



INDIAN INSTITUTE OF TECHNOLOGY DELHI

HAUZ KHAS, NEW DELHI – 110016

NOTICE INVITING E-TENDER

IITD/WORKS (SP-3716)/2021

Indian Institute of Technology Delhi, Hauz Khas, New Delhi – 110016, invites online bid from **Eligible Bidders [Class - 1 Local Supplier / Service provider as per Gol Orders No. P-45021/2/2017-PP (BE-II) dated 04-06-2020]** as per details given below.

1	Name of work	:	Round the Clock Operation and Maintenance of All Electrical and Mechanical Services inside the IIT Delhi Campus
2	Approximate Cost of work	:	Rs. 11,68,00,000/- (Rupees Eleven Crore and Sixty Eight Lakh only)
3	Earnest Money Deposit (Rs.)	:	EMD Declaration to be submitted
4	Duration of the Contract	:	One Year
5	NIT No.	:	10022/63/IITD/EW/2021-22

The bid forms and other details may be downloaded from Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>). Aspiring bidders who have not enrolled / registered in e-procurement should enrol / register themselves before participating through web site <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at “Instructions for online bid submission.”

Bidders can access quotation / tender documents on the website (for searching in the NIC site), kindly go to quotation search option and type ‘IIT’. Thereafter, click on “GO” button to view all IIT quotations. Select the appropriate quotation / tender and fill them with all relevant information and submit the completed Quotation / Tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page.

No manual bids will be accepted. All bids (both Technical & Financial) should be submitted in the e-procurement portal.



INDEX

Sr. No.	Description	Page	
		From	To
1	Schedule of NIT	3	3
2	Instruction for online bid submission	4	8
3	Information & instruction to bidders	9	13
4	Technical Bid Evaluation	14	16
5	Various Annexures to be submitted	17	22
6	Scope of Work	23	41
7	Maintenance guidelines and specifications	42	45
8	Terms & Conditions	46	59
9	Integrity Pact and Agreement	60	66
10	Bid submission checklist	67	67
11	Cost Bid	68	69



SCHEDULE

1	Name of organisation	:	Indian Institute of Technology Delhi
2	Tender / Quotation type (open / limited / EOI / auction / single)	:	Open
3	Tender / Quotation category (services / goods / works)	:	Works & Services
4	Type of Contract (work / supply / auction / service / buy / empanelment / sell)	:	Work & Services
5	Form of contract (IITD – 7/8)	:	IITD – 8
6	Work Category (civil / electrical / fleet management / computer systems)	:	Electrical
7	Is multi-currency allowed?	:	No
8	Date of publishing / issue / start	:	25/11/2021 (15.00 PM)
9	Document download start date	:	25/11/2021 (15.00 PM)
10	Document download end date	:	15/12/2021 (15.00 PM)
11	Last date & time of uploading of bids	:	Upto 3 PM of 15-12-2021
12	Date & time of opening of Technical bids	:	16-12-2021 at 15.00 PM
13	Bid Validity Days	:	120 days after opening of Financial Bid
14	Earnest Money Deposit (EMD)	:	EMD DECLARATION TO BE SUBMITTED IN LIEU OF EMD AS PER PRESCRIBED FORMAT
15	No. of bids / covers (1 / 2 / 3 / 4)	:	2
16	Address for communication	:	Executive Engineer (Electrical), Works Department, IIT Delhi, Hauz Khas, New Delhi - 110016
17	Contact No.	:	011 2659 1742, 1746
18	e-mail address	:	a26984@admin.iitd.ac.in ; a26335@admin.iitd.ac.in ie@admin.iitd.ac.in



INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this quotation / tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>). The bidders are required to submit softcopies of their bids electronically on the CPP portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the bidders in registering on the CPP portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP portal.

More information useful for submitting online bids on the CPP portal may be obtained at <http://eprocure.gov.in/eprocure/app>

REGISTRATION

1. Bidders are required to enrol on the e-procurement module of the Central Public Procurement portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link, “click here to enrol”. Enrolment on the CPP portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid e-mail address and mobile number as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (class 2 or class 3 certificates with signing key usage) issued by any certifying authority recognised by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.) with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs into the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP portal to facilitate bidders to search active tenders by several parameters. These parameters could include tender ID, organisation name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organisation name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP portal.



2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. The tenders can be moved to the respective “My Tenders” folder. This would enable the CPP portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each other, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bids. Please note the number of covers in which the bid documents have to be submitted. Any deviations from these may lead to rejection of the bids.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black & white option.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor’s certificates, etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he / she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “on-line” to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever, EMD / Tender fees is sought, bidders need to pay the tender fee and EMD separately on-line through RTGS (Refer to Schedule, Page no. 3)
4. A standard BOQ Format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is



acceptable. Bidders are required to download the BOQ file, open it and complete the white coloured [unprotected] cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

OR

In some cases financial bids can be submitted in PDF format as well (in lieu of BOQ).

5. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorised persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
7. The uploaded tender documents become readable only after the tender opening by the authorised bid openers.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

ASSISTANCE TO BIDDERS

1. Any queries relating to tender document and the terms and conditions contained therein should be addressed to the tender inviting authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP portal in general may be directed to the 24 x 7 CPP Portal Help Desk. The contact number of the helpdesk is 18002337315.

GENERAL INSTRUCTIONS TO THE BIDDERS

1. The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app>. In the technical bids, the bidders are required to upload all the documents in PDF format.



2. Possession of a valid class II / III Digital Signature Certificate (DSC) in the form of smart card / e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorised certifying agencies, details of which are available in the website <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
3. Tenderers are advised to follow the instructions provided in the "Instructions to the tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.

LOCAL SUPPLIER

1. 'Class – 1 Local Supplier' means a supplier or service provider, whose goods, services or works offered for procurement has local content equal to or more than 50% as defined under Order No. P-45021/2/2017-PP(BE-II) dated 04-06-2020 issued by Department for Promotion of Industry and Internal Trade (Public Procurement Section), Ministry of Commerce and Industry, Govt of India.
 - a. 'Local Content' means the amount of value added in India which shall unless and otherwise prescribed by the nodal ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all domestic duties) as a proportion of the total value, in percent.
 - b. For the purpose of verification of 'Local Content', the Class-1 Local Supplier / Service Provider at the time of bidding, tender or solicitation shall be required to indicate percentage of local content and provide self-certification that the items offered meet the local content requirement for Class – 1 Local Supplier. They shall also give details of the location(s) at which the local value addition is made.
 - c. In cases of procurement for a value in excess of 10 crore, the Class – 1 Local Supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of the companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
 - d. Nodal Ministries may constitute committees with internal and external experts for independent verification of self-certifications and auditor's / accountant's certificates on random basis and in the case of complaints.
 - e. False declarations will be in breach of Code of Integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for upto two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

Additional Clauses for Tenders (as per Rule 144(xi) of GFR 2017

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- II. "Bidder" (including the term 'tenderer', 'consultant' or service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person



not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

III. "Bidder from a country which shares a land border with India" for the purpose of this Order means:-

- a. An entity incorporated, established or registered in such a country; or
- b. A subsidiary of an entity incorporated, established or registered in such a country; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d. An entity whose *beneficial owner* is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

IV. The *beneficial owner* for the purpose of (iii) above will be as under:

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation—

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.



INFORMATION & INSTRUCTION TO BIDDERS

2.0	:	NOTICE INVITING TENDERS
2.1	:	Indian Institute of Technology Delhi (IITD) is a Central Autonomous Organization under Ministry of Human Resource Development. The Institute campus is located at Hauz Khas, New Delhi, in a sprawling area of over 312 acres. IIT Delhi invites on-line bids under two bid system for Round the Clock Operation and Maintenance of All Electrical and Mechanical Services from specialized and experienced agencies at an estimated cost of Rs.11.68 Crores for a period of One Year.
2.2	:	The selected agency will have to enter into a Service Level Agreement (SLA) as well as an Integrity Pact with the Institute.
3.0	:	GENERAL INSTRUCTIONS TO BIDDERS
3.1	:	The bidder should inspect the site before submitting the tenders to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
3.2	:	Technical bids will be opened by the committee constituted by IIT Delhi as per schedule.
3.3	:	Financial bids of only those bidders, who qualify as per eligibility criteria will be opened.
3.4	:	Earnest Money Deposit Declaration should be submitted as prescribed.
3.5	:	Self-attested copies of all documents should first be scanned and then uploaded with the bids.
3.6	:	Scanned copy of the authorization by the Partner/ Executive Director (as the case may be) should be uploaded, in case the bid documents are signed and sealed by a person authorized by the owners.
3.7	:	Each and every document in the technical bid should be signed by the duly Authorized partner or all the partners in case of a partnership firm or the authorized representative in case of a company, all these also need to be stamped by the seal of the agency before scanning and uploading on the e-procurement portal.
3.8	:	A team of officers from IIT Delhi may visit the office of bidders for establishing their credibility and verification of submitted documents.
3.9	:	The Institute reserves the right to reject any or all the bids without assigning any reasons, in the interest of the work. Bidder shall not have any course of action or claim against IIT Delhi for rejection of their bid.
3.10	:	IIT Delhi reserves the right to add or delete any other building mentioned in the scope of work, if required. In that case proportionate payment shall be either added or deducted from the bill of the contractor.
3.11	:	IITD is committed to follow the principle of transparency, equity and competitiveness in public procurement.



3.12	:	The bidder is advised to visit the site of work, at his own cost, and examine it and its surroundings to himself collect all information that he considers necessary for proper assessment of the prospective assignment.
3.13	:	<p>a) Letter of transmittal and forms for deciding eligibility are given in the tender in following pages.</p> <p>b) All information called for in the enclosed forms should be furnished against the relevant columns in the forms. If for any reason, information is furnished on a separate sheet, this fact should be mentioned against the relevant column. Even if no information is to be provided in a column, a “nil” or “no such case” entry should be made in that column. If any particulars/query is not applicable in case of the bidder, it should be stated as “not applicable”. The bidders are cautioned that not giving complete information called for in the forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bid being summarily disqualified. Bids made by telegram or telex etc. other than online-mode will not be entertained.</p> <p>c) References, information and certificates from the respective clients certifying suitability, technical knowledge or capability of the bidder should be signed by an officer not below the rank of Executive Engineer or equivalent</p> <p>d) The bidder may furnish any additional information which he thinks is necessary to establish his capabilities to successfully complete the envisaged work. He is, however, advised not to furnish superfluous information. No information shall be entertained after submission of eligibility criteria document unless it is called for by the IIT Delhi.</p>

4.0	ELIGIBLE BIDDERS	:	Eligible bidders should satisfy the following criteria:
4.1	Average annual financial turn over & Solvency	:	Rupees 8.0 Crores (Eight) per annum , during the last three years ending 31 March 2021. (Scanned copy of certificate from Chartered Accountant to be uploaded) Should have a solvency of Rs.5.0 (Five) Crore (Scanned copy of original solvency certificate to be uploaded)
4.2	Office	:	Bidder must have an office within Delhi NCR.
4.3	Experience (Average of one year shall be considered in case of multiple years of contract, if the contract is AMC type)	:	Bidder should have experience of having successfully completed works during last 7 years ending previous day of last date of submission of tenders:- Three similar completed works, each costing not less than the amount equal to 5 (five) Crore , Or Two similar completed works, each costing not less than the



			<p>amount equal to 7 (seven) Crore, Or One similar completed work of aggregate cost not less than the amount equal to 9 (nine) Crore N.B.: A. If the span of the completed work is more than a year, average value for one year shall be considered as experience. B. For any ongoing work for which the contract is more than multiple years (work not completed yet), experience certificate for the completed years of work may be considered subject to average value for one year should match the specified value. C. Period of maintenance work should be minimum one year period. Less than one year experience shall not be considered.</p>
4.4	Definition of similar work	:	<p>Similar works means <u>Operation & Maintenance or Annual Maintenance of Electrical & Mechanical Services which shall include General Electrical Installations of Low to Medium Voltage, Sub Station for High Voltage Installations, DG sets, HVAC (Air conditioning plants and Split, Packaged & WACs, etc.), Fire Detection & Fire Fighting Systems, Lifts, Drinking water filtration (RO) plants, Cold Rooms (Work may include all or part of the all components) work done with some Central Government Department / State Government Department / Central Autonomous Body / State Autonomous Body / Central Public Sector Undertaking / State Public Sector Undertaking / City Development Authority / Municipal Corporation of City formed under any Act by Central / State Government and published in Central / State Gazette in last 7 years.</u> The value of executed work shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum calculated from date of completion to last date of submission of Technical bid. <u>Private sector experience shall be consider with production of TDS certificates for the same work and for the same period.</u></p>
4.5	Manpower strength	:	<p>Bidder should have had not less than 200 people on their rolls on a daily basis, continuously for last one year. Necessary proof shall be submitted.</p>
4.6	Legal	:	<p>Unregistered Partnership Firm and Joint Venture or Consortium are not eligible</p>



