring of all flats, pumps, motors, electrical panels, bore wells, sump pumps, water pumps, electric meters, battery and battery chargers, Air-Conditions installed in common Areas/common flats, electric ceiling fans, exhaust fans, electric geysers, electric heaters, electric blowers, underground/overheads cables/wires including supplying, transportation, dismantling, re-assembling, fixing, installing, repairing, replacing of spare parts/materials /consumables i.e. electrical consumables like, LED tube lights/tube lights, LED street Light, outdoor LED Light, electronic chocks, electrical sockets, bulbs, switches, door/call bells, DG changeovers, MCBs, MCCBs, connectors, contactors, cables, earthing strips, electrical flexibles wires and all other consumables/accessories connectors etc. as and when required, to ensure smooth, trouble free, and disruption free functioning of the systems. All the spare parts/ materials/ consumables etc. are to be of standard make and conforming to ISI/BIS specifications. Make of consumable/replacement items shall be reputed make after due approval of IFCI.

b) **The tube light rods, bulbs, CFL, etc. as required in the occupied flats are out of the purview of this contract and shall be managed by the occupants themselves but the contractor's manpower will help to fix/install the same.** However, the manpower, materials and consumables items of both Civil and Electrical or electromechanical maintenance of the common areas, common services, occupied flats, RWA Flats, VoF, Guest house, Dispensary, Security cabins, Gymnasium room, library room, DG room, Pump house, electrical distributions panels, lift machine rooms, terrace, common water supply, road and drainage line, etc. shall be taken care by the Contractor without any extra Cost.

c) **The consumable items (as per the list attached) in occupied flats, common flats, common areas and the works are inclusive of the followings:**

Electrical works - Tube lights, chock, starter, LED/CFL bulbs, LED street Light, outdoor LED Light/LED Flood Light, electrical cables, internal wiring of all flats, electrical armoured cables, switch boards, junction boxes, MCBs, MCCBs, contactors, fuses, distribution boards, batteries, PVC pipes/conduit pipe, PVC boxes, earthing strips, PVC tape, electric bell, DG automatic change overs, fan regulator, repairing of ceiling fan, rewinding of ceiling fan, repairing and rewinding of pedestal fans, lift UPS' etc., any other items as per the requirement etc. However, the tube lights rod, bulbs/CFL, etc. as required in the occupied flats are out of the purview of this contract.

d) Supplying, transportation, dismantling, repairing, rewinding, re-assembling, fixing, installing, replacing of spare parts/materials/consumables of existing Air Conditions, electric geyser, electric heaters, electric ceiling fans etc. installed in common flats such as- VOF/guest house (if any), clinic/dispensary, RWA room, GYM, Library, site office, security cabin etc., and repairing of ceiling fans, rewinding of ceiling fans etc. installed in occupied flats also will be carried out by the contractor as and when required, without any extra charges, under the scope of this contract. **The annual servicing of the Air-Conditions (ACs) including consumables are also scope of the contract without any extra cost.**

e) The contractor has to maintain all electrical system in good working conditions in the entire colony. In case, any fault occurred in wiring of internal flats, in MCBs, in TPNs, wiring of common areas up to main electrical distribution board near energy meters, the same will be replaced by new copper wire and by new MCBs/TPNs with suitable size/rating, without any extra cost. No Joints are allowed in old wires/new wires. The size of wire and rating of MCBs may be considered as under:

S. No.	Description	Size of Wire may be considered or as required	Rating of MCBs may be considered or as required
1.	Light Circuit in Internal Flat.	2.5 sq. mm, cu flexible wire	10A and 32A/40A
2.	Power Circuit in internal Flat.	04sq. mm, cu flexible wire	32A/40A and 63A
3.	Light Circuit from Internal flat distribution board to Main Distribution board up to energy meters.	04 sq. mm, cu flexible wire	63A/80A as required at site.
4.	Power Circuit from Internal flat distribution board to Main Distribution board up to energy meters.	06/10 sq. mm, cu flexible wire	
5	Automatic changeover for DG set	2.5 sq. mm, cu flexible wire	32/40 Amp
6.	MCB for DG supply in Flats	2.5 sq. mm, cu flexible wire	3A/4A Amp.

f) Total 12 lifts make OTIS are installed and the maintenance of the same is not in the scope of the contract. However, trained person for rescue/ operation shall have to be provided by the contractor round the clock. In case of breakdown/issues the contract shall immediately inform the AMC Contractor of the lifts and follow up for the same for timely attend the same.

g) Arranging supply of diesel for DG sets and drinking water supply through tankers, whenever required, after taking prior approval from IFCI. Payment of water tanker and diesel of DG set shall be made directly to the water tanker supplier and Diesel supplier by IFCI or through the contractor on reimbursable basis. However, the payment for diesel consumed in DG Sets would be made by IFCI on monthly/quarterly as per the actual consumption based on reading as indicated by the flow meter. However, the register for water supply and Diesel consumption should be maintained and copy of the same should be submitted along with the bills and challans for reimbursement of the amount on monthly basis/quarterly. The contractor will maintain DG logbooks during the period of the contract. DG Logbooks to be maintained individually for each DG Set. Daily and cumulative consumption of diesel and daily and cumulative running hours of operation of the DG Sets shall have to be incorporated in the log book entries. The cost of all registers and logbooks required shall be borne by the contractor.

h) The Contractor will also prepare a Preventive, Routine and Annual Maintenance Schedule of all the systems in compliance with the manufacturers' recommendations and consultation with officer-in-charge of IFCI. The contractor shall also maintain Plant & Machinery history card giving full details of equipment and frequency of check and overhaul. The following maintenance works will be carried out by the Contractor without any extra cost:-

S. No.	Description	Frequency
1.	Checking of all the electrical distribution boards installed in Common Areas at IFCI Colony Paschim Vihar including lift machine rooms, pump house, DG room, site office, guest houses, dispensary, GYM, Library Room, vacate flats, record rooms etc. in terms of cleaning of dust, tightening of connections, checking of wiring/cables in common areas, overhead/underground cables. To check MCBs', MCCBs' TPNs' changeover switches, check bus bar boxes etc.	Daily/weekly
2.	Check all the electrical distribution boards installed in all occupied flats in terms of cleaning of dust, tightening of connections, checking of internal wiring of flats, checking, repairing and rewinding of all electric ceiling fans, MCBs', DG change over etc.	Monthly
3.	Greasing of water pumps, sump pumps installed in Pump houses and in common areas etc.	Half yearly
4.	Measurement of Earth Resistance value of equipment(s), HT/LT cables and Measurement of earth resistance value of earth pits installed at IFCI Colony including providing salt and charcoal etc.	As and when required.
5.	Testing/ Checking of Control wiring of all HT/LT Panel etc. at IFCI Colony, Paschim Vihar.	As and when required.
6.	Red oxide and enamel painting of MS/Iron Parts, marking of panels/distribution boards etc. Spray paint bottle may be used at Panel (If required).	As and when directed by IFCI.
7.	Calibration & Testing of data measurement meters installed in panels/boards in DG panels, Pump House Panels and common areas.	As and when directed by IFCI.
8.	B-Check, C-Check of DG Set, change of oil, De-scaling of Radiators in DG Set, Noise testing of DG Set, Control Wiring of AMF DG Auto Panel, check all Parameters in term of temperature, water, pressure, RPM meters etc., Checking of battery and battery chargers and other maintenance job of DG sets as required etc.	Annually
9.	Servicing, cleaning & top up of Gas, repair/replacement of faulty parts in all ACs, Window/Split ACs etc.	Annually

i) **Annual Servicing of the Equipment(s):** The Annual maintenance/servicing of equipment(s) viz: DG Set, AMF Panel, Air- Conditions installed in Common Areas/common Flats, etc. are to be carried out by respective company's authorized service centre/dealers and spare parts are also to be supplied and installed by the authorized dealer. Prior intimation should be given to IFCI, before getting the above jobs and replacement of spares etc. The contractor should also submit list of spares replaced and complete report of the service provider. **The annual servicing of equipment will be carried out between November to January months in each year. The Contractor has to submit annual servicing completion reports along with colour photographs. The documents will be submitted by the contractor in the form of spiral/hard binding book for IFCI records. The cost of the annual servicing complete in all respect will be borne by the Contractor.**

j) **The annual servicing of equipment(s), repair/replacement of meters, panel indicators, repair/replacement of major/armoured cables, crucial jobs in HT/LT panels, DG sets, etc. will be carried out by the authorized vendor/manufacturer/service provider only with utmost safety.**

k) IFCI has installed LED Lights, LED streetlights, LED outdoor Lights/LED flood Lights in the common areas, stair corridors, DG Room, Pump room, common flats such as- dispensary, Library flat, GYM, RWA Room, security cabins etc. at IFCI Colony, Paschim Vihar, New Delhi. The repair/replacement of LED lights including LED outdoor lights are scope of the contract. Further, the Contractor will make necessary arrangements for installation of LED Lights in entire IFCI Colony including occupied flats.

l) The contractor has to maintain earth resistance value as per specified limit as and where required including lift machine room, electrical equipment(s), HT/LT cables, earthing pit, common areas, occupied flats etc. In case, earth resistance values are not found as per standard then suitable treatment will be carried out by the contractor including arrangement of salt, charcoal etc. at his own cost.

m) In case, any fault occurred in the overhead or underground HT/LT cables of the DG sets, pump room, street light cable, then the same will be repaired/replaced with required materials such as-bricks, sands, repairing of the road etc. by the contractor at his own costs. The fault in the underground cable will be traced by the cable fault locator machine and the charges will be borne by the Contractor. Nothing shall be paid extra in this head.

n) **Services required for O & M DG Sets:**

(i) Day-to-day Operation & Maintenance of 1 No. DG Set 125-KVA Capacity at Paschim Vihar.

(ii) The contractor is to provide operators for the operation of the DG Sets and shall have to be available 24 hours a day 365 days a year. No overtime shall be payable. The weekly off of manpower would be managed by the Contractor without any extra payment.

(iii) The scope of work would also include daily cleaning of the DG set, AMF panels, emergency panels and fuel tanks.

(iv) The mobile oil for the DG sets shall be provided by the contractor. The cost of mobile oil is to be borne by the contractor. It will be the responsibility of the contractor to ensure that the mobile oil is changed periodically as per the manufacturers' recommendations, i.e. after every 300 hours of running of DG Sets or 1 year whichever

is earlier for which the contractor will keep a proper record in log book.