4.7	Registration	:	Bidder should be registered with the Income Tax Department, Employees Provident Fund Organization, Employees State Insurance Corporation & GST.
4.8	GST registration	:	<p>Certificate of GST Registration of the State in which the work is to be taken up, if already obtained by the bidder. If the bidder has not obtained GST registration in the State in which the work is to be taken up, or as required by GST authorities then in such a case the bidder shall scan and upload following undertaking alongwith other bid documents:</p> <p>“if work is awarded to me, I/we shall obtain GST registration certificate of the State, in which work is to be taken up within one month from the date of receipt of award letter or before release of any payment by IIT Delhi, whichever is earlier, failing which I/we shall be responsible for any delay in payments which will be due towards me/us on a/c of the work executed and/or for any action taken by IIT Delhi or GST department in this regard.”</p>
4.9	ESI & EPF registration with up to date challan	:	To be submitted with Technical Bid
4.10	Back to Back Undertaking [To be submitted on stamp paper duly notarized and date of affidavit and purchase of stamp paper shall not be earlier than the publication of NIT. NIT number, name of work shall invariably be written on the <u>1st</u> page of Affidavit. Any deviation may lead to rejection of bid without further notice]	:	I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for tendering in IITD in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee. (Scanned copy to be uploaded at the time of submission of bid)
4.11	Forms & Annexures	:	To be submitted with bid as desired
4.12	Note	:	Integrity pact Acceptance to execute INTEGRITY PACT. Integrity Pact shall be provided by IIT Delhi to



			successful bidder for its signature & execution. Bidders who do not fulfill any of the criteria mentioned at Sr. No. 4.0 or fail to submit documents complete in all respects, shall not be considered for technical evaluation
--	--	--	---

5.1	BID OPENING AND EVALUATION	:	The Institute shall follow the LCS (Least Cost System) Method for selecting the successful bidder. The system is based on a two bid system where the technical bid and financial bid shall be submitted separately. <u>Financial bids of those bidders be opened who shall stand qualified in the Technical Bid as per following.</u>
5.2	Marks allocation	:	Marks have been allocated for qualifying in the Technical Bids in subsequent pages of the NIT.
5.3	Stages of Technical Bid	:	Further, the Technical Bid is divided into 2 components i.e. Technical Bid Stage- 1 (documents for eligibility, experience, Quality of work, etc.) & Technical Bid Stage- 2 (Presentation before the Committee).
5.4	Cut off marks	:	<ul style="list-style-type: none">a) To qualify in the Technical Bid Stage -1, bidder has to secure at least 60% (sixty percent) marks overall. Only qualified bidders are eligible for Technical Bid Stage -2.b) To qualify in the Technical Bid Stage -2, bidder has to secure at least 70% (seventy percent) marks overall.c) Financial Bids of all qualified bidders at Stage - 2 shall be opened.
5.5	Hard copy of documents	:	All documents (as uploaded in technical bid) are to be submitted physically to the tender inviting authority at least 3 days before the presentation (Stage 2). Eligible bidder(s) shall be communicated before presentation in due course of time.
5.6	Financial bid BOQ	:	Along with the submission of Technical Bid, the Bidders will also submit their Financial Bid quoting RATES AS PER GIVEN BOQ IN THE WEB PAGE
5.7	Final decision making authority	:	IIT Delhi reserves the right to accept or reject any bid and to annul the process and reject all the bids at any time, without assigning any reason or incurring any liability to the bidders.



6. Award criteria

- a. The employer (IIT Delhi) reserves the right, without being liable for any damages or obligation to inform the bidder, to:
 - i. Amend the scope and value of contract to the bidder.
 - ii. Reject any or all the applications without assigning any reason.
 - iii. Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.



7.0 CRITERIA FOR EVALUATION OF THE PERFORMANCE OF BIDDERS FOR PRE-ELIGIBILITY (STAGE – 1) – 60 Marks

	Attributes	Evaluation		Max Marks								
(a)	Turn Over : 7 marks Solvency certificate: 3 marks (PI refer format given in following pages)	(i) 60% marks for minimum eligibility criteria (ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis		10 marks								
(b)	Experience in similar nature of work during last <i>seven</i> years (PI refer format given in following pages)	(iii) 60% marks for minimum eligibility criteria (iv) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis		20 marks								
(d)	Performance on works – Quality (PI refer format given in following pages)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Outstanding</td> <td style="width: 50%;">20 marks</td> </tr> <tr> <td>Very Good</td> <td>15 marks</td> </tr> <tr> <td>Good</td> <td>10 marks</td> </tr> <tr> <td>Poor</td> <td>0 marks</td> </tr> </table>	Outstanding	20 marks	Very Good	15 marks	Good	10 marks	Poor	0 marks		20 marks
Outstanding	20 marks											
Very Good	15 marks											
Good	10 marks											
Poor	0 marks											
(e)	Quality certifications (ISO) relevant to this work obtained by the company. Certificates should be valid with undertaking of periodical renewal.	More than 5 certificates: 10 marks 1 to 5 certificates: 5 marks No certificate: 0 (zero) marks		10 marks								



8.0 STAGE – 2: PRESENTATION BY THE BIDDER			40 marks
A	Implementation strategy proposed by the agency for IIT Delhi	: 8 marks	<p>Presentation will be evaluated by a committee constituted by IIT Delhi. Agency should show in their presentation, details of manpower, machinery, equipment and complaint redressal system that they propose to deploy / adopt for round the clock O&M services at IIT Delhi. The agency would be bound to deploy the same strategy, machinery, equipment and systems if awarded the contract.</p> <p><u>Important: Bidder must visit the campus and study the scope and requirements and present a strategy specifically suited to the IITD campus. IITD will facilitate a campus visit for the same.</u></p> <p>Number and breakup of total manpower deployment plan will be evaluated with respect of scope of work. Soft copy of presentation to be submitted by the bidder after presentation.</p>
B	Strategy of round the clock operational activities by deploying manpower (Air conditioning plants, Lifts, Sub Station, DG sets, Fire detection & Fire fighting equipments, etc.)	: 4 marks	
C	Strategy for attending day to day complaints lodged by IITD communities for immediate redressal	: 4 marks	
D	Strategy for Routine & Preventive maintenance of all Electrical & Mechanical activities	: 8 marks	
E	Strategy for Breakdown maintenance of all Electrical & Mechanical activities	: 8 marks	
F	Nature of complaint redressal system proposed for users	: 4 marks	
G	Manpower deployment (vide Annex – 3)	: 4 marks	
TOTAL FOR STAGE 2			40 marks



9.0 TERMS FOR AWARD OF CONTRACT			
9.1	PBG	:	The successful bidder will be informed of the acceptance of his tender and shall be required to furnish a " Performance Guarantee ". Necessary instruction with regard to amount, time of depositing performance guarantee will be specified in the Letter of Offer.
9.2	Amount of PBG & time frame	:	The Performance Guarantee will have to be furnished within 15 days of receipt of "Letter of Offer" for an amount of 3% of the tendered value in the form of an Account Payee / DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank in favour of "The Registrar, Indian Institute of Technology Delhi, Hauz Khas, New Delhi – 110016".
9.3	Validity	:	The Performance Guarantee shall remain valid for a period of 1 year 6 months initially. In case the contract period is extended further, validity of Performance Guarantee shall also be required to be extended by the Agency accordingly.
9.4	SLA	:	The successful bidder will be required to execute an SLA with the Institute. IITD – 8 shall be the basis of SLA.
9.5	Integrity pact	:	The successful bidder will be required to sign an Integrity Pact with the institute.
9.6	Failure to submit PBG	:	Failure of the Successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and debarment.



**INFORMATION REGARDING ELIGIBILITY
LETTER OF TRANSMITTAL**
(To be submitted with Technical Bid on firm's letter head)

From:
M/s

To
The Executive Engineer (E)
Works Department
Indian Institute of Technology Delhi
Hauz Khas, New Delhi - 110016

Subject: Submission of bids for the work of "Round the Clock Operation and Maintenance of All Electrical and Mechanical Services inside the IIT Delhi Campus"

Sir,
Having examined the details given in the website and bid document for the above work, I/we hereby submit the relevant information.

1. I/we hereby certify that all the statement made and information supplied in the enclosed prescribed Forms and Annexures accompanying statement are true and correct.
2. I/we have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
3. I/we submit the requisite certified turn over certificate. I/we also authorize Executive Engineer, IIT Delhi or authorised personnel of IIT Delhi to approach individuals, employers, firms and corporation to verify our competence and general reputation.
4. I/we submit the following certificates in support of our suitability, technical knowledge and capability for having successfully completed the following works:

Name of work	Certificate from

Certificate: It is certified that the information given in the enclosed eligibility bid are correct. It is also certified that I / We shall be liable to be debarred / disqualified in case any information furnished by me / us is found to be incorrect

Enclosures:

(Signature & name of the bidder)
Seal of the bidder



FORM OF TURNOVER CERTIFICATE

Turnover for FY 2020-2021	Turnover for FY 2019-2020	Turnover for FY 2018-2019
Rs.	Rs.	Rs.

To be duly certified by the Chartered Accountant (Copy to be attached).

Signature of Bidder(s)

Signature of Chartered Accountant with Seal

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information that M/s./ Sh.....having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rs..... (Rupees.....)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature)
For the Bank

NOTE (1) Bankers certificates should be on letter head of the Bank, addressed to tendering authority.
(2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.



DETAILS OF ELIGIBLE SIMILAR NATURE OF WORKS COMPLETED DURING THE LAST SEVEN YEARS ENDING *previous day of the last date of submission of tenders*

Sr. No.	Name of work/project and location	Owner or sponsoring organization	Cost of work in in crores of rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation / arbitration cases pending / in progress with details*	Name and address/ telephone number of officer to whom reference may be made	Whether the work was done on back to back basis Yes / No
1	2	3	4	5	6	7	8	9	10
1									
2									
3									

* Indicate gross amount claimed and amount awarded by the Arbitrator.

(Signature & name of the bidder)
Seal of the bidder



PERFORMANCE REPORT OF WORKS REFERRED TO IN RESPECTIVE FORM

1. Name of work/project & location

2. Agreement no.

3. Estimated cost

4. Tendered cost

5. Date of start

6. Date of completion

(i) Stipulated date of completion

(ii) Actual date of completion

7. Amount of compensation levied for delayed completion, if any

8. Amount of reduced rate items, if any

9. Performance Report

(1) Quality of work Outstanding / Very Good / Good / Poor

(2) Financial soundness Outstanding / Very Good / Good / Poor

(3) Technical Proficiency Outstanding / Very Good / Good / Poor

(4) Resourcefulness Outstanding / Very Good / Good / Poor

(5) General Behaviour Outstanding / Very Good / Good / Poor

Dated:

Executive Engineer or Equivalent

C ... Nil I Nil O Nil

**ANNEXURE - 1**

(To be filled and submitted by the bidder)
<< Organization Letter Head >>
DECLARATION

I / We, _____ hereby declare that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I / we have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

Sr.	Particulars of the bidder		As per following
1	Name of the firm / organisation	:	
2	Type of the firm / organisation: Public limited / Private Limited / Registered firm	:	
3	Registered address	:	
4	Address of office at Delhi	:	
5	Telephone Numbers	:	
6	e-mail IDs	:	
7	Name of authorised contact person	:	
7.1	Designation of the authorised contact person	:	
7.2	Landline & Mobile number of the authorised contact person	:	
7.3	E-mail ID of the authorised contact person	:	
8	PAN No. of the firm	:	
9	GST No. of the firm	:	
10	EPFO Reg. No.	:	
11	ESIC Reg. No.	:	



12	Has the applicant ever been required to suspend any project for a period of more than six months continuously after commencement of work?	:	If so, give the name of the project and reasons of suspension of project
13	Has the applicant ever been convicted by a court of law?	:	YES / NO If yes, give details of the case
14	Details of any litigation in which the applicant is/was involved.	:	

We further declare that our organization has not been blacklisted / delisted or put to any holiday by any Institutional agency / Govt. Department / Public Sector Undertaking in the last three years.

(Signature & name of the bidder)
Seal of the bidder



ANNEXURE 2

Performa for Earnest Money Deposition

(To be submitted on firm's letter head with Technical Bid)

Whereas, I/we(write Name of Agency here) have submitted bids for **Round the Clock Operation and Maintenance of All Electrical and Mechanical Services inside the IIT Delhi Campus.**

I/we hereby submit following declaration in lieu of submitting Earnest Money Deposit.

1. If after the opening of tender, I/we withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents,

Or

2. If after the award of work, I/we fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I/we shall be suspended for one year and shall not be eligible to bid for IIT Delhi tenders from date of issue of suspension order.

(Signature & name of the bidder)
Seal of the bidder

**ANNEXURE - 3****DETAILS OF MANPOWER DEPLOYMENT**

IITD has estimated the following types of manpower to be engaged for Round the Clock Operation and Maintenance of All Electrical and Mechanical Services. The agency should specify the quantities i.e the number of manpower to be deployed, and thus, the agency will be bound to follow the plan proposed by them, if work is awarded to them. A benchmark manpower of 280 per day has been estimated.

Sr. No.	Designation	Educational Qualification	Year of Experience	:	Number of personnel
1	Site Manager			:	
2	Site Supervisor			:	
3	Help desk Executive			:	
4	Computer staff			:	
5	Electrician			:	
6	Lift operator & rescue personnel			:	
7	Fire man			:	
8	Leading fire man			:	
9	Air-conditioning mechanic			:	
10	Helpers			:	
11	HT Sub Station Electrician			:	

(Signature & name of the bidder)
Seal of the bidder

**ANNEXURE - 4****DETAILS OF EQUIPMENT / TOOLS**

The agency may specify the quantities of equipment to be made available at site, and thus, will be bound to follow the plan proposed by them, if work is awarded to them. The machinery deployed shall be in good working condition and not more than 02 years old. The repair and maintenance of machinery and equipment shall be the sole responsibility of the agency. In case of break-down of a machine, the agency shall provide and replace immediately the faulty machine at their own cost and risk.

Sr. No.	Name of equipment	:	Quantity
1	Load manager	:	
2	LT Megger	:	
3	HT Megger	:	
4	Crimping tools	:	
5	Thermal imager	:	
6	Anemometer	:	
7	Multimeter (Tong Tester)	:	
8	Pressure gauge	:	
9	Lux meter	:	
10	Temperature and humidity monitor	:	
11	Earth tester	:	
12	Specific gravity	:	
13	Specify other tools which should be required for day to day attending electrical complaints	:	

(Signature & name of the bidder)
Seal of the bidder



SCOPE OF WORK

Details of the areas covered under the tender are provided below. However, the bidder must visit the campus and make their own assessment. For this purpose, IIT Delhi will facilitate a site visit of the authorized representative of the company. Based on the site visit, the company must devise and propose a maintenance strategy specifically suited to IITD campus and the same be presented to the committee. If work is awarded to them, the agency is expected to implement the same strategy.

1	Routine, Preventive and Breakdown Maintenance of all window and split type air conditioning units , Package AC, Floor Standing, Ductable Splits, etc. and RO water filtration plants, cold rooms including attending faults, repairing defects as and when required, general checking and testing of all units routinely etc. complete as required. (consummables like refrigerant, chemicals, new spare parts etc. shall be given by the Institute) About 2500 Split / WAC / Tower ACs are existing, besides these air cooled pkg AC plants are installed in different locations.	In different offices and labs inside the entire campus	Maintenance of RO systems are to be done directly by the OEM or their authorised service dealers only
2	Routine, Preventive and Breakdown Maintenance including daily checking of lifts for their proper operation, ARD working, attending of lifts for rescue operation in case of exigency, reporting of faults / in-operation of lifts or any other problem to OEMs of lifts and Engineer-in-charge (consummables and new spare parts etc. shall be given by the Institute) Details of Lifts and locations are as per Annexure. Liasoning to get lifts inspected / licences renewed time to time by the competent authority,	List attached	Maintenance of lifts shall be got done by the respective OEM of respective lifts



	however, fees, etc. and other assistances, etc. shall be provided by the Institute (IITD).		
3	Routine, Preventive and Breakdown Maintenance Fire Detection, Wet Riser and Sprinkler Systems in all buildings , and other portable extinguishing system periodical testing and checking (consummables and new spare parts, refilling of cylinders etc. shall be given by the Institute)	All Admin & Res buildings, Hostels, etc.	As per Maintenance schedule
4	Routine, Preventive and Breakdown Maintenance of general Electrical Building services including all Low & Medium Voltage Electrical Installations, Substation Equipments (Transformer, HT & LT Panels, Metering Panels, etc.) DG sets, UPS (Periodical routine / preventive Servicing), (consummables and new spare parts etc. shall be arranged by the Institute) Details of DG sets are as per Annexure	Almost 18 Substations and 26 DG sets scattered inside the campus	Maintenance of DG sets & UPS shall be got done by the respective OEM or their authorised service dealers only
5	Cold rooms	In hostels and in few labs	Around 20 nos.
6	Day to day routine & preventive Electrical Maintenance and attending of complaints lodged by users in a time bound manner. (Main, Sub Main, Circuit & Point wiring including all components like cables, Distribution boards, MCBs, MCCBs, etc., street lights, compound lights, earthings, rising mains, LT Panels, controls, etc.)	Academic Area	These three units cover entire IIT campus with separate jurisdiction



7	Day to day routine & preventive Electrical Maintenance and attending of complaints lodged by users in a time bound manner. (Main, Sub Main, Circuit & Point wiring including all components like cables, Distribution boards, MCBs, MCCBs, etc., street lights, compound lights, earthings, rising mains, LT Panels, controls, sports field lights, etc.)	Hostel Area (West Campus)	
8	Day to day routine & preventive Electrical Maintenance and attending of complaints lodged by users in a time bound manner. (Main, Sub Main, Circuit & Point wiring including all components like cables, Distribution boards, MCBs, MCCBs, etc., street lights, compound lights, earthings, rising mains, LT Panels, controls, sports field lights, etc.)	Residential Area (East Campus)	
9	Operation of water pumps	West campus	As and when required
10	Round the clock manning and operation of DG sets, Sub Station, HVAC, Lifts, Telephone Services, Fire, etc. including attending day to day complaints relating to all spheres of Electrical & Mechanical activities pertaining to the entire campus, collecting all complaints downloading from system logger, maintaining complaint register, repairing register, and attending faults by deputing the reserve manpower who shall be on duty in the building during the whole contract period to be deployed inside the whole campus. (Duty chart to be prepared and displayed at all site offices and to be	Throughout the campus	Round the clock x 7 days maintaing labour regulations



	strictly followed. A copy of the same to be served to the Engineer-in-charge)		
11	Routine, Preventive and Breakdown Maintenance of high side & low side of the Air conditioning plants comprising of all the machinery, equipment installed in the AC Plant room including cooling towers, descaling of water cooled condensers and pipelines during the period of contract as per maintenance schedule attached at respective Annexure (consumables like refrigerant, chemicals, new spare parts etc. shall be given by the Institute) Details of AC Plants are given in Annexure.	List attached	Maintenance of high side of central AC plants shall be got done by respective OEM or their authorised service dealers only.
	Assessment of Performance: Performance of the agency will be assessed on the basis of: <ol style="list-style-type: none">1. Feedback of students/staff/faculty/guests with respect to level of trouble free E&M functionality in the campus at all times.2. Time taken to respond and resolve the complaints.3. Efficiency of the complaint redressal system.		



GUIDELINES

1	:	Servicing of all Window, Split, Ductable, Packaged, Tower type ACs to be done periodically so that all machines are serviced at least twice in a year and functional.
2	:	Round the clock operation and maintenance involves 365 days x 24 hours of service including holidays. Hence, deployment of manpower shall be so arranged that minimum wages and labour regulations are followed properly. Duty chart shall be displayed at suitable locations in different areas and a copy of the same shall be shared with the Engineer-in-charge.
3	:	Materials required for day to day attending complaints / faults are normally to be arranged from the departmental Electrical Stores. In case of non-availability and urgency, contractor shall have to arrange materials under intimation to the Engineer-in-charge. Proper register shall be maintained for recording of materials for issue and receipt.
4	:	Maintenance (routine, preventive and breakdown) of Lifts, AC chillers, DG sets are to be got done by the OEM or their authorised dealers.
5	:	The Agency must also create and deploy an Immediate Response Strategy for all types of emergencies within IIT Campus.
6	:	Services under this contract may change when new buildings being constructed are added to scope of work. Incremental charges shall be decided on the basis proportionality on original scope of work.
7	:	The performance of the agency will be assessed on the feedback of students/staff/faculty/guests in respect of maintaining maintenance of all E&M



		activities the campus at all times in addition to self-assessment by the Engineer-in-charge.
8	:	Normally all activities are sub grouped in three zones under Academic Area, Hostel Area (West campus) and East Campus. Contractor shall be responsible to different zones distinctively. One AE / AEE is the sub divisional in-charge for a zone.
9	:	<ol style="list-style-type: none">i. 100% manpower as per agreed deployment should be made available at all timesii. All staff should be in uniformiii. Personnel grooming should be as per acceptable standardsiv. All employed staff should be above 18 years of agev. 100% attendance should be marked in face screening biometric machines to be arranged by IIT Delhi at cost of the contractor. 100% complaint to be attended. Attendance Register in addition to Biometric shall also be maintained for instant checking and back up recordvi. Daily log of manpower, equipment deployed, consumables used should be maintained
10	:	MAINTENANCE SCHEDULE FOR ALL COMPONENTS AS GIVEN IN ANNEXURE SHALL BE FOLLOWED INVARIABLY.
11	:	Penalties shall be imposed as per the following details: <ol style="list-style-type: none">i. If the manpower deployed is found to be below the quoted number of persons/day, then a penalty of Rs.250/- per person per day will be levied IN ADDITION TO NORMAL DAILY WAGES.ii. If any machine/equipment is found to be non-functional, then a penalty of Rs.1000/-per24 HOURS will be levied.iii. Non submission of monthly return / report for carrying out routine & preventive maintenance as outlined in the maintenance schedule @Rs.5000/- for each different activity (BOQ 12 to 16)



		iv. The penalties imposed shall be deductible from payments due to the contractor
--	--	--

HIGHLIGHTS OF MAJOR PRESENT ACTIVITIES

S r. N o.	Chiller / Pkg. Unit				Lift				DG Set				RO			
	Loc atio n	Tota l Nu mbe r	Capa citi y	Ma ke	Locati on	Tota l Nu mbe r	Capaci ty	Ma ke	Locati on	Tota l Nu mbe r	Capaci ty (KV A)	Ma ke	Locati on	Tota l Nu mbe r	Capa citi y	Ma ke
	Cent ral Libr ary	2	100 TR	Volt as	Bharti	2	8 pass	Jhon son	Main, I C Block, SIT	5	750	Cum mins	Different Bldg. at IIT Delhi	47	150	Ke mf lw
	Com pute r Serv ice Cent re	2	110 TR	Blue Star	MS Bld.	1	8 pass	Thys sen	Bharti, IC Block	2	625	Cum mins		17	100	Ke mf lw
	M.S Buil ding	3	110 TR	Blue Star	Syner gy Bld. & Centra l Lib.	2	8 pass	Otis	Main, I C Block	3	500	Cum mins , Kirlo skar		7	50	Ke mf lw
	LHC	3	275 TR	Volt as	IT Schoo l	1	8 pass	Jhon son	Aravali , Tifac, Reser voir	5	380	Cum mins		1	25	Ke mf lw
	DM S	4	16 TR		Block (I-VI)	7	7 pass	Omega	Gimar, Vikram shila, Himad ri	4	250	Kirlo skar ,Gre aves Cott on		1	10	Ke mf lw
		7	16.5 TR		MS Bld.	3	8 pass	Jhon son	Vaisha li	1	62.5	Cum mins Kirlo skar				
		4	11 TR		Himad ri	3	10 pass	Jhon son	LHC	2	750	CU MMI NS				
		1	8.5 TR		Gir.& Udaig	8	13 pass	Otis	B- Check & Repair	6						