- (v) B, & C Check maintenance of DG Sets (servicing, change of filters, change of oil, etc.), De-scaling of Radiators/Heat Exchangers of DG Set, Noise testing of DG Sets and other Maintenance job of DG sets (as and when due fall i.e., 1 year or 300 hours, whichever is earlier) is to be done from company's authorized dealer (Kirloskar) and including recommended parts/consumables oil etc. D-check of DG Set (if required) is also scope of the contractor at his own cost. The contractor will ensure satisfactory maintenance and operation of the DG Sets. The contractor will bear the cost of the materials/spares required for the satisfactory maintenance and operation of DG sets including routine and preventive maintenance checks. However, in case of major breakdown in the DG set, the same shall have to be got repaired through the authorized dealers at contractor's cost after taking prior approval from IFCI. Further, if any test/Check will be required during the Contract period same may be taken care with rectify the issue by the Contractor without any additional cost.
- (vi) Daily cleaning of DG Sets, AMF Panels, electrical normal & emergency panels & distribution boards etc. is covered in this contract for which no extra payment shall be made.
- (vii) **It would be the responsibility of the contractor to maintain the adequate distilled water level in the batteries and keep them always at a suitable charge level. The replacement of DG set batteries including battery charger is also scope of the contract. Nothing will be paid extra in this head.**
- (viii) The workforce deployed by the contractor should be qualified and experienced. The services of the operator/ mechanic will be made available round the clock in three shifts of 8 hours each including Sundays and holidays without any overtime. IFCI reserves the right to ask for change of any particular electrician/ mechanic if his services are not found satisfactory.
- (ix) The contractor would be responsible to maintain the DG sets in good working condition on the auto, manual and test modes and leave the DG Sets normally on auto mode. The DG Sets shall be put to test run for at least five minutes daily/every week in case of non-operation.
- (x) In case of any breakdown in DG set, the standby arrangement shall be ensured by the contractor at his own cost, including providing and supply of additional DG set along with all necessary requirement to provide the power without any interruption. Nothing extra to be paid in this head.
- (xi) It would be the responsibility of the contractor to keep adequate spares and special tools and tackles always in readiness (as per the manufacturers' norms) so that breakdowns are attended to then and there on their occurrence.
- (xii) The contractor shall inform IFCI, the name and designation of the contact person for liaisoning the maintenance activities. All breakdowns shall be reported to IFCI immediately and rectified without any loss of time. All breakdowns which involve the manufacturers' viz. M/s. Kirloskar Electric Co. Ltd. shall be reported to them within two hours and rectified within the minimum possible time.
- (xiii) The contractor shall have to take full responsibility and compensate IFCI for any loss/damage/breakdown caused to the installations due to negligence of their personnel.

- (xiv) The contractor shall maintain the following articles in all the DG Rooms:-
- a) Danger Signal Boards.
 - b) Rubber Sheets
 - c) Fire Extinguishers (The fire extinguishers have to be refilled periodically as per requirements).

Details of Main Electrical Equipment at IFCI Staff Colony, Paschim Vihar, New Delhi:

S. No.	DESCRIPTION	MAKE	CAPACITY	QTY.
1	DG Set	Kirloskar	125 KVA	1 No.
2.	AMF Panel for auto start for DG			1 No.
3.	Battery for DG set	Exide	1X12V	2 Nos.
4.	Auto charger for Battery		0-10A	1 No.
5	Water Pump Motor	Kirloskar	10 H.P.	2 Nos.
6	Submersible Pump		3 H.P.	1 No.
7	Sump Pump	Bharat Bijali Ltd.	0.5/1 H.P.	1 No.
8	Sewage submersible Pump	Crompton	3 H.P.	1 No.
9	MCCB (DG AMF Panel)	Crompton	150A	1 No.
10.	MCCB DG O/G Panel	GE Alstom	200A	1 No.
11.	MCCB (Pump House Panel)	L & T	100A	2 Nos.
12.	Air Conditions (Window)		1.5 TR/2 TR	04 Nos.
13.	Electric Geysers		1500W/2000W	01 Nos.
14.	Electric Heaters/ Electric blowers			02 Nos.
15	Exhaust Fan		18" Size	11 Nos.
16	Electric Pedestal fan			03 Nos.
17	UPS at Lift Machine Room		600VA	12 Nos.
18	Earth Pit in all Blocks and DG sets etc.			18 Nos.
19	Electrical Distribution Panels/ Boards installed in Common Areas, in all Flats, DG Room, Pump Room, Lift Machine Room etc.			As per Site.

Note: The above list of equipment is indicative only. Any equipment/device/wiring/panel etc. which is not indicated in the above list, but forms part of the overall system, shall be deemed to be included in the scope of work. The contractor may inspect the building/premises thoroughly, before quoting for the work. The contractor should physically inspect the entire systems which are to be covered under contract and also to make an assessment of the average consumption of consumables/spares etc., before quoting their rates.

LIST OF CONSUMABLES TO BE SUPPLIED ON REQUIREMENT BY THE CONTRACTOR AT IFCI STAFF COLONY PASCHIM VIHAR, NEW DELHI:

NAME OF CONSUMABLE ITEMS	NAME OF CONSUMABLE ITEMS
FAN REGULATOR	PVC BOX FOR STREET LIGHT POLE
FAN BEARING 6201,6202 ETC.	TV SOCKET
FAN RUBBER	TOP 5 AMP/15AMP/16AMP
FAN CLAMP, NUT BOLT	PLATE 3 MODULER ROUND
ELECTRIC PEDESTAL/TABLE FAN AND CEILING FAN	PLATE 4 MODULER ROUND
LED TUBE LIGHT 20W/25W AND LED BULB	SOCKET & TOP 1PHASE, 5PIN
STARTER TUBE LIGHT	FLEXIBLE COPPER WIRE, SIZE- 1MM/ 1.5MM/ 2.5MM/ 4MM /6MM/ 10MM/ 16MM ETC. AND WIRE WITH DIFFERENT COLOURS AS REQUIRED
ELECTRIC CHOCK 40W AND CU CHOCK 40W	CU AND AL LUG/THIMBLE SIZE- PIN, ROUND, U TYPE, BOTTLE TYPE ETC. AS REQUIRED 2.5MM /4MM / 6MM/10MM /16MM /25MM /35MM /50MM/ 70MM/ 95MM
CHOCK 1X40W	CABLE ARMoured 2C/3.5C/4 CORE, AL AND CU SIZE, 10MM/16MM/25MM/ 35MM/ 70MM/ 95MM ETC. SIZE AS REQUIRED
CHOCK 2X36W	NEUTRAL LINK
CHOCK 9W	MCB STRIP, G.I. EARTHING STRIP AND MCB CHANNEL SIZE AS REQUIRED
TUBE LIGHT SET T-5 /T-8	PVC CABLE TRAY, CABLE TIE, SIZE AS REUIRED
TUBE LIGHT SET 4 PIN DD	BUTTON HOLDER
TUB LIGHT STARTER	BRASS HOLDER
MCB, DP 10A/16A/32A/63 A/80A	PVC PIPE, SIZE AS REQUIRED
MCB, SP 1A/1.5A /2A/ 6A/ 10A/ 16A/ 32A/63A/80A	PVC BATTEN STRIP AND BATTEN CLIP, SIZE AS REQUIRED
MCB, TPN 32A/63A/80A	PVC TAPE AND COTTON TAPE/WATER PROOF TAPE/HEAT PROOF TAPE/TAP ROLL ETC.
MCB BOX TPN	PVC GITTI, SIZE AS REQUIRED
MCB BOX 3 POL	SCREW, SIZE AS REQUIRED
MCB TPN 4 POL	BRASS SCREW, SIZE AS REQUIRED
MCB BOX 8 WAY TPN	ELECTRIC BELL
CAPACITOR 1.5/2.5/3.15/4/6/10 MFD	BAKALITE SHEET, SIZE AS REQUIRED
SWITCH 6A/16A MODULAR	FLEXIBLE PVC PIPE, SIZE AS REQUIRED
SOCKET 6A/16A MODULAR	PANEL LED INDICATOR RED, YELLOW, GREEN ETC.
ELECTRIC BELL SWITCH 5A	ALL TYPE BATTERY 1X12V, 2X12V
PVC/IRON COMBAINED BOX 16A/6A	AUTOMATIC BATTER CHARGER (0-20A)
SWITCH PLATE 4 MODULE	ELECTRONIC TIME ON DELAY 6-60 SEC. ETC.
PVC/M.S. JUNCTION BOX ,SIZE AS REQUIRED	TIMER

EXTENSION BOX 5A/16A	RELAY
PVC/M.S. BOX 4X4 AND PLATE	CONTACTOR ML10/ML6, CONTACTOR MCX21 AND AS REQUIRED AT SITE
PVC/M.S. BOX 4X3 AND PLATE	BREAKER LOCK
PVC/ M.S. BOX 5X3 AND PLATE	KIT KAT TYPE FUSE UP TO 100A AS REQUIRED
PVC/M.S. BOX 8X3 AND PLATE	HRC FUSE,63 A/100A
PLATE 4 MODULER LOGIC	HF TYPE FUSE 63AMP/100A
PLATE 5 MODULER ROUND	TF-47 CONTACTOR
PLATE 8 MODULER ROUDND	CONTRACTOR TIMER T-45
G. I. PIPE, SIZE 2" AND 4" SIZE AS REQUIRED	MAIN SWITCH TYPE 63AMP
M. S. JALI WITH GLASS WOOL FOR DG ROOM (SOUND PROOF)	CONNECTOR 63AMP
SELECTOR SWITCH	ANALOGUE/DIGITAL DATA MEASURING METERS - AMP METER AND VOLT METER, DG RPM METER, OIL, WATER, PRESSURE METER ETC.
CELL BIG SIZE 1.5V	ELECTRONIC TIME ON DELAY
CELL PENCEL AA	METAL CLAD BOX 32AMP 3PHASE
CELL PENCEL AAA	PANEL BOX WITH MCCB 100AMP
CELL 9V	ALL TYPE ELECTRIC HEATER 1500W /2000W AND ELECTRIC BLOWER UPTO 2000W
ALL TYPE ELECTRIC GEYSER 15 LTR/25 LTR.	WATER PUMP MOTOR VALVE- 9" AND 12" AS REQUIRED AT SITE
METAL CLAD BOX 16 AMP/32A, A.C. BOX	EXHAUST FAN 8", 15"AND 24"
METAL CLAD BOX 32 AMP 3 FACE	CAPACITOR
CONTRACTOR 3 FACE	ELECTRONIC TIMER STARTER
PANEL BOX WITH MCCB UPTO 100AMP,	MCCB 3 PH,100A/150A/200A/250 AMP
OVER LOAD RELAY	MICRO ELECTRONIC TIMER STAR DELTA TIMER
CONNECTOR 3 PHASE	OVER LOAD RELAY
UNDER VOLTAGE RELAY	WINDOW AC/SPLIT AC, 1.5 TR AND 2- TR WITH REQUIRED ACCESSOROES
INVERTER 1200VA/2400VA/6000VA WITH ALL ACCESSORIES	COMPRESSOR FOR AC
AMMETER AND VOLT MEATER	RELAY FOR AC
BATTERY DISTLIED WATER AS REQUIRED	CONTACTOR FOR AC
SIEMENS CONNECTOR TF-47 FOR LT PANEL	GAS FOR ACs AS REQUIRED
UNDER VOLTAGE/OVER VOLTAGE/EARTH FAULT RELAY ETC.	PCB FOR SPLIT AC
BREAKER LOCK	CAPACITOR FOR AC
CONTROL PANEL WITH CHANGEOVER 100AMP	MOTOR BLOWER FOR INDOOR AC
1 PHASE DG AUTOMATIC CHANGEOVER 32A AND 63A AS REQUIRED	COOLING COIL FOR AC
3 PHASE, DG AUTOMATIC CHANGEOVER 63A/100A/150A AS REQUIRED	FILTER FOR AC
PIT EARTHING MATERIALS	OUT DOOR FAN MOTOR FOR AC
SALT AND CHARCOAL AS REQUIRED	CONDENSER FOR AC
G.I. PIPE 1.5" / CU PLATE , 1' X1' SIZE AS REQUIRED	GAS CU PIPE FOR AC ,AS REQUIRED
MS PLATE FOR CHAMBER, 1' X 1' SIZE AS REQUIRED.	RED OXIDE AND ENAMEL PAINT FOR PAINTING OF M.S./IRON PARTS AND SPRAY PAINT FOR PANEL ETC.

NUT AND BOLT, FUNNEL, SIZE AS REQUIRED.	RUBBER SAFETY MAT FOR ELECTRICAL PANEL/BOARDS ETC.
G.I. STRIP SIZE AS REQUIRED.	ELECTRICAL CONSUMABLES OF DG ROOM, PUMP ROOM, LIFT MACHINE ROOM, COMMON AREAS AND ANY OTHER SPECIALIZED AREA.
PANEL BOX 14X14	ANY OTHER CONSUMABLES AS PER REQUIREMENT AT SITE BUT NOT COVERED ABOVE.
LED Tube Light 20W	LED Street Light 18W
Outdoor LED Light 190W	Outdoor LED Light 110W
ANY OTHER CONSUMABLES AS PER REQUIREMENT AT SITE BUT NOT COVERED ABOVE.	

Note: The above list of consumables /equipment is indicative only. Any equipment/device/wiring/panel etc. which is not indicated in the above list, but forms part of the overall system, shall be deemed to be included in the scope of work. The contractor may inspect the building/premises thoroughly, before quoting for the work. The contractor should physically inspect the entire systems which are to be covered under contract and also to make an assessment of the average consumption of consumables/spares etc., before quoting their rates.

MAKE LIST OF MAJOR ELECTRICAL ITEMS TO BE USED AT IFCI STAFF COLONY PASCHIM VIHAR, NEW DELHI BY THE CONTRACTOR:

S. No.	Description	Make of Items
1.	MCB's/ MCCB/DP/TPN/RCCB/ELCB/CB	L&T /Legrand /Schneider /Havells /ABB or equivalent make
2.	FRLS Wires/Cables	Havells /Finolex/Polycab or equivalent make
3.	Contactors	Havells /L&T/Legrand/ Siemens or equivalent make
4.	Automatic Change over switches	Honda/Havells/L&T/Legrand/Siemens or equivalent make
5.	Battery	Exide, Amron quanta , Rocket or equivalent make
6.	Switch/Socket Modular	Anchor/ Legrand/Schneider/Havells/ North-west or equivalent make
7.	PVC Conduit	AKG/BEC/NIC/Poly Pack or equivalent make
8.	Exhaust Fan	Havells/ABB/Crompton or equivalent make
9.	LED Light and LED outdoor Light	Philips/Havells/Bajaj or equivalent make

Note: The items given in above list are tentative. If any items are left, the contractor must contact the IFCI before execution. All spares/ consumables etc. must be of standard make and conforming to ISI/BIS specifications. The Make of replacement/ consumable items shall be reputed make after due approval of IFCI.

NECESSARY TOOLS & TACKLES REQUIRED AT SITES:

S. No.	Tool Name	Tentative Qty.
1	Combination Plier	2 nos.
2	Wire Cutter	2 nos.
3	Thimble Pinching Tool -2.5mm to 35mm	1 no.
4	Clamp Meter	1 nos.

5	Multi Meter	2 nos.
6	Magger different size	1 no.
7	Goti Set	1 no.
8	Pana Chabi Set	1 no.
9	Hammer Small	2 nos.
10	Hammer Big	2 nos.
11	Screw Driver	3 nos.
13	Taparia set	1 no.
14	File	2 nos.
15	Puller	1 no.
16	Test Lamp	3 no.
17	Tester	4 nos.
18	Hexa Frame with blade	1 no.
19	Big Torch	2 no.
20	Temperature Gun	1 no.
21	Hammer Drill Machine with Bit set	1 no.
22	Electrical Insulated Ladders 18 Feet	1 no.
23	Electrical Insulated Ladders 6/8 Feet	2 nos.
24	Electrical Insulated Ladders 15 Feet	1 no.
25	Any other items as per requirement at site	

LIST OF INVENTORY ITEMS/BUFFER STOCK TO BE MAINTAINED BY THE CONTRACTOR AT SITES:

S. No.	Items List	Tentative Qty.
1	T. P. N. 63 AMP	10 Nos.
2	T. P. N. 40 AMP	10 Nos.
3	D P 63 AMP	10 Nos.
4	D P 40 AMP	10 Nos.
5	MCB 6 AMP, 10 AMP, 16 AMP, 32AMP, 63AMP, 80AMP.	12 Nos. each Size
6	Copper Wire single core 1 sq.mm	180 Mtrs.
7	Copper Wire single core 2.5 sq. mm	180 Mtrs.
8	Copper Wire single core 10 sq. mm	180 Mtrs.
9	Copper Wire single core 4/6 sq. mm	180 Mtrs.
10	Copper Wire single core 16 sq. mm	180 Mtrs.
11	Lug/Thimble Copper 1mm	1 Pkt.
12	Lug/Thimble Copper 2.5 mm	1 Pkt.
13	Lug/Thimble Copper 4 mm	1 Pkt.
14	Lug/Thimble Copper 16 mm	50 Nos.
15	Lug/Thimble Aluminum/Cu 10mm	50 Nos.
16	Lug/Thimble Aluminum/Cu 25 mm	50 Nos.
17	Lug/Thimble Aluminum/Cu 16 mm	50 Nos.
18	Lug/Thimble Aluminum/Cu 35 mm	50 Nos.
19	Modular Switch 6 amp	1 Pkt.
20	Modular Switch 16 amp	1 Pkt.
21	Socket 6 amp	05 Nos.
22	Socket 16 amp	05 Nos.
23	3 pin Top 6 amp	05 Nos.
24	3 pin Top 16 amp	05 Nos.
25	5 pin Top 6 amp	05 Nos.

26	5 pin Top 16 amp	05 Nos.
27	Fuse HRC 63 amp	03 Nos.
28	Kit Kat Fuse 63 amp with fuse grip	06 Nos.
29	2 core 2.5 mm 2 bundle	180 Mtrs.
30	Connector 63 amp	05 Nos.
31	Connector 32 amp	05 Nos.
32	Combined Box 6 amp	05 Nos.
33	Combined Box 16 amp	05 Nos.
34	Ding Dong Bell	05 Nos.
35	Exhaust Fan Motor 12"	02 Nos.
36	Exhaust Fan Motor 15/18"	02 Nos.
37	LED Panel indicator (R, Y, B, Green)	10 nos. each color
38	Auto manual switch	06 Nos.
39	MCCB 63Amp, 100A, 125 A, 250 A,400A,630A	01 each size.
40	Heater Element 2000 watt	03 Nos.
41	DG Auto Change over	05 Nos.
42	Gypsum Screw 1", 1/2"	05 Pkts.
43	LED Tube Light- 18W/20W	10 Nos.
44	LED Street Light- 18W	05 Nos.
45	LED outdoor Light/LED Flood Light-110W/190W	05 nos. each
46	Any other items as per requirement at site	

SAFETY ITEMS TO BE MAINTAINED BY THE CONTRACTOR AT SITES:

S. No.	Items	Tentative Qty.
1	Safety Helmet	10 nos.
2	Insulated Gloves	08 nos.
3	Insulated Rod	4 nos.
4	Safety Boots	3 pair
5	Safety Glass or Goggles	05 nos.
6	Safety Shoes for Staff	30 Nos.
7	Full Body Harness Belt	2nos.
8	First Aid Kit	2 nos.
9	Full Body Fireproof uniform	2 nos.
10	Lockout Tag out Card	2 nos.
11	Danger Plates	05 Sets
12	Any other items as per requirement at site	

(E) WORKS NOT COVERED UNDER COMPREHENSIVE MAINTENANCE AND TO BE DONE ON RE-IMBURSEMENT BASIS

There are certain need-based works which are not covered under comprehensive maintenance and are required to be accomplished by IFCI or Contractor as per direction of IFCI from time to time. Otherwise, IFCI may also engaged any other Contractor(s)/Service provider(s) for the same. In this regard, the decision of IFCI shall be final. The Contractor will ensure execution of such works within a specified time limit by deploying stipulated manpower and if required, by hiring additional manpower. Expenditure incurred plus overhead charges @ 5% on account of such works, will be reimbursed to the Contractor upon successful completion of the works subject to scrutiny of the bills to the satisfaction of IFCI. The tentative list of need-based works, is provided hereunder:

S. No.	Description of Spare Part	Remarks
(i)	Complete internal painting of Occupied/ Vacant Flats including door, windows etc. and Complete external painting of all residential blocks complete in all respects.	As per direction of IFCI.
(ii)	Complete change of internal plumbing and drainage fittings, bathroom tiles of Occupied/ Vacant Flats, in-case of major seepage/ leakage not stoppable by routine repair & maintenance.	
(iii)	Complete change of granite stone in kitchen, floor tiles/stone in flats, complete change of wooden Almira, wooden door/windows, glass pane etc. of Occupied/ Vacant Flats, in case of non-repairable by routine repair & maintenance.	
(iv)	Specific Renovation works / purchase and installation of additional equipment /accessories/up-gradation/modernization/replacement, as per requirement other than general repair and maintenance works of occupied flats/ common areas as mentioned above.	
(v)	Any other work not covered above.	