	1	5.0 TR		Tax. & Vaishali	8	8 pass	Thyssen									
				Vishwakarma	2	20 pass	Thyssen									
LT1, LT2 & LT3 Package AC				Vikramshila	8	13 pass	Otis									
				LHC	9	20 pass	Jhonson									

Besides above, Centralised UPS system exists in different building

GUIDELINE: GENERAL EI MAINTENANCE

1. Organized maintenance based on preventive maintenance is essential to ensure:
 - a. Un-interrupted service
 - b. No break-down
 - c. Safety, no mishaps
 - d. Economic operation
 - e. Lower energy bills
 - f. Long useful life.
2. Therefore, due importance is to be given for maintenance.
3. **General Guidelines**
 - a. Persons engaged in maintenance works should be competent for the type of work involved and should possess necessary license / qualification.
 - b. Safety procedures as per IE Rules should be duly followed.
 - c. The number of items to be maintained in a building may be many like fittings, fans, DBs, earth sets etc. In order to achieve compliance to the prescribed periodicities for the various activities on them as per this schedule, each of these items may be divided into convenient numbers, to carry out the respective activities in sub periods, in a cyclic (sequential) order. For example, if DB's are to be checked every month, and there are 50 DBs in a building, these may be checked at the rate of 2 or 3 DBs every day in a sequential order (programmed in advance) so that all DBs are checked in a month.
 - d. Maintenance activities carried out as per this schedule should be noted in the Maintenance Register. When tests are carried out, the test results should be recorded with appropriate identification references (For Example: SDB7; Earth pit No.4; R/M Wing A etc.)
 - e. The voltage of supply, total load current and PF should be noted in logbook every day, preferably during peak loading time of the day. (In the case of isolated/ unattended



- buildings where it is not feasible to log daily, the period may be increased to weekly or fortnightly as feasible).
4. Inspection of electrical installations is intended primarily from fire safety considerations. Following points need to be observed as part of inspection, and corrective action as necessary should be taken immediately, including coordination with the client departments concerned, as may be required.
 - a. Check that there is no sign of heating up, burning smell, discoloration or sparking at any of the boards (SDBs as well as main boards), and Rising Mains. These may occur due to overloading or loose terminations. Highly unbalanced loading may cause heavy neutral currents and consequent heating of neutral conductors and terminals.
 - b. No temporary wiring exists anywhere in the building.
 - c. There is no joint in cords connecting the WTAC units/ voltage regulators/office equipment like photocopier, PC etc.
 - d. No bare wiring exists over the flooring without mechanical protection by a metallic conduit / channel.
 - e. There is no misuse of socket outlets, such as connecting power load to light socket, connection of multiple loads to one socket, use of heaters in record room, library etc. In such cases of additional demands of outlets, these should be brought to the notice of the Engineer-in-charge early, after taking approval of the competent authority.
 - f. All DBs should be only of MCB type and all sockets for WTAC units should be of industrial type controlled by MCB.
 - g. The shafts/ spaces for electrical services are not misused, for storage or for dumping rubbish.
 - h. The spaces in front of DB's and sockets are free (without any storage of files/ papers etc.)
 - i. No additions/ alterations are done by the user departments to the electrical installations by themselves.
 5. A record of loading upto DB level (in each phase in case of 3 phase DBs) should be maintained, after measurements using a clip on ammeter. Such measurement should be done, as far as possible during peak season (summer and winter), when the loads are likely to be the highest.
 - a. The PF should be maintained above 0.8 (or any higher value fixed by the licensee without penalty). Examine the adequacy of capacitors (if any) accordingly. This shall be brought to the notice of the E-in-C for corrective actions.
 - b. Note down from the electricity bills, details of maximum demand, energy & PF to examine the trend of loading, penal charges if any being paid etc. (Even if the bills are paid directly by client Depts.) review of contract demand, strengthening of system, PF correction requirements etc. may be done with this review in consultation with E-in-C.
 6. While cleaning fittings and fans, the fixing/ suspending arrangements should also be checked and attended to as necessary. Care should be taken that the alignment is not disturbed.
 - a. In the case of ceiling fans, remove the blades, and wash the same with detergent, without causing any deformation of blade angle. Check the shackle and replace if damaged. Check that down rod is fully screwed up to the last thread on both ends and that threads



- are not loose. If so required, replace with new down rod of the same size, thickness and length of threading (not less than 20 mm). Check split pins and replace if any strain deformation or damage is observed. If any other system of suspension had been adopted, check the soundness of tighten as necessary. Fix fan blades tightly to the body. Operate the fan at different speeds; the run should be without wobbling/ noise.
- b. As per specifications, lubrication needs to be done as necessary. In such cases, the fan needs to be brought down, after removing the blades. The old grease should be replaced with a fresh one, after cleaning the bearing. If damaged, the bearing should be replaced. When reinstalling the fan, the suspension bolts should be well tightened.
 - c. Insulation test should be done during monsoon season, as per clause 16.2 of CPWD General Specifications for Electrical Works Part I Internal, 2013.
 - d. Earth continuity test and earth electrode resistance test should be conducted during summer season, as per clauses 16.4 and 16.5 of CPWD General Specifications for Electrical Works Part I Internal, 2013.

PREVENTIVE MAINTENANCE

1. Cleanliness is the essence of preventive maintenance. Keep areas clean.
2. Have schematic diagram for each installation handy.
3. No loose wiring.
4. No overloading.
5. Preventive maintenance of switchboards, DBs every six months
6. For multi-storied building go for fuse less switchgear like ACBs, MCCBs, and MCBs, as a precaution against fire on account of short circuit.
7. Proper manning/ supervision of installation.
8. Maintenance of logs records and history sheet of events and breakdowns. Ensure working of all measuring and indicating instruments.
9. Annual inspection to ensure system adequacy, safety, efficiency and take remedial measures.
10. Display important telephone numbers.
11. No short circuit to problem like patchy repairs.
12. **Compound Lighting**
 - a. 3 monthly cleaning of fittings. Weekly check of working of all fittings. This ensures a bright and safe premises during night.
13. For proper maintenance of electrical installations, the following items of work shall be carried out regularly as per periodicity stated below and a proper record of such work shall be maintained.
 - a. Earth testing - Once in a year
 - b. Insulation test - Once in a year
 - c. Cleaning of E.I.
 - i. Residential Buildings - Once in a year
 - ii. Non-residential Buildings - Once in a year
 - d. Oiling and greasing of fans - As and when required
 - e. Checking of regulators, replacement - Once in a year.



GUIDELINE: MAINTENANCE OF DG SETS

1. DAILY MAINTENANCE SCHEDULE

- 1.1. Check and correct cooling water level
- 1.2. Check and correct belt tension
- 1.3. Check and correct lub oil level
- 1.4. Check and ensure sufficient quantity of fuel in the tank
- 1.5. Check battery terminal and connections for proper tightness, top up electrolyte if required.
- 1.6. Check and correct leakage, if any.

2. After starting the Engine

- 2.1. Check lub oil pressure
- 2.2. Check and correct leakage, if any
- 2.3. Check all meters, engine noise etc. and correct abnormalities, if any
- 2.4. Check engine protection system

3. Weekly Maintenance Schedule

- 3.1. Checking and cleaning of control panel
- 3.2. Checking protection devices
- 3.3. Checking of tools
- 3.4. Checking of earth-watering earthing pits
- 3.5. Checking of EA room lights and ventilation
- 3.6. Checking of battery charger
- 3.7. Clean radiator fins by blowing air in the opposite direction
- 3.8. Check oil level and clean air cleaner
- 3.9. Check and correct loose clamps

**GUIDELINE: Periodic inspection and maintenance of UPS**

Sr. No.	Items	Inspection Period	Procedure
01.	Ventilation & Openings	Daily	Check that intake and exhaust air openings are not obstructed.
02.	Cabinet/ Chassis assembly	Weekly 3 month	<ul style="list-style-type: none">• Remove dust and foreign particles within the cabinet/chassis using compressed air or blower.• Check mounting bolts and terminals looseness and tighten them.• Clean electrical contacts with a cloth dampened with carbon tetra chloride. Replace if found defective.• Inspect transformers, chokes for evidence of overheating, insulation damages or loose mounting screws and tighten any loose screws or nuts.
03.	Control & Indicators	3 months	<ul style="list-style-type: none">• Check all controls and indications for proper functioning.• Check front panel meter for errors in readings.
04.	Wiring	3 months	<ul style="list-style-type: none">• Check all the input and output connections for any loose connection.• All screws of the connectors should be tightened firmly.• The wires should be checked for any cracks or any broken insulation.
05.	Batteries	3 months	<ul style="list-style-type: none">• Check batteries for any loose connection and also for any kind of deposit on its terminals. • Clean the battery terminals.• Tighten all the connection firmly.• Check the voltage of each battery at least thrice on a 5 min. interval after switching off the mains supply by a Multi Meter.• The difference in voltages should be within the allowable limits.
06.	Fuses	3 months	Check the fuses for evidence of overheating. Replace if necessary.
07.	Internal components	12 months	<ul style="list-style-type: none">• Inspect the general conditions of PCBs. Check the components for evidence of overheating, cracks or peeling. Repair or replace board if necessary. • Inspect PCB for loose electrical connections. Tighten the mounting screws & replace defective sockets, if any.
08.	Terminal boards	12 months	<ul style="list-style-type: none">• Inspect for breakage or poor joints. Replace if necessary.• Tighten outing screws if necessary.• Inspect the electric connections, tighten mounting screws, if necessary.



For Transformers:

1. Measuring of HT & LT winding insulation resistance
2. Checking the painting of transformer paint, if necessary
3. Testing earth Resistance
4. Checking transformer bushing for cracks
5. Checking relay alarm system if any

Distribution Panels

1. Inspection & Checking of operation & tripping mechanism
2. Inspection & Checking visual medication & meters
3. Inspection & checking of TPN Switch/MCB for operation & Tightness of connection
4. Opening the covers and cleaning the panel and surrounding area
5. Cleaning of contacts and ARC chutes.



GUIDELINE: Maintenance and Operation of Wet Riser System

1.0 INTRODUCTION

- a. This annexure cover suggestive guidelines for maintenance and operation of the Wet Riser System.

2.0 OBJECTIVE

- a. To keep the entire system fully operational and functional at all times.
- b. In case full system cannot be kept functional for unavoidable reason, as much as possible, the installation shall be retained functional by isolating the defective section.

3.0 MAINTENANCE REQUIREMENT OF SYSTEM COMPONENTS

- a. For maintaining fire fighting system following points are to be taken care of:-
 - i. To ensure availability of water in UG tank and terrace tank all the time and to maintain the tanks in clean condition.
 - ii. To ensure that the piping system is free from leakage. Any portion found to be leaking is to be isolated, rectified and connected with healthy system in shortest possible time.
 - iii. To ensure that all pumps are in good running condition. Any pump found to be defective is to be isolated by closing valves and attended immediately and put in to service in minimum time. All pump glands shall be maintained in efficient working condition and the packing renewed as required to maintain the efficiency. All working parts shall be kept clean and lightly oiled. Any necessary repairs shall be put in hand and carried out immediately.
 - iv. To ensure availability of power for electrical pumps, working of starters, switch gear and other electrical components.
 - v. To ensure healthiness of diesel engine starting system, battery voltage, battery charger and availability of adequate diesel for engine operation.
 - vi. To check all landing valves of internal and external hydrants, isolating valves and replace the defective ones whenever necessary.
 - vii. To check automatic operation of entire system by opening landing valves at different locations.
 - viii. To conduct fire drill at regular interval.

4.0 PERIODICAL TESTING

- a. For achieving the objectives of Para 2.0 and meeting the requirement of Para 3.0 periodical testing and checking the system is essential. Various activities and their duration have been tabulated in the following Table.

5.0 PROCEDURE

- a. Though the fire fighting system operation is automatic, however for daily checking and attending to the system in case of operation, a trained pump operator shall be available round the clock.
- b. Operation and Maintenance instructions shall be available in the pump room and fire control room.
- c. Water for fire fighting purpose is not to be used for any other purpose. However, in order to avoid stagnation, the same shall be changed / cleaned regularly.
- d. Maintaining Diesel Engine is very important for the system operation since during fire, power supply is deliberately or un-deliberately switched off. Proper running of DG set



shall be ensured and any problem shall immediately be brought to the notice of the E-in-C. Adequate diesel should either be available in the pump house or nearby so that operation is not discontinued for want of diesel.