(V) TERMS AND CONDITIONS

1. **Contractual Rates:** The Bidders must assess carefully the 'Scope of Work' and quote charges as per prescribed **Financial Bid Format**. These charges so quoted, will remain fixed during entire period of the contract including extension, if any and will be payable. Extension of the contract will be subject to satisfactory performance of the Contractor during the initially awarded contractual period. Performance of the Contractor will be evaluated on regular intervals in-line with performance indicators given in the tender document.

Special Note: The stipulated manpower is inclusive of relievers for the purpose of weekly off. However, other than the weekly-off, if any staff proceeds on leave or remains absent due to any reason whatsoever, the Contractor shall be responsible for providing suitable reliever/ replacement and no extra payment shall be made by IFCI in this regard. **Therefore, bidders are advised to read the document carefully and consider all such implied charges vis. Overtime/ Leave/ Administrative/ Insurance charges etc. while submitting the quote.** Unless specifically mentioned in the tender document, no other charges, will be paid by IFCI to the Contractor under any circumstances. The Contractor shall be responsible for fulfilling all the prevailing statutory compliances and IFCI will not assume any responsibility thereto due to failure of the Contractor.

2. **Contract Period:** **The Contract will be initially for a period of Two years with a provision of one-year extension subject to evaluation of the performance of service provider by IFCI before end of second year contract. The rates for the 3rd year, if renewed, shall be the prevailing rates of the 2nd year quoted by the bidder. However, all other terms and conditions will remain unchanged. The performance of the service provider/Contractor may be evaluated every year on a continuous basis and the extension /renewal of contract will be based on performance evaluated by IFCI or third-party inspection report or both. The renewal of the Contract, if any, shall be solely on decision of IFCI.**

3. IFCI reserves the right to adopt any other methodology or provision in terms of fulfilment of statutory compliances, whenever felt necessary at any stage of the Contract and in such case, the decision of IFCI shall be final and binding to the Contractor.

4. **Evaluation of Bids:** IFCI can seek any information/ clarification from the bidder (s) during analysis of the Bids at any stage of the process. In case, the bidder fails to provide sought information

in time, IFCI can reject such bid (s) without entertaining further requests/ communication in this regard. Further, IFCI is not bound to select the lowest bidder.

5. Fixed/ consumables items required for regular and general Civil and electrical maintenance work of the common areas, common services, occupied flats, VoF, Guest house (if any), Dispensary, Gym, Library, Security cabin, terrace, common water supply and drainage line, etc. shall be taken care by the Contractor without any extra payment by IFCI.

6. The contractor should preferably have Electrical License/ HT License from relevant Electrical authorities at Delhi. The timely renewal of the Electrical Licenses is sole responsibility of the contractor without any extra cost.

7. It would be the responsibility of the contractor to keep adequate spares and special tools and tackles always in readiness (as per the manufacturer(s) norms) so that breakdowns are attended immediately upon their occurrence. The contractor shall also provide safety devices/ items such as hand gloves, safety shoes, safety helmets, safety belt, safety glass, safety goggles, safety uniform, first Aid kit etc. as necessary at site.

8. It is also responsibility of contractor to provide regular safety training (quarterly or as required) for manpower deputed at site and also carry out safety audit as and when required at site without any extra cost.

9. The contractor will keep all requisite site testing equipment, lifting tools and tackles such as megger, multi-meters, clamp meters, torch, testers, thimble/Lug, punching tools, hammers, pliers, safety ladder (6 ft., 8 ft. and 15ft. height), screw drive sets, test lamps, etc. as required at site till the completion of work under this contract without any extra charges, as per IFCI directions and as per prescribed standards and practices.

10. The contractor will always provide necessary assistance for supervision, monitoring, regular inspection, preparing reports etc. of any specific work/ installation of additional equipment's /accessories/up-gradation/modernization/replacement, as per requirement, which is not covered under the contract, as directed by IFCI.

11. IFCI may ask the contractor for any extra work be taken up by any other contractor, agency, service provide in its own decision. In such case, the payment shall be reimbursed to the AMC Contractor on actual consumption basis.

12. Full painting of entire flats after in three years and at the time of new allotment of flats would be consider separately and payment would be made separately. However, IFCI may ask the contractor for the same or may be taken up the same by any other contractor, agency, service provide in its own decision.

13. The contractor shall ensure trouble free and smooth operation of the systems all the time. All complaints have to be attended to in minimum agreed time. However, in no case, it should be more than 03 days. If the Contractor is not able to attend any complaint within three days due to any reason, the same must be reported to IFCI at the earliest. If it is noticed that the contractor is deliberately avoiding the complaints/works of routine/ urgent nature causing inconvenience to the residents of the colony, IFCI shall be at liberty to initiate necessary corrective action including levying of penalty on the contractor.

14. Routine Preventive Maintenance Schedule: The Contractor would also prepare a Preventive Maintenance Schedule for regular, maintenance activities, including waterproofing, storm water drain, rainwater disposals, cleaning of water tanks, painting, masonry and tile works, plumbing works and other any such required works and activities.

15. The contractor would have to maintain the records of manpower, complaint register, daily work diary, materials, services like Fogging, Pest Control, cleaning of vacant flats, checking of all water tanks etc.
16. Strom water Drain- Full cleaning of all storm water drains at least twice in a year, specifically once before every monsoon is under the scope of the work. The contractor should ensure the repair and maintenance of Strom water drain and covering for smooth run-off of rain water without flooding inside the Premises and Colony.
17. As and when required by IFCI, the manpower engaged/deployed in the sites/Colonies may be shifted or transferred to other sites of offices of IFCI in Delhi without any extra payment in this head.
18. The Contractor shall provide at-least 02 pairs of proper uniform and seasonal uniform each with his organization's name/logo, shoe, raincoat, umbrella and I-card etc. to their staff deployed at IFCI Sites every year. Apart from this, the Contractor will also be responsible to provide PPE (Personal Protective Equipment) to his staff deployed at IFCI Sites required for execution of the works mentioned hereunder.
19. IFCI reserves the right to modify requirement of personnel on need basis from time to time. In case, the proposed manpower deployed by the Contractor is increased or decreased, the monthly charges will also be paid to the Contractor proportionate to the applicable quoted rates.
20. Repairs to the buildings/ common areas/ open areas in the colony complex in the areas of civil, electrical, plumbing, carpentry, welding etc. as and when required is under the scope of this contract. However, any new welding i.e. steel or MS work required work is out of the purview of this contract.
21. Operation/ rescue operations of lifts round the clock for lifts all the blocks.
22. Periodical cleaning of water tanks (underground/ overheads) at least 2 times in a year and sewer lines etc. Date of cleaning of water tank must be indicated in the respective tanks by painting with upcoming date for cleaning.
23. Any special work that may be required for up-keep of the colony.
24. In case of any obstruction of Pole lights in the night due to tree branches in the colony, the contractor has to resolve the same/cutting the tree if required with liasioning with local authorities/societies/RWA without any extra cost.
25. **The Contractor shall maintain site in fully furnished and equipped office with Computer alongwith internet connectivity, Printer cum scanner, and any other required accessories along with all office stationeries as a part of the Contract without any extra payment.**
26. **The site in-charge/ site engineer should have basic knowledge of the computer. He should be around 30 to 40 years old.**
27. The Contractor should provide the mobile at least to his site in-charge/Supervisors and the site in-charge should be available round the clock besides his duty hours for any emergency at site.
28. Thorough checking of staff during entry/exit would be made by IFCI's security guards.
29. Drawing & Design: The contractor shall prepare drawings viz., - Single Line Diagram (SLD), Layout Drawing, Scheme drawing etc. or other related drawing in AutoCAD, as per existing equipments installed in the building, as and when directed by IFCI or if any modification/changes take

place due to repair/replacement/up-gradation during the contract. The contractor shall submit the drawings in Hard as well in soft copy to IFCI for its reference.

30. The contractor shall supply and maintain all spare parts/materials/consumables that may be required for maintenance of all the systems, free of costs and/or overhead/labour charges during the tenure of the contract. All routine, preventive maintenance, overhauling, breakdown maintenance etc. are included in the scope of work.

31. **Guest House, Dormitory attendant-cum-cook (Caretaker): The guesthouse attendant cum cook will be provided by IFCI through OSP contract.** The one (01) flat is being used as VoF at AGVC, Khelgaon. The no. of VOF may change from time to time as per requirement. The contractor should ensure that the said flat should always be neat and clean. The contractor has to make arrangement for cleaning of its utensils, sweeping, dusting, moping, cleaning of bed cover, pillow covers (every alternative day of use), Door and window curtains (once in three months), washroom, toilets, wash basins, etc. of Guest House/VOF without any extra cost. If the Guest House is allotted, the contractor should ensure that all basic amenities are in good condition. The attendant should help occupants as per need. The services of VOF attendant shall be available from 7 a.m. to 10.00 p.m. In case of requirement, Caretaker may also stay in the Guest house as per the requirements.

32. The Caretaker should maintain the register of the guest house/VoF for all services, details of guests, VoF charges, expenditures, etc. The Contractor shall make expense towards breakfast, lunch, dinner etc. at VOF and same shall be reimbursed on monthly basis by IFCI.

33. **Registers and Forms:** The Contractor shall maintain the following records and log books during the contract period:

a) The registers/forms as required under the prevalent labour laws in force from time to time. The Contractor shall maintain the above neatly, completely and legibly for inspection by various statutory authorities and the company officials even at short notice.

b) Preparation of the Schedule of preventive maintenance for all equipment in consultation with officer-in-charge of IFCI. All systems/equipment shall be operated as per mutually agreed programs. The Contractor shall maintain proper entry and upkeep of relevant logbooks/registers as per statutory obligations in physical and shall also maintain complaints register, and work done/carried out reports which may be countersigned by the officer-in-charge of IFCI as and when required. The same can also be maintained in soft (CD format). All the official registers/maintenance records pertaining to premises will be handed over to IFCI before vacation of premises/ closure of contract for record purpose.

34. All systems/equipment would be operated as per mutually agreed programmers. The contractor should maintain proper entry and upkeep of relevant logbooks/registers as per statutory obligations in physical and shall also maintain complaints register, and work done/carried out reports to the satisfaction of IFCI. The same can also be maintained in soft (CD format).

35. **Penalty Clause:** In case of delay, repetition of work, non-compliance, inadequate staff etc., penalty will be imposed as per the clause mentioned:

a) **Non- Compliance of work:** In the event of failure of compliance of the contract/awarded work in stipulated time penalty will be imposed as per actual expenditure incurred in attending to the same by another Agency.

b) **Performance Indicator/Uptime and Penalty:** All complaints have to be attended to, in minimum agreed time, i.e., within 3 days from the date of complaint or assignment, failing which, IFCI will be at liberty to impose penalty or get the work done on its own/another

agency and recover the costs incurred from your running bills/security deposit. The Contractor shall ensure, in emergency cases the reported fault/support request is attended promptly and in any case within 12 hours from the reporting time and rectification thereof. Defect / fault of general or not of serious nature have to be rectified within 72 hours or 3 days of the reporting and until such period standby equipment shall be provided by the Contractor on immediate basis to ensure smooth functioning of the system/equipment. The Contractor shall be responsible to maintain complete systems/equipment/software in good working condition. The deduction/penalty shall be as follows:

S. No.	Period for completion from the date of complaint/assignment	Deductions
(i)	Up to 3 days	No deduction
(ii)	4 to 7 days	Up-to 5% of the total value of the Monthly bill
(iii)	8 to 11 days	Up-to 10% of the total value of the Monthly bill
(iv)	12 to 15 days	Up-to 15% of the total value of the Monthly bill
Note: (a) No complaints in regard to systems/works etc. should remain pending for more than 72 hrs or 3 days. However, complaints if any, need to be attended immediately without loss of time.		
(b) Non-availability of spares/any other reasons shall not be acceptable under any circumstances and will attract penalty, as applicable.		
(c) Penalty can be levied on Total Monthly Value or on Quoted Charges, at sole discretion of IFCI.		

- c) Completion of the contract, if the said work is awarded to another agency/firm/vendor, smooth handing over of entire system/equipment be done within 30 days in good working condition to next selected contractor. During the process of Handing Over-Taking Over, if any fault is observed by IFCI/new contractor, the same should be rectified within 30 days period of identification of the issue/defect. If the defect is not rectified within 30 days than IFCI shall be at liberty to deduct 0.5% of the contract value per week or part thereof delay up-to a maximum of further 2 months from contractor running /pending bills/security deposit. Thereafter, IFCI shall be free to get the work done through another agency/firm and payment shall be recovered from contractor balance payments/security deposit and contractor will have no objection to such deeds.

36. The Contractor shall follow Environmental (Protection) Act 1986, Environment (Protection) Rules, 1986. Further, the Contractor shall be responsible to follow Hazardous waste (Management, Handling and Trans-boundary movement rules, 2008/ prevailing rules), take steps to handle hazardous waste management, selling/disposal of hazardous waste, maintenance of record of hazardous waste handled, packing, labelling and transport of hazardous waste, reporting to state pollution control board in case of accident occurs, obtain no objection certificate from pollution control board whenever required, submit statutory/necessary compliance /annual returns/other obligations to state pollution control board on behalf of itself/IFCI. The Contractor shall submit the necessary compliance certificate.

37. In case of any damage to IFCI's property/premises for which contractor is accountable, the contractor will be liable to pay the compensation to IFCI as may be advised by IFCI. The contractor shall also take full responsibility and compensate IFCI for any loss/damage/break-down caused to the installation due to negligence of his workers.

38. If due to negligence and or non-observation of safety and other precautions by the contactors, any accident/injury occurs to the property/manpower belong to third party, the contractor shall have to pay necessary compensation and other expense, if so by the appropriate authorities.

39. IFCI will not be responsible for any injury/death caused to the employees provided by the contractor at site. It will be the responsibility of the contractor to abide with the all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall be paid by IFCI in this regard.
40. The workforce deployed by the contractor should be adequately covered under Personal Accident Insurance Plan.
41. The Contractor shall pay all taxes, fees, license charges, deposits, tolls, royalties, commission or other charges which may be liable on account of his operations in executing the contract.
42. At the time of completion of contract, IFCI may retain last two months monthly billing amount, which will be released after completion and successful handing over of the said contract to another agency as awarded through tendering process. However, the contractor will pay all the wages and comply the statutory compliances towards manpower deputed at site for each month till completion of contract. Further, the contractor has to submit no dues certificate duly signed by manpower deputed at site along with final bill at the time of release of final payment by IFCI.
43. After completion of the said contract period, it will be the responsibility of the contractor to depute his existing operational team at least 07 days and depute at least one representative for a minimum period of 30 days to explain about the installed equipment(s)/system(s) to the new contractor/agency.
44. It is purely contractor's responsibility to get his staff acquainted/trained with the site conditions, operation and maintenance procedure, equipment detail, safety devices, scope of work etc.
45. No residential accommodation/conveyance or otherwise will be provided by IFCI to the employees of the Contractor.
46. Contractor should have Government Electrical Contractor License, PF, ESIC, labour license and experience in similar field as mentioned in scope of work.
47. For carrying out job the contractor has to make his own arrangements for men, tools, tackles, testing and measuring equipment, safety and protective gear/devices for carrying out the work.
48. Running of the system under abnormal condition or in risky circumstances will attract penalty.
49. Contractor will be responsible for any act of sabotage, misdeed, indiscipline, and negligence on the part of contractor or his employees. Penalty or legal action, as decided by IFCI shall be imposed on the contractor.
50. Notwithstanding any other clause herein, if there is any act or omission by the Contractor or the Contract employees which jeopardizes the safety / security of the IFCI including, but not limited to:
- a) Theft or pilferage of property of IFCI
 - b) Fire, flooding, breakage or damage
 - c) Violence or physical attack on the building.
 - d) Any act or incident which may prove detrimental to the interests of IFCI - the contract would be terminated without any notice. Further, the Contractor would be levied penalties, as appropriate by the deemed authority. The decision of the IFCI shall be final in such matters.

51. **Termination of Contract:** IFCI reserves the right to terminate the contract without assigning any reasons giving three months' notice to the contractor. Similarly, the contractor will also have to give three months' notice in case contractor wants to discontinue the contract, however, IFCI reserves the right to forfeit/invoke guarantee amount in such case, to the extent of additional cost involved/incurred by IFCI. **Further, IFCI reserves the right to cancel the contract without assigning any reason whatsoever.**

52. IFCI may ask the contractor to enclose a list of works carried out along-with details of material consumed, material, challan etc. every month while submitting its bill. IFCI can ask the Contractor to submit any other document or provide details pertaining to "Scope of Work" at any stage of the contract. In case, it is found that the Contractor is unable to provide the required details/document, IFCI shall be free to impose penalty on the Contractor as per terms of the agreement.

53. **Monthly Payment:** The payment shall be released on monthly basis after close of each month against the invoice provided by the Contractor. The monthly bill for the above said contract shall be submitted by the Contractor by 3rd of the following month and payment shall be released upon satisfactory performance, subject to scrutiny of the bills as per terms of the Contract. TDS and other taxes, as applicable will be deducted from your payments at the prevailing rates. The payment shall be made on submission of the following documents:

- a) Equipment undertaking and Certificates with regard to payment made (as per attached format along with document) to staff deployed at IFCI Site(s) in accordance with the latest Minimum Rates of Wages applicable to Central Govt. as fixed from time to time. The Contractor shall furnish photocopies of monthly Wages Payment Sheet duly signed by individual employees along-with bills. The Contractor shall be responsible for directly remitting monthly wages in Bank A/C of the workers as per latest guidelines of the Labour Department. IFCI, may ask the Contractor to submit Bank Statement as documentary evidence of remittance of wages, at any time during the contract.
- b) Photocopies of Bank Challans of previous month for the amount deposited in the bank for ESI and PF along-with certificate.
- c) The Contractor will also furnish every month a certificate/undertaking along-with bill to the effect that all statutory obligation/ requirements have been complied with in regard to wages/OT, contribution to PF/ ESI/ Gratuity etc. to their staff and IFCI will not assume any responsibility thereto.

54. After passage of the new wage Code i.e. after appropriate notification is issued by the Govt. in this regard, IFCI will have to follow the Central Act i.e. Code of Wages Bill. Upon implementation of the Code of Wages Bill, the same will be applicable and the prospective bidders shall need to take it into account.

55. Insurance

- a) This being a pure works contract, the personnel engaged by the contractor and deployed by him at IFCI premises will be in no way be deemed as working under employment of IFCI and there shall not exist any employer-employee relationship between IFCI and the contractor or his personnel deployed by him.
- b) The workforce deployed by the contractor should be adequately covered under Term Insurance Plan as well as Personal Accident Insurance Plan during the entire duration of the contract under the relevant rules/laws of the State and Central Government. The Contractor shall mandatorily submit a copy of both the Insurance Policy of the personnel deployed by the Contractor at IFCI Site within 30 days from the date of award of the work. Failure in doing so, shall attract penalty as may deem appropriate by IFCI. Further, these insurances shall be applicable on continuous basis even in case of replacement and/or additional deployment of any staff, be this arrangement temporary or on permanent basis. It is the sole responsibility of

the contractor to insure his materials, equipment, workmen, etc. against accidents and injury while at work and to pay compensation to workmen as per Workmen's compensation Act. The work be carried out in protected area and all the rules and regulations of the IFCI in the area of project which are in force from time to time will have to be followed by the contractor.

c) If due to negligence and or non-observance of safety and other precautions by the contractors, any accident/injury occurs to the property/manpower belong to third party, the contractor shall have to pay necessary compensation and other expenses, if directed so by the appropriate authorities.

d) The contractor will take necessary precautions and due care to protect the material, while in his custody from any damage/loss due to theft or otherwise till the same is taken over by IFCI or customer. The contractor will submit necessary documents for lodging/processing of insurance claim. IFCI will recover the loss from the contractor, in case the damage /loss is due to carelessness / negligence on the part of the contractor. In case of any theft of material under contractor's custody, matter shall be reported to police by the contractor immediately. However, this will not relieve the contractor of his contractual obligation for the material in his custody.