- e. Hydrant Mains / Ring Mains shall be tested **once a fortnight** with a pump delivering at its maximum pressure. A running test with two or more hose lines each 30 m long operating shall be carried out.
- f. If any out let is found to be defective and replacement is not easily available the whole assembly should be removed and be replaced by blank off plate so that the system remains operational.
- g. Hose reels shall be subjected to regular inspection to ensure that all valve are functional, out let nozzle not choked. At least once in a year the same shall be subjected to operation to ensure that hose reel is in good condition and that the coupling joints are water tight. Flow should also be checked for the leakage of hose reel.
- h. All hydrants shall be examined systematically once a week to ensure that valves and spring catches are maintained in good condition. Spare washers shall be kept for hydrant valve seats.
- i. Cut-off valves shall be thoroughly overhauled annually to remove sludge and other foreign matter collected in the valve seating.
- j. All isolating valves shall be checked for operation. The valves in closed position be opened and closed couple of times and the valves in open position be closed and opened couple of times so that when required, the valves perform their function.
- k. All hose boxes/hose stations shall be inspected externally once every week to ensure that the equipment installed therein is intact. Further, the hose boxes/hose stations shall be cleaned internally and externally once a month.
- l. When the hose gets worn out at the tail end of the coupling(s), it is permissible to cut the end(s) of the hose. However should the lengths of the hose after cutting(s) fall below 90 percent of its original, the hose shall be discarded.
- m. Fire protection hose shall not be used for purposes other than fire protection and drill.
- n. Hose pipes and their couplings shall be checked to ensure there is no leakage during their use. The female coupling cam tooth mechanism be operated and lubricated for ensuring ease of operation.
- o. Power supply to the pump house is not to be discontinued for any reason. Alternative arrangement shall be made in case any feeding switch gear is under repair / replacement.
- p. It has to be ensured that there are no obstructions in front of the hydrants impeding accessibility

6.0 FIRE DRILL

- a. For making the users familiar with the system, Fire Drills shall be carried out once in six months. A written record of such drill shall be kept on the premises for a three years period and shall be readily available for fire brigade inspection. Operation of the system shall be demonstrated so that all users are confident of the system and aware of their duties and responsibilities during fire.

PERIODICAL TESTING AND MAINTENANCE TABLE



Sl. No.	System Component	Activity	Duration
1	Water Tanks	Level Check	Daily
		Cleaning	Once in a year
2	Pumps	Running	Daily
		Test flow	Annually
		Lubrication	Quarterly
3	Engine	Running	Daily
		Lubrication	Quarterly
		Battery Status	Weekly
		Fuel Tank check	Daily
		Servicing	As per engine manufacturer's recommendations.
4	Motor	Running	Daily
		Starter contact checking	Weekly
		Insulation Resistance	Half yearly
5	Piping	Pressure	Daily
		Flushing	once in a year
6	Valves (Landing, Cut -off and Isolation)	operation	Monthly
7	Valves (Suction and Delivery)	Examination	Half yearly
8	Electrical Panels and Control System	Operation	Monthly
		Connection and system components	Quarterly
9	Hose Reel and Hose Pipes	Physical check	Monthly
		Operation check	Annually
		Replacement (to be intimated)	Depending upon physical condition.
10	Fire Brigade Connections/ Inlet	Physical check	Monthly
		Operation check	Annually
11	Instantaneous Coupling	Physical check	Monthly
		Lubrication	Half yearly

MAINTENANCE OF AUTOMATIC SPRINKLER SYSTEM

1.0 Maintenance of other freighting installation has been described above which hold good for sprinkler installations also. In addition, following points shall be taken care.

- a. Sprinkler shall not be re-conditioned or repaired. Used and/or defective sprinklers shall be proposed for replacement by new ones.
- b. Spare Sprinklers - A stock of spare sprinklers shall be kept in Fire Control Room so that prompt replacement is possible after operation/damage of a sprinkler head. Spanners for sprinklers and Teflon tape shall also be kept along with spare sprinklers in readiness.



- c. As far as possible, the installation shall be maintained in operating condition by blanking off pipe work feeding the inoperative part or parts where work is taking place.
- d. The inoperative part, if defective shall be attended to and connected with the operative system.
- e. Action following sprinkler operation
 - i. Following the operation of sprinklers, the operated head shall be replaced with new ones and water supply shall be restored.
 - ii. The sprinklers in the vicinity of the operated sprinklers shall also be checked for damage by heat or any other cause and replaced if necessary.
 - iii. The sprinkler pump shall not be shut off until complete extinguishment of the fire. The starting of the pump shall be automatic but the stopping of the pump after an extinguishment shall be manual.
- f. All piping shall be examined to determine its conditions at least once a year.
- g. All Installation Control Valves and associated equipment shall be serviced and tested annually.
- h. Discharge test of sprinklers shall be carried out at least once in six months.
- i. Manual testing of the system shall be carried out once in six months.
- j. When normally opened valves are closed following system operation or test, suitable procedure shall be instituted to ensure that they are re-opened.
- k. The entire system shall flushed at least once in a year.
- l. The sprinkler bulbs shall be kept free from paint or dust.

A. MAINTENANCE OF FIRE ALARM SYSTEM

1. Servicing / Periodical Maintenance

- 1.1. at least one qualified employee of the user with suitable experience of electrical equipment should undergo special training to deal with all aspects of basic servicing and maintenance, including routine sensitivity test/ checks of the detectors, as and when require.
- 1.2. **Daily Attention:** A check should be made every day to ascertain that the panel indicates normal operations. If not, that any fault indicated is recorded in the log book and is receiving urgent attention.
- 1.3. **Weekly attention:** The following tests should be made every week to ensure that the system is capable of operating under alarm conditions.
 - 1.3.1. Once a week, at least one trigger device or end of line switch on one zone circuit should be operated to test the ability of the control and indicating equipment to receive a signal and to sound the alarm and operate other warning devices. If there is more than one zone on a system having unmonitored wiring, each unmonitored zone should be tested each week, but without sounding the alarm more than once.
 - 1.3.2. For systems having monitored wiring and up to 13 zones, each zone should be tested in turn but if there are more than 13 zones, more than one zone may need to be tested in any week so that the interval between tests on one zone does not exceed 13 weeks. It is preferable that each time a particular zone is tested, a different trigger device is used. An entry should be made in the log book quoting the particular trigger device that has been used to initiate the test. If the operation of the alarm sounder and/or the transmission of the



- alarm signal has been prevented by disconnection, then a further test should be carried out to prove the final reinstatement to the sounders, and if permissible, the alarm transmission circuits: and
- 1.3.3. A visual examination of the battery and connections should be made to ensure that they are in good condition. Action should be taken to remedy any defect.
 - 1.3.4. Any defect noticed should be recorded in the log book and reported to the responsible person, and action should be taken to correct it.
- 1.4. **Quarterly inspection and test:** The following check- list and test sequence should be carried out:
- 1.4.1. Entries in the log book since the previous inspection should be checked and any necessary action taken.
 - 1.4.2. Batteries and their connections should be examined and tested to ensure that they are in good serviceable condition.
 - 1.4.3. Check the Batteries for their proper functioning.
 - 1.4.4. The alarm function of control and indicating equipment should be checked by the operation of a trigger device in each zone as described. The operation of alarm sounders and any link to a remote manned center should be tested. All ancillary functions of the control panel should also be tested where practicable. All fault indicator and their circuits should be checked preferable by situation of fault conditions.
 - 1.4.5. Any defect should be recorded in the log book and reported to the responsible person, and action should be taken to correct it.
- 1.5. **Annual Inspection Tests:** The following checks and test sequence should be carried out.
- 1.5.1. Operation of at least 5 percent of the detector in an installation should be checked each year.
 - 1.5.2. Each detector should be checked for correct operation using specified test equipment and method.
 - 1.5.3. Visual inspection should be made to confirm that all cable fittings and equipment are secure, undamaged and adequately protected.
 - 1.5.4. On completion of the annual inspection, the entry should be made in register in respect of defects found. After the defects are rectified the entries should then again be made.
- 1.6. **Clearing and Maintenance:**
- 1.6.1. Detectors require periodic cleaning to remove dust or dirt that has accumulated, the frequency of cleaning depending on the type of detector and the local ambient conditions. In any case, the interval should not exceed a period of 6 months. For each detector, the cleaning, checking, operating and sensitivity adjustment should be attempted only consulting manufactures instructions. These instructions should details method such as creating vacuum to remove loose dust and insects, and cleaning heavy greasy deposits, etc.
- 1.7. **Tests following an Alarm or Fire:**
- 1.7.1. All detectors suspected of exposure to a fire condition should be tested in accordance with the provisions contained in this code pertaining to annual inspection test. In addition, a visual check of the battery charger should be carried out to ensure perfect serviceability. However, a check should be made to the extent of damage, if any, to the cables and other components and also the systems as whole.
- 1.8. **System Disconnection During Testing:**
- 1.8.1. Care should be taken to minimize the disruption of the normal use of the building by alarm sounding during detector testing. If detectors are removed for testing or servicing, replacement detectors should be provided.



1.8.2. It shall be the responsibility of the contractor to get the installation inspected and passed by the local authorities concerned; as may be required by the local by laws, payment of necessary inspection fee shall be paid by Department.

GUIDELINE: MAINTENANCE SCHEDULE AC PLANT

This section covers the maintenance schedule during the contract period.

The maintenance provided during the contract period shall include but not limited to all equipments, labour part and emergency calls providing and site response within 24 hours. However, during the maintenance period, the material including consumable materials shall be arranged by the department, if any, replacement is warranted.

The maintenance shall also include a minimum 12 monthly preventive maintenance visits by qualified personnel who are thoroughly familiar with the type of equipment and system provided for this project.

Chiller	Monthly inspection and service	<ol style="list-style-type: none"> 1. Check refrigerant level, leak test with electronic leak detector. If abnormal, trace and rectify as necessary, inform department in writing on the rectification. 2. Inspect level and condition of oil. If abnormal, trace fault and rectify as necessary. Inform department in writing on the rectification. 3. Check the liquid line sight glasses for proper flow 4. Check all operating pressure and temperature. 5. Inspect and adjust, if required, all operating safety controls. 6. Check capacity control, adjust if necessary. 7. Lubricate vane / linkage / bearings. 8. Visually inspect machine and associated components, and listen for unusual sound or noise for evidence of unusual conditions. 9. Check lock bolts and chiller spring mount. 10. Review daily operating log maintained by operating personnel. 11. Providing written report to department, outlining services carried out, adjustment made, rectification carried out and if the deficiency is of a major nature, arrange with department for shutdown to rectify equipment.
Chiller	Annual inspection	<ol style="list-style-type: none"> 1. Perform all functions for monthly check 2. Check all flanges for tightness 3. Change oil in oil sump 4. Replace filter 5. Check oil temperature control 6. Check motor terminals 7. Check connections in starter <p>Please note that oil filter gasket replacement shall deem to be included in the contract.</p> <ol style="list-style-type: none"> 1. Check motor earthing, megger motor and connection wiring on each leg



		<ol style="list-style-type: none"> 2. Check motor temperature cut-out, tighten motor terminals 3. Check starter contacts, arc shield, transformer 4. Check dashpot oil, clean dashpot and replace oil when necessary 5. Test and calibrate overload setting 6. Inspect, calibrate and adjust to original specifications all gauges, safety and operating controls including low temperature and high pressure cut-out, oil pressure switch, load limit relay and electrical interlocks 7. For water cooled condenser systems, inspect condenser tubes for fouling. If fouling exceeds original specifications, the contractor shall carry out cleaning of the tubes at his own expense 8. For air cooled condenser coils, dust should not be allowed to accumulate on the condenser coil surfaces. Cleaning shall be as often as necessary [approximately every three months] to keep coil clean. Exercise care when cleaning the coil, so that the coil fins are not damaged. Under no circumstances this unit be cleaned with acid based cleaner.
Water pumps	Monthly inspection	<ol style="list-style-type: none"> 1. Inspect all water pumps 2. Check all seals, glands and pipelines for leaks and rectify as necessary 3. Re-pack and adjust pump glands as necessary 4. Check all pump bearings and lubricate with oil or grease as necessary 5. Check the alignment and condition of all rubber couplings between pumps and drive motors and rectify as necessary 6. Check all bolts and nuts for tightness and tighten as necessary
Water pumps	Annual inspection	<ol style="list-style-type: none"> 1. Perform all functions for monthly check 2. Check motor earthing, megger motor and connection wiring on each leg 3. Tighten motor terminals 4. Check starter contacts 5. Test and calibrate overload setting
Expansion tank	Annual inspection	<ol style="list-style-type: none"> 1. Inspect expansion tank, drain, clean and flush out tanks as necessary
Air handling units and fan coil units	Monthly inspection	<ol style="list-style-type: none"> 1. Inspect all air handling and fan coil units 2. Check all air filters and clean or change filters as necessary 3. Check all water coils, seals and pipelines for leaks and rectify as necessary 4. Check and re-calibrate modulating valves and controls. Adjust and rectify as necessary to ensure compliance to the original specifications 5. Purge air from all water coils 6. Check all fan bearings and lubricate with grease as necessary 7. Check the tension of all belt drives and adjust as necessary 8. Check and clean all the condensate pans, trays and drain 9. Check, measure and re-calibrate all sensors if necessary