56. Responsibilities of the Contractor in respect of local laws towards contractual obligation.

The contractor shall fully indemnify IFCI against any claims of whatsoever nature arising due to the failure of the contractor in discharging any of his responsibilities. The following are the responsibilities of the contractor in respect of observance of local laws, employment of personnel, payment of taxes etc.:

a) The Contractor will keep himself abreast of the latest statutory compliances of labour at all the times during contract. IFCI will not be responsible for any lapse on the part of the Contractor in enforcing of provisions of any statutory compliance (s). The Contractor shall be solely liable for any dispute that might arise in any matter in future for violation/non-compliance of Labour Laws/regulations and IFCI will have no responsibility, whatsoever. Receipt of any complaints on this ground shall be viewed seriously.

b) The contractor at all times during the continuance of this contract shall, in all his dealings with local labour for the time being employed on or in connection with the work, have due regard to all local festivals and religious and other customs.

c) The contractor shall comply with all applicable State and Central Laws, Statutory Rules, Regulations etc. such as Payment of Wages Act, Minimum Wages Act, Workmen Compensation Act, Employer's Liability Act, Industrial Dispute Act, Employers Provident Act, Employees State Insurance Scheme, Contract Labour (Regulation and Abolition) Act 1970, Payment of Bonus & Gratuity Act and other Acts, Rules and Regulations for labour as may be enacted by the Government during the tenure of the Contract and having force or jurisdiction at Site. The Contractor shall also give to the local Governing Body, Police and other relevant Authorities all such notices as may be required by the Law.

d) The Contractor shall obtain independent License under the Contract Labour (Regulations and Abolition Act, 1970) as required from the concerned Authorities based on the certificate (Form-V) issued by the Principal Employer/Customer. The Contractor shall pay all taxes, fees, license charges, deposits, tolls, royalties, commission or other charges which may be liable on account of his operations in executing the contract.

e) Contactor shall be responsible for provision of Health and Sanitary arrangements (more particularly described in Contract Labour Regulation & Abolition Act), Safety precautions etc. as may be required for safe and satisfactory execution of contract. The Contractor shall also be responsible for proper accommodation including adequate medical facilities for personnel employed by him.

f) The Contractor shall ensure that no damage is caused to any person/property of other parties working at site. If any such damage is caused, it is responsibility of the contractor to make good the losses or compensate for the same. The Contractor shall arrange, coordinate his work in such a manner as to cause no hindrance to other agencies working in the same premises.

g) All safety rules and codes applied by the IFCI at site shall be observed by the contractor without exception. The contractor shall be responsible for the safety of the equipment/material and works to be performed by him and shall maintain all light, fencing guards, slings etc. or other protection necessary for the purpose. Contractor shall also take such additional precautions as may be indicated from time to time by the Engineer with a view to prevent pilferage, accidents, fire hazards. Due precautions shall be taken against fire hazards and atmospheric conditions. Suitable number of Clerical staff, watch and ward, store keepers to take care of equipment/materials and construction tools and tackles shall be posted at site by the contractor till the completion of work under this contract.

h) The contractor shall arrange for such safety devices as are necessary for executing the works and carry out requisite site tests of handling equipment, lifting tools, tackles etc. as per prescribed standards and practices.

i) Contractor has to ensure the implementation of Health, Safety and Environment (HSE) requirements as per directions given by IFCI. The contractor has to assist in HSE audit by IFCI and submit compliance Report. The contractor has to generate and submit record/reports as per HSE plan/activities as per instruction of IFCI.

j) In case of any class of work for which there is no such specification as laid down in the contract, such work shall be carried out in accordance with the instructions and requirements of IFCI.

57. Integrity Pact (IP) shall be applicable for contract as indicated in tender document. This integrity pact shall be issued as part of the Tender document and shall be submitted by the bidder along with technical bid duly filled, signed and stamped by the authorized signatory who signs the bid.

58. Performance Security / Bank Guarantee

The vendor needs to deposit a Performance Bank Guarantee within 30 days from the date of acceptance of work order, for an amount of 3% of the total Bid Value for 02 years (manpower cost plus maintenance cum material charges).

The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of "IFCI Ltd", New Delhi. The Performance Bank Guarantee may be discharged/ returned by IFCI after the completion of the contract upon being satisfied for the performance of the obligations of selected bidder under the contract.

- i) The validity of Bank Guarantees towards Security Deposit shall be upto the completion period as stipulated in the Letter of Intent/Award +3 Months, (i.e. -- months) and the same shall be kept valid by proper renewal till the acceptance of Final Bills of the **Service Providing Agency**, by IFCI.
- ii) It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period as may be advised by IFCI. IFCI shall not be liable for issue of any reminders on expiry of the Bank Guarantees.

- iii) In case the Bank Guarantees are not extended before the expiry date, IFCI reserves the right to invoke the same by informing the concerned Bank in writing, without any advance notice/communication to the concerned bidder/Manpower Agency.
- iv) E-Tenderers to note that any corrections to Bank Guarantees shall be done by the issuing Bank only through and amendment in an appropriate non judicial stamp paper.
- v) The Original Bank Guarantee shall be sent directly by the Bank to IFCI under Registered Post (Acknowledgement Due), addressed to the General Manager (Estates), IFCI Ltd., IFCI Tower, 61, Nehru Place, New Delhi – 110 019.

Failing to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by competent authority, IFCI shall constitute a sufficient grounds, among others, if any, for the annulment of award of the tender.

In the event the selected bidder is unable to provide the goods/services as mentioned in this scope of Work, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by IFCI.

No Bank Charges/interest shall be payable by IFCI for issuance of Performance Security / Bank Guarantee.

59. Return of Security Deposit:

Security Deposit/Bank Guarantee shall be released to the **Service Providing** Agency after deducting all expenses /other amounts due to IFCI, if any, after completion of the contract subject to satisfactory completion of the work.

60. Force Majeure:

The following shall amount to Force Majeure:

- a) Acts of God, act of any Government, War, Sabotage, Riots, Civil commotion, Police action, Revolution, flood, Fire, Cyclones, Earthquake and Epidemic and other similar causes over which the contractor has no control.
- b) If the contractor suffers delay in the due execution of the contractual obligation due to delays caused by force majeure as defined above, the agreed time of completion of the job covered by this contract or the obligations of the contractor shall be extended by a period of time equal to period of delay, provided that on the occurrence of any such contingency, the contractor immediately reports to IFCI in writing the causes of delay and the contractor shall not be eligible for any compensation.

61. Arbitration & Reconciliation

- a) In case amicable settlement is not reached in the event of any dispute or difference arising out of the execution of the contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision by the consultant/contractor in any manner touching upon the contract, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the sole arbitration to be appointed by IFCI.
- b) The award of the Arbitrator shall be binding upon both parties of the dispute.

c) Subject as aforesaid, the provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or reenactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue and seat of the arbitration shall be at Delhi and the language of the proceedings shall be in English. Subject to the above, the Courts at Delhi alone shall have the jurisdiction to deal any disputes between the Parties to the contract.

d) The cost of arbitration shall be borne equally by both the parties.

e) Work under the contract shall be continued during the arbitration proceedings.

Failure to comply with any of the above conditions can result in termination of the contract, forfeiture of the security deposit, penalty as may be decided by IFCI and future blacklisting of the contractor.

(VI) ANNEXURES/FORMATS

Annexure – 1

Offer Forwarding Letter /Tender Submission Letter

(To be typed & submitted in the Letter Head of the Company/Firm of Bidder)

Tender No: -----

Dated:

To,
General Manager (Estates),
IFCI Limited,
IFCI Tower,
61, Nehru Place,
New Delhi – 110 019.

Dear Sir,

Sub: Submission of offer against Tender Specification No:

I/We hereby offer to carry out the work detailed in the Tender Specification/document issued by IFCI Limited,, in accordance with the terms and conditions thereof.

I/We have carefully perused the following listed documents connected with the Tender documents and shall abide by the same.

1. Amendments/Clarifications/Corrigenda/Errata/etc issued in respect of the Tender documents by IFCI.
2. Notice Inviting Tender (NIT)/ (Technical Bid)
3. Financial Bid
4. Documents referred to in tender document.
5. Forms/Annexures and Procedures

I/We further agree to execute all the works referred to in the said Tender documents upon the terms and conditions contained or referred to therein and as detailed in the Annexures annexed thereto.

I/We have deposited/depositing herewith the requisite Earnest Money Deposit (EMD) as per details furnished in the tender document.

Date:
Place:

Signature of authorized person
Full Name & Designation:
Company's Seal Date:

Tender Acceptance Letter

(To be typed & submitted in the Letter Head of the Company/Firm of Bidder)

To

General Manager (Estates),
IFCI Limited,
IFCI Tower,
61, Nehru Place,
New Delhi – 110 019.

Dear Sir/Madam,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Re : Comprehensive Operation and Maintenance Contract for Residential Premises at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi.

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) as per advertisement.
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents of all pages (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I/We hereby declare that our Company/Organisation has not been blacklisted /debarred /banned or disqualified by any Government or any Government agencies including PSUs, Public Sector Banks / Public Sector Insurance Companies during a period of last three year. Further, we also confirm that our firm has no dispute/litigation whatsoever with IFCI.
6. Further, we hereby declare that none of our partners /directors of our Company/Organization is blacklisted /debarred /banned by any Government or any Government agencies including PSUs, Public Sector Banks / Public Sector Insurance Companies, any Government regulatory body nor has any criminal case against him /her during a period of last three year.

7. I/We certify that all information furnished by our Firm is true & correct and, in the event, that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit /Security deposit or both absolutely.