		<p>10. Check, clean and service smoke detectors. Carry out a system test to ensure that the smoke detectors will trip the AHUs</p> <p>11. Check spring vibration isolators for abnormal vibration. Rectify if necessary.</p> <p>12. Coil to be cleaned by [a] spray of high pressure clean water [not exceeding 30 psi] [b] with chemical spray if necessary</p>
Air handling units and fan coil units	Annual inspection	<p>1. Perform all functions for monthly check</p> <p>2. Tighten motor terminals</p> <p>3. Check starter contacts</p> <p>4. Test and calibrate overload settings</p>
Air distribution system	Monthly and Annual inspection	<p>1. Check operation of all modulating and fixed dampers controlling air flow through unit. Lubricate all damper bearings and linkages as necessary</p> <p>2. Carry out space temperature checks on air conditioned areas with thermo hydrograph. Balance air flow as necessary to compliance with requirements of original specifications. These checks include the calibration of sensors, thermostat etc.</p> <p>3. Check noise level of discharged air from diffusers</p>
Ventilation	Monthly check and Annual inspection	<p>1. Check adjust as necessary the air flow of all fans are in compliance with the original specifications</p> <p>2. Check the tension of all belt drives and adjust as necessary</p> <p>3. Check and lubricate all fan bearings</p> <p>4. Tighten motor terminals</p> <p>5. Check starter contacts</p> <p>6. Test and calibrate overload settings</p> <p>7. A system check shall be carried out for all Mechanical Ventilation [MV], Pressurisation and Exhaust system to verify the performance of the systems</p>
Switch board	Six-monthly and Annual inspection	<p>1. Clean and adjust all switchgear, contactors, relays and associated electrical equipment at intervals not exceeding six months</p> <p>2. Check and prove operation of thermal overload and protection devices</p> <p>3. Check and ensure tightness of all equipment fastenings and cable terminations within switch boards</p> <p>4. Vacuum clean all switch board cubicles</p>
Piping system	Monthly and Annual inspection	<p>1. Check all piping system for leaks and repair these where they have occurred</p> <p>2. Check for damage & deterioration of insulation or sheathings. Rectify as necessary.</p>
	Consumable materials	<p>The department shall supply the following consumable materials as and when required:-</p> <p>1. All greases and oils required for lubrication of compressors, fan bearings, motor bearings, pivots and other moving parts</p> <p>2. All refrigerant required for topping up. Refrigerant loss if due to manufacturing defect or due to negligence shall be made good by the contractor</p> <p>3. All consumable filter elements / rolls</p>



		<ol style="list-style-type: none">4. All chemicals for the correct chemical treatment of the cooling tower and chilled water system5. All carbon brushes required to replace worm brushes in electric motors6. All electric contact points required to replace worm electric contact points in switchgears, motor starter gears, electronic control gears and electric relays7. All electric fuses required to replace blown fuses
--	--	---



TERMS & CONDITIONS

1	:	Liability of the agency with respect to Labour / Workmen Laws/Acts/Rules & Regulations etc.
1.1	:	The Agency awarded the work shall comply with all applicable laws, Ordinance, Rules & Regulations prescribed in Contract Labor (Regulation & Abolition) Act 1970, EPF Act, 1952, ESI Act, 1948, Payment of Wages Act, 1936 Workmen Compensation Act, 1923, Employees liability Act 1978, Industrial Dispute Act 1947, Maturity benefit Act 196, Delhi Shops and Establishment Act and all other applicable labour laws in respect of this contract and shall pay at its own cost all charges and levies and deposits in connection therewith and shall continue to have valid PF Account No. and ESI Registration No. till actual completion of the contract. The Agency shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, Employee Provident Fund & Misc. Provision Act, 1952 and ESI Act, 1948, amended from time to time and rules framed there under and other labour laws affecting contract labour that may be brought into force from time to time
1.2	:	The Agency shall take, at its own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged in connection with the aforementioned services to be rendered to Institute and against all claims, damages or compensations payable under workmen's Compensation Act, 1923 or any modification thereof. The insurance policy shall not be cancelled till the Engineer-in-Charge permits and agrees to it. The Agency shall comply with all relevant labour laws as applicable or as may be mentioned during the contract period and shall indemnify Institute against all acts or omissions, fault, breaches and or any claim or demand, loss; injury and expenses to which Institute may be



		party or involved as a result of Agency's failure to comply and of the obligation under the relevant act / law which the Agency is bound to follow.
1.3	:	The Institute shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Agency reserves the right to remove any personnel with prior intimation to the Institute, emergencies, exempted.
1.4	:	<u>The Agency shall cover its personnel under Insurance for personal accident and death whilst performing the duty and the Institute shall own no liability and obligation in this regard.</u>
1.5	:	The Agency shall issue identity cards / identification documents to all its employees who will be instructed by the Agency to display the same.
1.6	:	The Agency shall provide minimum of two sets each of summer and winter uniform (complete) to its personnel at its own cost.
1.7	:	The Agency shall submit a copy of wages sheet showing monthly wages paid to its personnel. Each monthly bill must accompany: a. List of employees with daily log sheet of manpower engaged by the agency during the month. b. The amount of wages (The Agency shall ensure that minimum wages are paid to all the employees with all the benefits (such as ESIC/EPF/Bonus etc.). c. Copies of authenticated documents of payments of such contributions to EPFO/ESIC & attendance of all workers as per face screening biometric machines. d. The Agency shall also prepare a register indicating all payments / dues in respect of all the employees. e. Payment of bonus to the workers (as per applicability) to be paid as per govt. notification being a part of statutory compliance
2.0	:	Payment to Agency: a. The Agency shall submit to Institute monthly bills by or before the 7th day of following month with all supporting documents. b. All taxes and levies as per Central/State laws and rules will be deducted / payable from / on the gross amount of the bill during the contract period. c. Minimum wages rate shall be reimbursed only for the actual amount paid,



		<p>if increased during contract period in accordance to the Government notification so as to enable the Agency to meet the statutory obligation. Necessary proofs of such actual payment made as a result of Govt. notification of the previous month shall be submitted by the Agency to Engineer-in-Charge following month failing which the bill be kept pending.</p> <p>d. Minimum wages payable to the employees shall be as per Delhi Govt. notification for minimum wages, or as notified by IIT Delhi from per time to time.</p>
3.0	<ul style="list-style-type: none">·	<p>Indemnification: The agency shall be directly responsible to indemnify the Institute against all charges, dues, claims, etc. arising out of the disputes relating to the dues and employment of the personnel deployed and further for any claim / compensation against all damages and accidents caused due to negligence on the part of the agents, employees and other personnel of the agency.</p>
4.0	<ul style="list-style-type: none">·	<p>Force Majeure: If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosion, epidemics quarantine restriction, strikes, lockouts or acts of god (hereinafter referred to as events) provided notice of happenings of any such event, is served by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof. Provided the Party satisfies Institute adequately of the measures taken by it. Neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance. Further, the services under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of Institute as to whether the services have to resume or not shall be final and conclusive, provided further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, Institute may at his option, terminate the contract.</p>
5.0	<ul style="list-style-type: none">·	<p>General Conditions of Contract:</p>
5.01	<ul style="list-style-type: none">·	<p>The Engineer-in-Charge nominated by Institute shall be authorized to give instructions to the Supervisor of the Agency at the premises of Institute on all matters relating to the scope of work specified in this tender.</p>
5.02	<ul style="list-style-type: none">·	<p>The work in general shall be carried out in accordance with the Specifications and as per directions of the Engineer- in-charge.</p>
5.03	<ul style="list-style-type: none">·	<p>The Agency shall adhere to standard operating procedure furnished by them.</p>



5.04	<ul style="list-style-type: none">••	The information mentioned in the tender documents is being furnished for general information & guidance only. The Engineer- in- charge in no case shall be held responsible for the accuracy thereof or interpretations or conclusion drawn there from. The Agency shall verify such data to his entire satisfaction before quoting the rates and the interpretation by Institute in respect of all matters shall be final and binding.
5.05	<ul style="list-style-type: none">••	The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Engineer- in-Charge and nothing extra shall be paid on this account.
5.06	<ul style="list-style-type: none">••	The Agency shall comply with all orders and directions of the local bodies or Municipality, issued in accordance with law, and abide by their rules and regulations and pay all fees and charges, which they may be liable to pay.
5.07	<ul style="list-style-type: none">••	The Agency shall transport the garbage/ malba/ waste only to the locations specified by the Institute and shall not stack building material/ malba on the Institute land or road or on the land owned by any other. Non- compliance will attract severe penalty.
5.08	<ul style="list-style-type: none">••	The Agency shall take all necessary precautions to keep the noise level to the barest minimum in terms of applicable laws/ rules.
5.09	<ul style="list-style-type: none">••	No hazardous inflammable materials and items dangerous to life shall be allowed to be stored in Institute building/premises.
5.10	<ul style="list-style-type: none">••	The Agency shall execute his work in such manner that no damage is made to the existing structure or any property of the Institute.
5.11	<ul style="list-style-type: none">••	No assistance of any kind shall be made available by Institute for the purchase of equipment's, plants, machinery, materials of any kind or any other items required to be carried out in execution of work.
5.12	<ul style="list-style-type: none">••	Samples of all materials required for execution of the work shall be got approved from the Officer- in-Charge. Materials manufactured by Firms of repute as specified in list shall only be used.
5.13	<ul style="list-style-type: none">••	Institute reserves the right to immediately step in and to carry out a part or whole of the work entrusted under this contract in case of any default or unsatisfactory performance by the Agency without resorting to the formalities of issuing notices, etc., for rescinding the contract and the Agency would have no claim for compensation in such cases.
5.14	<ul style="list-style-type: none">••	The Agency shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the Agency shall be held responsible in case of breach of the confidentiality of Institute's



		information.
5.14	· ·	If the Agency receives enquiries from Press/Media/Radio / Television or other bodies / persons, the same shall be referred by the Agency to Institute immediately on receipt of such queries.
5.15	· ·	The Agency shall not Sub-contract, Sub-let, transfer or assign the contract or any other part thereof. In the event of the agency contravening this condition, Institute shall be entitled to place the contract elsewhere on the agency's risk and cost and the agency shall be liable for any loss or damage, which the Institute may sustain in consequence or arising out of such replacing of the contract.
5.16	· ·	The Agency shall not employ any person below the age of 18 years.
5.17	· ·	The machines brought on site will not be allowed to be taken away except for repairs, till completion of work without specific permission from Engineer-in-Charge in writing. The register indicating machines numbers etc. for identification will be prepared on the day of start of work and will be open for inspection by Engineer-in- Charge.
5.18	· ·	If any material is not mentioned in tender document, but required at site for O&M work, shall be brought by Agency as per requirement.
5.19	· ·	The Institute shall not be responsible for any loss of material used by the Agency at site.
6.0	· ·	Code of conduct: The Agency shall strictly observe that its personnel:
6.01	· ·	Are always neatly dressed in uniforms.
6.02	· ·	Are punctual and arrive at least 15 minutes before start of duty time.
6.03	· ·	Take charge of duties properly and thoroughly and be vigilant all the time.
6.04	· ·	Perform their duties with honesty and sincerity.
6.05	· ·	Read and understand their post and site instructions and follow the same.



6.06	: :	Extend respect to all Officers and staff of the office of the Client.
6.07	: :	Shall not drink on duty, or come drunk and report for duty.
6.08	: :	Will not gossip while on duty.
6.09	: :	Must not be found sleeping while on duty.
6.10	: :	Will immediately report if any untoward incident / misconduct occurs, to the control room of the Agency and Institute security.
6.11	: :	Get themselves checked by security personnel whenever they go outside the Institute campus.
7.0	: :	What the Institute will provide to the agency: Once the contract is awarded, the Institute will provide the following to the agency: a. Space (as available) for setting up of a control room and storage of consumables b. Internal EPABX line to be used as a helpline for O&M services
8.0	: :	Agency/ Firm shall abide by all laws of the land including, labour laws, Companies Act, Tax deduction liabilities, welfare measures of its employees and all other statutory obligations that enjoin in such cases and are not enumerated and defined herein, through any such onus shall be the exclusive responsibility of the Agency/ Firm, and it shall not involve the Institute in any way whatsoever.
9.0	: :	Institute reserves the right to require the Agency/ Firm to remove any person deployed by the company, without assigning any reasons/notice. This will be without prejudice to the right of the Agency/ Firm to remove any of his own employees deployed in the Institute.
10.0	: :	In the case of any dereliction of duty, negligence, an unintended or intended damage caused by the Agency/ Firm or its staff pertaining to this agreement, or otherwise, any harm is done to the Institute, the Agency/ Firm shall make good the loss or pay the compensation, refund expenditure on legal/judicial proceedings as well as pay such penalty which the party of the first part may deem fit.
11.0	: :	The parties to the Contract agree and reiterate that the personnel deployed/ employed by the Agency/ Firm will <u>at all times</u> remain the employees of the Agency/ Firm only and shall have no claim whatsoever against the Institute in



		respect of any aspect of their employment whatsoever including <u>but not limited to their salaries</u> , conditions of service benefits and payment of provident Fund or Gratuity etc. and this clause shall be incorporated in the letter of appointment issued to each and every employee engaged by it for the purposes of this contract.
12.0	<ul style="list-style-type: none">··	It would be responsibility of Agency/ Firm to arrange all permission/ approvals from all local bodies/statutory bodies & nothing extra shall be paid on account of this by the Institute. Agency shall hold valid labour licence during the contract period.
13.0	<ul style="list-style-type: none">··	All employees of the Agency/ Firm shall be issued Identity Cards bearing their photographs. Photographs for identity cards shall be provided by the Agency/ Firm/Agency/ Firm at their own cost. The ID Cards will be issued by the Agency/ Firm. These will be countersigned by the IIT Delhi Security Officer/ Engineer of Works Department.
14.0	<ul style="list-style-type: none">··	The Agency/ Firm will provide Name Address, Telephone No. & Photographs of its employees alongwith address proof, posted at IITD to Works Department for records.
15.0	<ul style="list-style-type: none">··	The Agency/ Firm shall be responsible for the good conduct and behaviour of its employees. If any employee of the Agency/ Firm is found misbehaving with the supervisory staff or other staff members of the Institute the Agency/ Firm shall terminate the services of such employees forthwith at their own risk and responsibility. The Agency/ Firm shall issue necessary Instructions to its employees to act upon the instructions given by the supervisory staff of the Institute.
16.0	<ul style="list-style-type: none">··	The Agency/ Firm will be responsible for all the staff supplied and the firm shall verify their credentials from local police on their own and a certificate by firm to this effect be furnished to IIT Delhi by the Agency/ Firm. Agency/Firm shall maintain proper record / document of the same. These documents are required to be produced to the Institute whenever required.
17.0	<ul style="list-style-type: none">··	In the event of any loss being occurred to the Institute on account of the negligence of the duty by the Agency/ Firm/ Agency/ Firm's employees, the Agency/ Firm shall make good the loss sustained to the Institute either by replacement or on payment of the adequate compensation as per decision of Engineer-in-charge.
18.0	<ul style="list-style-type: none">··	That no right, much less a legal right shall vest in the Agency/ Firm workers to claim/ have employment or otherwise seek absorption in the Institute nor shall the Agency/ Firm workers have right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the Institute. The workers will remain the employees of the Agency/ Firm and this should be the solely responsibility of the Agency/ Firm to make it clear to their workers before deputing on work at the Institute.



17.0	:	The Agency/ Firm / Agency/ Firm shall not appoint sub-Agency/ Firm to carry out any obligation under the contract.
18.0	:	The Agency/ Firm shall give the Maintenance services on all days of the month including gazette holidays i.e. round the period of contract as work specified in NIT. There will be no separate payment for three National Holidays i.e. Republic Day, Independence Day and Gandhi Jayanti and the same is deemed to be included in the daily / monthly charge claimed in tender by the Agency/ Firm.
19.0	:	None of the employees of the Agency/ Firm shall enter into any kind of private work at the different campuses of the Institute during working hrs.
20.0	:	The employees of Agency/ Firm shall be of good character and of health and shall not be below age 18 years and no worker will be allowed to stay in the Institute campus.
21.0	:	The Agency/ Firm shall maintain an Inspection Book as prescribed which will be made available to supervisory staff of the Institute. Fault / Observation record there on shall be attended to immediately.
22.0	:	The monthly payment shall be made to the Agency/ Firm on production of certificates of satisfactory completion of Maintenance services at all the different Campuses of the Indian Institute of Technology Delhi from the Engineer- In-Charge.
23.0	:	Wages to be paid to the workers shall not be less than the Minimum Daily Wages notified / fixed by Labour Department of Delhi Govt. from time to time under any circumstances.
24.0	:	The duration of the contact shall be one year and can be terminated even earlier by giving notice in writing on account of any of the following reasons :- a. On account unsatisfactory performance b. Breach of contract clauses c. Persistently neglect to carry out his obligations under the contract
25.0	:	When the Agency/ Firm has made himself liable for action under any of the cases aforesaid, the Engineer-in-charge on behalf of BOG, IIT Delhi shall determine the contract as aforesaid (of which termination notice in writing to the Agency/ Firm under the hand of the Engineer-in- charge shall be conclusive evidence) upon such determination, the Security Deposit & PBG shall be liable to be forfeited and shall be absolutely at the disposal of the BOG, IIT Delhi. In the event of above courses being adopted by Engineer-in-Charge, the Agency/ Firm shall have no claim to compensation for any loss sustained by him by reasons of having employed personnel or purchased T&P for the work.



26.0	:	The Agency/ Firm shall in no case pay his employees less than the minimum mandatory rates of wages per day / month. The payment should be made by cheque in the presence of authorized Institute representative or through RTGS and a record of that should be kept in a Register which may be examined by the Institute at any time. In case the Agency/ Firm fails to make timely payments to its employees or at the minimum rates, the Institute shall arrange to pay the employees of the Agency/ Firm at the risk and cost of the Agency/ Firms. The Agency/ Firm shall make payments to his employees with details on pay slips which should be given to his employees at the time of payment and copy of the pay slip to be submitted to IIT Delhi every month for records.
27.0	:	The Institute can increase or decrease the manpower requirement in case there is a further increase or decrease in area to be maintained. The increase/ decrease in manpower would accordingly affect the billing on pro-rata basis.
28.0	:	Any dispute arising out of and in relation to this agreement shall be referred to the arbitration by sole arbitrator to be appointed by Director of the Institute. The arbitration would be conducted and governed by and under the provisions of Arbitration Act, 1996 and its amendments. Any legal dispute will be subject to jurisdiction of Delhi Courts only and no other court shall have the jurisdiction refer IITD GCC form 7/8 in regard.
29.0	:	Workers deployed should not be changed frequently due to security reasons. If any rotation of the workers is required on account of Labour Laws, this may be done with prior intimation to the Engineer in-charge or his authorized representative.
30.0	:	IIT Delhi is a 'No SMOKING ZONE' The Agency/ Firm should ensure that his employees DO NOT SMOKE while working in the IIT Campus. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan/ Khaini / tobacco etc. they will not play cards or indulge in gambling on campus. Any violation will be treated as per existing rules of IIT Delhi.
31.0	:	The Agency/ Firm shall be required to frame & work as per SOP (Standard Operating Procedure) which shall be submitted to Institute after award of work and agency/ firm shall strictly follow it.
32.0	:	No labour hut shall be allowed to be constructed and no labour shall be allowed to stay in IIT Delhi campus and nothing shall be paid on this account.
33.0	:	The Agency/ Firm shall keep himself fully informed of all acts and laws of the Central and State Government, all orders, decrees of statutory bodies, tribunals having any jurisdiction or authority, which in any manner may affect their engaged or employed and anything related to carry out the work. All the rules &



		regulations & byelaws lay down by the local bodies and any other statutory bodies shall be adhered to, by the Agency/ Firm, during the execution of work.
34.0	:	Agency/ Firm must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Agency/ Firm or its deployed staff from the Institute for such items.
35.0	:	Tenderer should not have conflict of interest. The tenderer found to have conflict interest shall be disqualified.
36.0	:	<u>No Joint Ventures (JV) are allowed.</u>
37.0	:	<u>No escalation clause i.e, clause 10CC of IITD GCC form 7/8 is applicable in this NIT/ Contract.</u>
38.0	:	All staff to employ by the Agency/ Firm will be interviewed by the Engineer-in-charge or his representative before their deployment for the above job. Only after assessing the capabilities and positive attitude towards the work, the staff will be allowed to work at the work premises.
39.0	:	Stationaries required for submitting daily/ weekly / monthly / yearly report shall be provided by the Agency/ Firm. LOG BOOKS FOR OPERATION AND MAINTENANCE (SUB STATION, AC, FIRE, LIFT, MAS, ETC.) SHALL BE PROVIDED BY THE AGENCY FROM VERY DATE OF STARTING OF WORK.
40.0	:	Deviation can occur on excess side after prior approval of Engineer-in-charge only if additional area is added in existing scope of work. Negative deviation is permissible as per directions of Engineer-in-charge.
41	:	The work shall be executed as per CPWD General Specifications for Electrical Works Part-I (Int.) 2013, Part-II (Ext.) 1994, Part-IV (Sub St.) 2013, Part-V & VI (Fire), HVAC-2017, Part- III (Lift) , Part VII (DG Set) as applicable, as amended upto date, relevant I.E. Rules, BIS/IEC and as per directions of Engineer-in-Charge. These additional specifications/conditions are to be read in conjunction with above and in case of variations; specifications given in these additional conditions shall apply. However, nothing extra shall be paid on account of these additional specification and conditions, as the same are to be read along with schedule of quantities for the work.
42.0	:	Scrutiny/evaluation of the technical-cum-commercial bid shall be done by the department. In case, it is found that the technical-cum-commercial bid of a tenderer is not in line with NIT specifications/requirements and/or contains too



		many deviations, the department reserves the right to reject the technical bid of such firms(s) without making any reference to the tenderer(s).
43.0	<ul style="list-style-type: none">··	Necessary clarifications required by the department shall have to be furnished by the tenderer within the time given by the department for the same. The tenderer will have to depute his representative to discuss with the officer(s) of the department as and when so desired. In case, in the opinion of the department a tenderer is taking undue long time in furnishing the desired clarifications, his bid will be rejected without making any reference.
44.0	<ul style="list-style-type: none">··	The department reserves the right to reject any or all the price bids and call for fresh prices/tenders as the case may be without assigning any reason.
45.0	<ul style="list-style-type: none">··	TERMS OF PAYMENTS Running Account Payment shall be processed only after submission of document of payment of wages to the workers and submission of contribution receipts of EPF & ESI of workers as applicable. Bidder should note that necessary documents (PAN card, Cancelled cheque, GST Reg. proof and RTGS mandate form as per prescribed proforma of IIT Delhi) be submitted as soon as the work is awarded to them. Separate Contractor's Code shall be generated in IIT Delhi if the bidder is a new contractor to IIT Delhi ('Code' is perpetual in nature). Payment shall be processed after submission of Invoice and necessary documents / certificates (as mentioned in the NIT). There is a prevailing practice of pre-audit (for total tendered amount more than 3 lakhs) at IIT Delhi before releasing payment. Bidder shall have to comply all necessary documents as outlined in the Contract as to be desired by the Auditor and or by the Accountant. It may take one to two months in the whole process (from submission / acceptance of bill in CMB / MB by the contractor upto processing by Accounts section) to release payment subject to quick compliance of all submittals by the contractor. Applicable Taxes shall be got deducted from the bill as per prevailing orders of the Government. 'GST part of the bill' shall be released after submission of proof of payment of GST, i.e. B2B challan, etc. by the contractor.
46.0	<ul style="list-style-type: none">··	RATES: The rates quoted by the tenderer, shall be firm and inclusive of all taxes (including works GST & labour cess), duties, levies, etc. and all charges for packing forwarding, insurance, freight and delivery, installation, testing and commissioning etc. at site including temporary construction of storage, risks overhead charges, general liabilities/ obligations.
47.0	<ul style="list-style-type: none">··	Institute has a policy against sexual harassment and is committed to providing an environment free from sexual harassment of women at the workplace. Contractor shall have to abide by the policy of the Institute with due diligence. Any violation on the part of the contractor shall be dealt with the extant rules of the Institute.