8. I/We hereby certify that all the information and data furnished by me with regard to the above Tender Specification are true and complete to the best of my knowledge. I have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

9. I further certify that I am authorized to represent on behalf of my company/firm for the above-mentioned tender and a valid Power of Attorney/Authorization letter to this effect is also enclosed.

10. We hereby confirm that we have not changed/modified/materially altered any of the tender documents as downloaded from the website/issued by IFCI and in case of such observance at any stage, it shall be treated as null and void and our tender shall be deemed to be withdrawn.

11. We also hereby confirm that we have neither set any Terms and Conditions and nor have we taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

12. We further confirm our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact (if applicable), and acceptance to Reverse bidding process.

13. We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

Date:

Place:

Signature of authorized person

Full Name & Designation:

Company's Seal

Bidders General Information/Check List

Sub: Comprehensive Operation and Maintenance Contract for Residential Premises at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi

S. No.	Description	Documents to be attached
1.	Name of the Bidder/Firm/Company	
2.	Year of Registration/Incorporation	
3.	Address of the Firm / Company	
4.	(i) Telephone No (Land line) (ii) Mobile No. (iii) FAX No. (iv) E-mail address	Office: Residence:
5.	Earnest Money Deposit (EMD), if any – Rs.61,948/-. (Attach copy of Remittance Advice/Copy of Bank Statement as evidence of NEFT/RTGS, as proof of depositing EMD).	Attach proof, as applicable.
6.	GST No. (Copy to be attached) of the Bidder	
7.	PAN No. (Copy to be attached)	
8.	Whether MSME (Attach valid MSME certificate)	
9.	Details of the Bank Account of the Bidder <ul style="list-style-type: none"> • Name of the Bank • Branch and address • IFSC Code (Copy of recent Bank Statement to be attached)	
10.	Employee's PF & Miscellaneous Provision Act, 1952 (Valid PF code required)	
11.	ESI Number & DATE (Valid ESI code required)	
12.	Integrity Pact Applicable (as per format attached)- Mandatory -To be executed on plain paper and copy to be attached.	Attach Integrity pact as per format given.
13.	Average Annual financial turnover during the last 3 financial years ending FY 2019-20, FY 2020-21, FY 2021-22 should be at least ₹ 31 Lakhs .	Enclose copy of Turn over certificates or audited balance sheet certified by any Chartered Accountant.
14.	Past Experience of Similar Services: - The experience of having successfully executed/completed similar works during last 03 years ending 31/12/2022 should be either of the following: - <u>One single order of Rs.50 Lakhs or Two Orders each of Rs.31 Lakhs or Three Orders each of Rs.25 lakhs for experience</u> in similar type of works providing Comprehensive Operation & Maintenance Services including Civil, Electrical, Horticulture, housekeeping etc. in Residential Societies and/or Office Premises/ Buildings	Attach Completion Certificate/Work Order copies and documentary evidence of successfully execution/completion in support of past experience in similar works.

	owned by Govt. or PSUs/ PSU Banks/ Financial Institutions or MNCs/Corporates etc. of repute.	
15.	The Bidder must have registered office/Branch at Delhi/NCR and submit necessary proof thereof. Bids submitted without documentary evidence of having registered office / Branch office at Delhi/NCR, shall be rejected summarily.	Valid documentary proof must be enclosed.
16.	The contract should submit Electrical License/HT License from relevant authority at Delhi.	Enclose Current Valid copy of Valid copy of electrical Licenses/Registration.
17.	The contractors who have already provided similar services i.e., operation & maintenance services at residential premises in IFCI Ltd., Head Office, New Delhi, is required to produce a fresh satisfactory performance certificate issued by IFCI, New Delhi. And/or the agency(ies) working in IFCI for office & flats at IFCI staff Colony & AGVC flats must submit performance certificate as on 31/12/2022 with regard to rendering satisfactory services." Bid submitted without satisfactory performance certificate shall be rejected summarily. Bid submitted without performance certificate shall be rejected summarily.	Attach Performance satisfactory certificate.
18.	Whether you accept all the terms and conditions of the tender; Yes/No	

Date:

Place:

(Signature, Date & Seal of Authorized Signatory of the Bidder)

(A) Details of Similar Experience: -

Sl. No.	Name & Address of the client, Concerned Person and contact/ Mobile No	Name & Location of work	Value of Work (In lakh)	Starting date of Contract Period	Ending date of Contract Period	Completion/ work order/ Performance Certificate enclosed 'Yes' or 'No'	Any other information you would like to give
1	2	3	4	5	6	7	8

(Fill up the above table & enclose legible copies of the supporting documents)

(A) Financial Capability: Average Annual Turn Over of the bidder during the last 3 financial years

Sr. No.	Financial Year	Turnover (Rs. in lakh)
1	2019-20	
2	2020-21	
3	2021-22	
	Average	

(Fill up the above table and enclose copy of Turn over certificates or audited balance sheet certified by any Chartered Accountant.)

(B) Details of Technical and skilled manpower:

Sr. No.	Name and Designation	Qualification	Experience	Any other Information (if any)
1	2	3	4	5

Date:

Place:

Signature of authorized person

Full Name & Designation:

Company's Seal

DECLARATION BY AUTHORISED SIGNATORY OF BIDDER

(To be typed submitted in the letter Head of the Company/firm of Bidder)

To,

General Manager (Estates),
IFCI Limited,
IFCI Tower,
61, Nehru Place,
New Delhi – 110 019.

Dear Sir,

Sub: **Declaration by Authorised Signatory**

Ref: 1) NIT/Title of the work. Name of Tender Specification No.....,
2) All other pertinent issues till date

I/We hereby certify that all the information and data furnished by me with regard to the above Tender Specification are true and complete to the best of my knowledge. I have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I further certify that I am authorized to represent on behalf of my company/firm for the above mentioned tender and a valid Power of Attorney/Authorisation letter to this effect is also enclosed.

Yours faithfully,

(Signature, Date & Seal of Authorized
Signatory of the Bidder)

Date:

Enclosed: Power of Attorney/Authorization letter

DECLARATION FOR RELATION IN IFCI

(To be typed and submitted on the Letter Head of the Company/Firm of Bidder failing which the offer of Bidder is liable to be summarily rejected)

Tender No: -----

Dated:

To,

General Manager (Estates),
IFCI Limited,
IFCI Tower,
61, Nehru Place,
New Delhi – 110 019.

Dear Sir,

Sub: Declaration for relation in IFCI

I/We hereby submit the following information pertaining to relation/relatives of Proprietor/Partner (s)/Director(s) employed in IFCI

Tick (✓) any one as applicable:

1. The Proprietor, Partner(s), Director(s) of our Company/Firm DO NOT have any relation or relatives employed in IFCI

OR

2. The Proprietor, Partner(s), or Director(s) of our Company/Firm HAVE relation/relatives employed in IFCI and their particulars are as below:

(i)

(ii)

Date:
Place:

Signature of authorized person
Full Name & Designation:
Company's Seal

Integrity Pact

(To be executed on plain paper and submitted along with Technical Bid for Tenders having a value of Rs. 10 Lakh or more. To be signed by the same signatory competent / authorized to sign the relevant contract on behalf of IFCI Ltd.)

(_____ Name of the Department / Officer)

Tender No. _____ for _____

(Each Tender must have Distinct Number and Subject Matter)

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, IFCI Ltd., a company Incorporated under Companies Act, 1956, with its Registered Office at IFCI Tower, 61 Nehru Place, New Delhi – 110019, acting through its authorised officer, (hereinafter called Principal), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

And

M/s.

_____ (with complete address and contact details) represented by Shri _____ (i.e. Vendor / Bidders hereinafter called the 'Counter Party') which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the principal has appointed Independent External Monitors (IEMs) to monitor the Tender process and execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and

WHEREAS the Counter Party is a private Company/ Public Company/ Government Undertaking/ Partnership, etc. constituted in accordance with the relevant law in the matter and the Principal is a Government Company and a Systematically Important, Non-Deposit taking, Non-Banking Financial Company, (NBFC-ND-SI).

NOW THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence, prejudiced dealing prior to, during and subsequent to the tenor of the contract to be entered into with a view to "-

Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any from, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows: -

A. Commitment of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a) No employee of the Principal, personally or through any of his/her family members will in connection with the Tender or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal will, during the Tender Process treat all the Counter Party (ies) with equity and reason. The Principal will, in particular, before and during the Tender Process, provide to all Counter Party (ies) the same information and will not provide to any Counter Party (ies) confidential / additional information through which the Counter Party (ies) could obtain an advantage in relation to the Tender Process or the Contract execution.
 - c) The Principal shall endeavour to exclude from the Tender process any person, whose conduct in the past had been of biased nature.
2. If the Principal obtains information on the conduct of any of its employee which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the principal will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

B. Commitments of Counter Parties

The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) commit himself / themselves to observe these principles during participation in the Tender Process and during the Contract execution: -

1. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement etc. to any official of the PRINCIPAL which is not available legally, connected directly or indirectly with the bidding process, or to any

person company or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2. The Counter party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement etc. to any official of the Principal or otherwise in procurement contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal for forbearing to show favour of disfavour to any person in relation to the contract or any other contract with the Principal.
3. Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract Foreign Counter Parties shall disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals and associates.
4. Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary of any, in connection with the bid / contract.
5. The Counter Party has to further confirm and declare to the Principal that the Counter Party is the original integrator and has not engaged any other individual or firm or company, whether in Indian or foreign intercede, facilitate or in any way to recommend to Principal or any of its functionaries whether officially or unofficially to the award of the contract to the Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any intercession, facilitation or recommendation.
6. The Counter Party, either while presenting the bid or during pre-contract negotiation or before signing the contract shall disclose any payment made, is committed to or intends to make to officials of Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details or services agreed upon for such payments.
7. The Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract. Also, the Counter Party has not entered into any undisclosed agreement or understanding with other Bidders with respect to prices, specifications, certifications, subsidiary contracts etc.
8. The Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
9. The Counter Party shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Counter Party also undertakes to exercise due and adequate care lest any such information is divulged.
10. The Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

11. The Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
12. If the Counter Party or any employee of the Counter Party or any person acting on behalf of the Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal, or alternatively, if any relative of an official / employee of Principal has financial interest / stake in the Counter Party firm, the same shall be disclosed by the Counter Party at the time of filling of tender.
13. The term 'relative' for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
14. The Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal.
15. The Counter Party shall disclose any transgression with any other Company that may impinge on the ant-corruption Principle.
16. The Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

C. Disqualification from Tender Process and exclusion from Future Contracts

1. If the Bidders, either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other from, such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Counter Party from the Tender Process or terminate the Contract, if already executed or exclude the Counter Party from future contract award processes.
2. The Counter Party accepts and undertakes to respect and uphold the Principal's absolute right to resort to and impose such execution.
3. Apart from the above, the Principal may take action for banning of business dealings / Counter Party as deemed fit by the Principal.
4. If the Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system as per the satisfaction of the Principal, the Principal may at its own discretion, as per laid down companyal procedure, revoke the exclusion.