48.0	:	That the contractor shall deploy workers as per requirement given in the schedule in consultation with the Engineer-in-charge in such a way that they get weekly one day rest. The working hour / leave for which the work is taken from them, do not violate relevant provisions of the Act. The contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. Nothing extra shall be paid by the Institute.
49.0	:	That the contractor shall keep the IITD indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primarily responsibility of the contractor to contest the same. In case IITD is made party and is supposed to contest the case, IITD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the contractor to IITD on demand. Further, the contractor shall ensure that no financial or any other liability comes on IITD in this respect of any nature whatsoever and shall keep IITD indemnified in this respect.
50.0	:	EPF & ESI contribution in respect of the workers, as applicable, shall be deposited with the authority concerned as per applicable rules in time and employer's share limited to minimum amount shall be got reimbursed to the contractor by IIT Delhi on production of proof of deposition. But before claiming bill, EPF & ESI contributions shall have to be updated and to be submitted for the preceding month else further bill cannot be processed.
51.0	:	AC/DG Set/Fire Fighting System All major equipment's such as AC Chillers, DG Sets, Transformers, UPS, HT panels, Lifts, ROs, etc. and motor pumps sets shall be got maintained and repaired through OEM or their authorized service dealer. OEM shall provide back to back guarantee in case repairs are carried out by authorized dealer/agency.
51.0	:	PROCEDURE TO BE FOLLOWED: 1.1.All complaints shall be registered online through SLA in Each Maintenance Sub Division 1.2.The complaints shall be segregated, analyzed and distributed by the Supervisor / Site Manager in consultation with concerned JE/AE in charge.



		<p>1.3. Complaints which are ambiguous in nature shall be clarified from the complainant by the enquiry clerk / computer operator.</p> <p>1.4. Mechanic will obtain a feedback from the user on a feedback slip. On the basis of which complaint shall be closed.</p> <p>1.5. All unsatisfactory feedbacks shall be enquired by JE/AE concerned from the user.</p> <p>1.6. Feedback format :-</p> <p style="padding-left: 40px;">Name of the Mechanic –</p> <p style="padding-left: 40px;">a) How was the behavior of mechanic?</p> <p style="padding-left: 40px;">b) How do you rate the complaint has been attended:-</p> <p style="padding-left: 80px;">i) Satisfactory</p> <p style="padding-left: 80px;">ii) Unsatisfactory</p> <p style="padding-left: 80px;">iii) Good</p> <p style="padding-left: 80px;">iv) Very good</p> <p style="padding-left: 80px;">v) Excellent</p>
52	<ul style="list-style-type: none">••	Contractor shall provide bicycle and smart phone to all workers. All activities will be recorded online for which contractor shall provide a central unit where all such activities will be recorded.



INTEGRITY PACT

To

.....,
.....,
.....

Sub: NIT No. 10022/52/IITD/EW/2021-22 for the work of **“Round the Clock Operation and Maintenance of All Electrical and Mechanical Services inside the IIT Delhi Campus”**

Dear Sir,

It is hereby declared that IIT Delhi (IITD) is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of the tender/bid documents, failing which the tender/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IITD.

Yours faithfully,

Executive Engineer



[TO BE SUBMITTED DULY SIGNED BY THE BIDDER ALONGWITH BID DOCUMENTS]

To

Executive Engineer (Elect.),
IIT Delhi, Hauz Khas,
New Delhi – 110016

Subject: Submission of Bid for the work of “Round the Clock Operation and Maintenance of All Electrical and Mechanical Services inside the IIT Delhi Campus”

Dear Sir,

I / We acknowledge that IIT Delhi is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I / We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I / We will sign the enclosed integrity Agreement, which is an integral part of tender / bid documents, failing which I / We will stand disqualified from the tendering process. I / We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I / We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by IITD. I / We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I / We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, IITD shall have unqualified, absolute and unfettered right to disqualify the tenderer /bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully,

(Duly signed by authorized signatory of the Bidder)



[To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of IITD]

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day of..... 20.....

BETWEEN

The Board of Governors, IIT Delhi, Hauz Khas, New Delhi - 16 represented through **Executive Engineer (Elect.)**, IIT Delhi

....., (Hereinafter referred as the '**Principal/Owner**',
(Address of Division)

'**Principal/Owner**', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....
.....
(Name and Address of the Individual/firm/Company)

Through.....
..... (Hereinafter referred
(Details of duly authorized signatory)

to as the "**Bidder/Contractor**" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

PREAMBLE

WHEREAS the Principal / Owner has floated the Tender (NIT No. 9899/61/IITD/EW/2020-21) (hereinafter referred to as "**Tender/Bid**") and intends to award, under laid down organizational procedure, contract for "**Round the Clock Operation and Maintenance of All Electrical and Mechanical Services inside the IIT Delhi Campus**" (Name of work) hereinafter referred to as the "**Contract**".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s) AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "**Integrity Pact**" or "**Pact**"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:



ARTICLE 1: COMMITMENT OF THE PRINCIPAL / OWNER

1. The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - 1.1. No employee of the Principal / Owner, personally or through any of his / her family members, will in connection with the Tender, or the execution of the Contract, 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.
 - 1.1.1. The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - 1.1.2. The Principal/Owner shall Endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PoC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

ARTICLE 2: COMMITMENT OF THE BIDDER(S) / CONTRACTOR(S)

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of **fraud or corruption or coercion or collusion** of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
2. The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - 2.1. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - 2.2. The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - 2.3. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PoC Act. Further the Bidder(s) / Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal / Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - 2.4. The Bidder(s) / Contractor(s) of foreign origin shall disclose the names and addresses of agents / representatives in India, if any. Similarly Bidder(s) / Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but



not both. Further, in cases where an agent participate in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

- 2.5. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
 4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practices **means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.**
 5. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

ARTICLE 3: CONSEQUENCES OF BREACH

Without prejudice to any rights that may be available to the Principal / Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. **Such exclusion may be forever or for a limited period as decided by the Principal/Owner.**
2. **Forfeiture of EMD/Performance Guarantee/Security Deposit:** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.
3. **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal / Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

ARTICLE 4: PREVIOUS TRANSGRESSION



1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.
3. If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

ARTICLE 5: EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS/SUBCONTRACTORS

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/sub-vendors.
2. The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.
3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

ARTICLE 6: DURATION OF THE PACT

1. This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 6 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.
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 Pacts as specified above, unless it is discharged/determined by the Competent Authority of IIT Delhi.

ARTICLE 7: OTHER PROVISIONS

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the Head Quarters of the Division of the Principal/Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board Resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

ARTICLE 8: LEGAL AND PRIOR RIGHTS



1. 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 Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

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

.....
(For and on behalf of Principal / Owner)

.....
(For and on behalf of Bidder / Contractor)

WITNESSES:

1.
(signature, name and address)

2.
(signature, name and address)

Place:

Dated :



BID SUBMISSION CHECK LIST

FOLLOWING DOCUMENTS TO BE SUBMITTED WITH ONLINE BID SUBMISSION:

The Online bids (complete in all respect) must be uploaded online in **two** Envelops as explained below:-

Envelope – 1 (Following mandatory documents to be provided as single PDF file)			
Sl. No.	Documents	Content	File Types
1	Technical Bid (stage 1)	EMD Declaration : Annex 2	.PDF
2		Turnover certificate issued by CA	.PDF
3		Work experience certificate as desired	.PDF
4		Document of manpower deployment for last one year	.PDF
5		All Annexures (1 to 5) duly filled and signed	.PDF
6		Acceptance to execute INTEGRITY PACT (vide integrity pact, pg 63)	.PDF
7		EPF & ESI Registration with updated challan	.PDF
8		GST Registration Certificate	.PDF
9		Back to back undertaking on 100 rupees stamp paper and duly notarised	.PDF
10		Experience of GPS / GIS based digital monitoring system proof if any	.PDF
11		Letter of transmittal	.PDF
12		Letter of commitment to maintain major equipment by the OEM or their authorised service dealer (refer 51.0 of Terms & Conditions) and 'consequence of not complying' as a declaration	.PDF
13		Labour Licence	.PDF
Envelope – 2			
Sl. No.	TYPES	Content	
1.	Financial Bid	Price bid should be submitted in BOQ format.	.EXL



COST BID

IITD has estimated the following types of manpower to be engaged for Round the Clock Operation and Maintenance of All Electrical and Mechanical Services. The agency should specify the quantities i.e the number of manpower to be deployed, and thus, the agency will be bound to follow the plan proposed by them, if work is awarded to them. A benchmark manpower of 280 per day has been estimated.

Sr. No.	Designation	Qualifications & experience	Number of personnel	:	Cost per month (INR)
1	Site Manager	As proposed by the bidder	As proposed by the bidder	.	
2	Site Supervisor	As proposed by the bidder	As proposed by the bidder	.	
3	Help desk Executive	As proposed by the bidder	As proposed by the bidder	.	
4	Computer staff	As proposed by the bidder	As proposed by the bidder	.	
5	Electrician	As proposed by the bidder	As proposed by the bidder	.	
6	Lift operator & rescue personnel	As proposed by the bidder	As proposed by the bidder	.	
7	Fire man	As proposed by the bidder	As proposed by the bidder	.	
8	Leading fire man	As proposed by the bidder	As proposed by the bidder	.	
9	Air-conditioning mechanic	As proposed by the bidder	As proposed by the bidder	.	
10	Helpers	As proposed by the bidder	As proposed by the bidder	.	
11	HT Sub Station Electrician	As proposed by the bidder	As proposed by the bidder	.	
12	Routine, Preventive and Breakdown Maintenance of all window and split type air conditioning units , Package AC, Floor Standing, Ductable Splits, etc. and RO water filtration plants, cold rooms including attending faults, repairing defects as and when required, general checking and testing of all units routinely etc. complete as required. (consummables like refrigerant, chemicals, new spare parts etc. shall be given by the Institute) About 2500 Split/WAC /			.	



	Tower ACs are existing, besides these air cooled pkg AC plants are installed in different locations.		
13	Routine, Preventive and Breakdown Maintenance including daily checking of lifts for their proper operation, ARD working, attending of lifts for rescue operation in case of exigency, reporting of faults / in-operation of lifts or any other problem to OEMs of lifts and Engineer-in-charge (consummables and new spare parts etc. shall be given by the Institute) Details of Lifts and locations are as per Annexure. Liasoning to get lifts inspected / licences renewed time to time by the competent authority, however, fees, etc. and other assistances, etc. shall be provided by the Institute (IITD).	:	
14	Routine, Preventive and Breakdown Maintenance Fire Detection, Wet Riser and Sprinkler System , and other portable extinguishing system periodical testing and checking (consummables and new spare parts, refilling of cylinders etc. shall be given by the Institute)	:	
15	Routine, Preventive and Breakdown Maintenance of general Electrical Building services including all Low & Medium Voltage Electrical Installations, Substation Equipments (Transformer, HT & LT Panels, Metering Panels, etc.) DG sets, UPS (Periodical routine / preventive Servicing), (consummables and new spare parts etc. shall be arranged by the Institute) Details of DG sets are as per Annexure	:	
16	Routine, Preventive and Breakdown Maintenance of high side & low side of the Air conditioning plants comprising of all the machinery, equipment installed in the AC Plant room including cooling towers during the period of contract as per maintenance schedule attached at respective Annexure (consummables like refrigerant, chemicals, new spare parts etc. shall be given by the Institute) Details of AC Plants are given in Annexure.	:	
	Total bid price per month (Total of 1 to 16)	:	

TS (Plg.)

AEE (E)

EE (E)

Institute Engineer