D. Consequences of Breach

Without prejudice to any rights that may be available to the Principal under Law or the Contract or its established policies and laid down procedure, the Principal shall have the following rights in case of breach of this Integrity Pact by the Counter Party: -

1. Forfeiture of EMD / Security Deposit: If the Principal has disqualified the Counter Party(ies) from the Tender Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according to the Article III, the Principal apart from exercising any legal rights that may have accrued to the Principal, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Counter Party.
 2. Criminal Liability: IF the Principal obtains knowledge of conduct of a Counter Party which constitute corruption within the meaning of PC Act, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.
- E. Equal Treatment of all Bidders/Manpower Agencies/Sub-Manpower agencies/Counter Parties
1. The Counter Party (ies) undertake (s) to demand from all sub-Manpower agencies a commitment in conformity with this Integrity Pact. The Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-Manpower agencies / sub-vendors.
 2. The Principal will enter into Pacts in identical terms as this one with all Counter Parties.
 3. The Principal will disqualify Counter Parties who do not submit, the duly signed Pact, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.
- F. Independent External Monitor (IEM)
1. The Central Vigilance Commission has approved the appointment of Independent External Monitor (s) (IEMs) for this Pact. The task of the IEM is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact. The name and particulars of the two IEMs is as under:-

1. Shri Janak Digal Email Id: janakdigal85@gmail.com	2. Shri Arunendra Kumar Email ID: noidarail54@gmail.com
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 2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The IEM shall give his / recommendations to the MD & CEO/ DMD, IFCI Ltd.
 3. The Counter Party(ies) accept that IEM has the right to access without restriction, to all Tender documentation related papers / files of the Principal including that provided by the Counter Party. The Counter Party will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Manpower Agency's Tender Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Counter Party (ies) with confidentiality.
 4. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-

binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

5. The IEMs would examine all complaints and would give their recommendations / views to the MD&CEO of the Principal. IEM may also send their report directly to the CVO and the Commission in case of suspicion of serious irregularities requiring legal / administrative action. IEMs are expected to tender their advice on the complaints within 10 days as far as possible.
6. For ensuring their desired transparency and objectivity in dealing with the complaints arising out of any tendering process, the matter shall be examined by the full panel of IEMs jointly as far as possible, who would look into the records, conduct and investigation and submit their joint recommendation to the management of the Principal.
7. The role of the IEMs shall be advisory and would not be binding and it is restricted to resolving issues raised by the Counter Party regarding any aspect of the tender which allegedly restricts competition or bias towards the Counter Party.
8. The word 'IEM' would include both singular and plural.

G. Duration of the Integrity Pact (IP)

1. This IP shall be operative from the date IP is signed by both the Parties till the final completion of the contract. Any violation of the same would entail disqualification of the Counter Party and exclusion from future business dealings.
2. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the MD&CEO, IFCI Ltd.

H. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the Principal who has floated the Tender. The concerned Office / Department which has floated the Tender would be the focal point for implementation of IP.
2. Changes and supplements in any Procurement / Service Contract / Tender need to be made in writing. Changes and supplement in IP need to be made in writing.
3. If the Counter Party is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative of the Counter Party duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In the case, the parties will strive to come to an agreement to their original intentions.

5. A person signing the IP shall not approach the Court while representing the matter to the IEMs and he / she will await their decision in the matter.
6. This IP is deemed as part of the procurement / service contract and both the Principal and the Counter Party are bound by its provisions.

I. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses: -

(For and behalf of Principal)

(For and behalf of Counter Party)

WITNESSES:

1. _____ (Signature, name and address)

2. _____ (Signature, name and address)

Note: In case of Purchase Order wherein formal agreements are not signed reference to witnesses may be deleted from the past part of the Agreement

CERTIFICATE OF UNDERTAKING
(On Company Letter Head)

Dated: _____

The General Manager
Estates Dept.
IFCI Limited, IFCI Tower,
61 Nehru Place
New Delhi -110 019

CERTIFICATE OF UNDERTAKING- PAYMENT OF WAGES AND MAINTENANCE OF EQUIPMENT

Ref No.: Comprehensive Operation and Maintenance Contract for Residential Premises at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi

It is confirmed that all the dues including overtime (if any) of personnel, deployed at IFCI Site, for the said contract, have been paid up-to..... by us, in accordance with the latest rates of Minimum Wages, as fixed by the Ministry of Labour & Employment, Govt. of India. All the statutory obligations/requirements have been complied with, in regard to payment of wages, contribution to PF/ ESI/ Gratuity/ Bonus etc. and any other dues have been met by us and IFCI will not assume any responsibility thereto. The Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules, 1971 have also been complied with. We also confirm that the consolidated monthly payment challans to ESI & PF authorities include the contributions deducted from all personnel deployed at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi.

We, further confirm that we are maintaining all the Building Management System and Equipment at IFCI Sites as per terms of the Tender and Contract Agreement and abiding by all the statutory compliances pertaining to Health, Safety and Environment.

Regards

Signature
(Name of the Concerned Person)

For & on behalf of (Name of Company)

Seal of the Company

CERTIFICATE OF UNDERTAKING
(On Company Letter Head)

Ref No.

Dated: _____

General Manager (Estates)
IFCI Limited
IFCI Tower,
61 Nehru Place
New Delhi -110 019

CERTIFICATE

It is certified that, we.....(Name and Address of contractor) have complied with provision of (tick √as applicable)

- a) Environmental (Protection) Act 1986 and Environment (Protection) Rules,1986
- b) Hazardous waste (Management, Handling and Transboundary movement rules, 2008).
- c) Batteries (Management and Handling) Rules,2001.
- d) Delhi Fire Services Act, 2007.
- e) All of the above.

Regards,

Signature
(Name of the Concerned Person)
For & on behalf of (Name of Company)
Seal of the Company

EQUIPMENT UNDERTAKING

(To be executed on Company letter head)

We(Name & Address of the Bidder/Contractor) undertake that we will maintain the whole equipment(s), its sub equipment(s), subsystem(s) properly in smooth running condition. As we have accepted and offered the prices for all-inclusive comprehensive maintenance contract in the submitted bid, If any equipment or its related parts or machinery found damaged/not working properly/ abnormal sound/heating/leakage/wiring damage/insulation damaged/any parts rusted/equipment part's missing/the loss of any items/ spare part damage etc. than we shall be fully responsible for rectification of interpreted system and for also keeping the whole system in completely healthy and smooth running condition.

2. We also undertake that we will replace/repair the faulty equipment(s) immediately. The make of replace item/equipment shall be similar to the existing items or reputed make as per agreed by IFCI.

Signature of Authorized Person:

Name:

Date:

Address:

Place:

Company Seal

FINANCIAL BID FORMAT

Ref: Comprehensive Operation and Maintenance Contract for Residential Premises at IFCI Staff Colony Paschim Vihar, Near Jwala Heri Market, New Delhi.

S. No.	Description	Amount for 02 years (Rs.) (Inclusive of GST)
(i)	Manpower cost (08 nos.) will be reimbursed on actual deployment as per the notification with regard to wages published by the Ministry of Labour & Employment, Govt. of India, applicable from time to time for Construction or Maintenance.	As per Actual deployment at site
(ii)	Comprehensive Maintenance cum Material Charges for 02 years towards day-to-day maintenance, annual servicing, replacement of faulty parts/items, as mentioned in the RFP/Tender including service charges etc.	Rs.....
	Total 02 years Amount (Rs.) (Inclusive of GST)	Rs.....

Note:

(i) **Commercial Offer will be evaluated on the basis of Comprehensive Maintenance cum Material Charges for 02 years towards day-to-day maintenance, annual servicing, replacement of faulty parts/items, as mentioned in the RFP/Tender including service charges inclusive of GST, quoted the bidder/agency.**

(ii) **The Bidders are requested to quote total 02 years amount (inclusive of GST) for Comprehensive Maintenance cum Material Charges including service charges except manpower cost, on the GEM portal.**

(iii) **The monthly charges for Comprehensive Maintenance cum Material Charges including service charges will be arrived at dividing the total 02 years amount by Twenty-Four (24).**

(iv) **The Maintenance cum Material Charges including service charges etc. will remain fixed during the entire period of the contract including extension, if any.**

(v) **The Contractor shall pay the Wages, ESI, EPF, Bonus, Gratuity as applicable from time to time relating to contractual personnel deployed in IFCI sites. IFCI shall have no liability in this regard.**

(vi) **The rate of wages payable to the manpower falling in different skill set deployed by the Contractor, will be reimbursed on actual, in reference to the notification published by the Ministry of Labour & Employment, Govt. of India, applicable from time to time for Construction/Building Operations.**

(vii) Commercial Offer will be finalized based on detailed assessment of 'Financial Bids'. IFCI reserves the right to seek any information/ clarification from the bidder (s) during analysis of the Bids. In case, the bidder fails to provide sought information in time, IFCI can reject such bid (s) without entertaining further requests/ communication in this regard. Further, IFCI is not bound to select the lowest bidder.

(viii) The Bidders are advised to quote rates after careful analysis of cost involved considering all specifications and conditions of the contract. In case, the quoted rates (or any part of the quoted rates) found to be unusually high or unusually low, it will be a sufficient ground for IFCI to reject such offer (s) unless reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the Bidder on demand.

(ix) IFCI reserves the right to alter 'Scope of Work' and/or modify the requirement of manpower at any stage during the contract with suitable adjustment in monthly charges payable to the Contractor.

(x) IFCI also reserves the right to cancel the bid at any stage of the selection process without assigning any reason.

(xi) Submission of offer in any other format may result in cancellation of the offer.

Name, Signature, Seal of the Bidder with Company Seal