



**REQUEST FOR PROPOSAL**

**OPERATION AND MAINTENANCE (O&M) CONTRACT FOR BUILDING MANAGEMENT  
SYSTEM (OPERATORS, ELECTRICIANS, PLUMBER AND CARPENTER) AT SBI LIFE INSURANCE  
COMPANY LIMITED.**

**Tender No. AMC/MGNT SER/05-2019-2020**

**Dated: 20<sup>th</sup> January 2020**

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## **PART 1: INVITATION TO BID**

SBI Life Insurance Company Limited (hereinafter referred to as “SBIL” / “The Company”) is having its Central Processing Centre, Seawoods Grand Central, 7<sup>th</sup> Floor (D-Wing) & 8<sup>th</sup> Floor, Tower-2, Plot No.R-1, Sector-40, Seawoods, Navi Mumbai – 400706.

In order to provide services in Operations and Maintenance of Integrated Building Management System consisting of Electrical, Plumbing and Carpentry works on daily basis at the above premise/s, the Company proposes to invite RFP from established Companies / Agencies (hereinafter referred to as “Bidder” or “Contractor”) to undertake Operations & Maintenance Contract for Electrical, Plumbing and Carpentry works to form the part of Building Maintenance Contract. The RFP document can be downloaded from the Company’s Website [www.sbilife.co.in](http://www.sbilife.co.in) and the bid is to be submitted to SBI Life Office as under:-

Sr. Vice President – MS (CPC)  
SBI Life Insurance Company Limited  
Seawoods Grand Central, 7th Level (D-Wing),  
Tower-2, Plot No.R-1, Sector-40,  
Seawoods, Navi Mumbai – 400706

Please note that all the information’s / documents desired are to be provided. Incomplete information may lead to non-consideration of the proposal.

RFP process shall be carried out in regular two bid system [Technical bid & Commercial bid]. All Technical Bids must be accompanied by Earnest Money Deposit (EMD) as specified in the Bid document. Otherwise, the bid will be rejected.

SBIL reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders through the Company’s website [www.sbilife.co.in](http://www.sbilife.co.in) in the form of CORREENDUM

The information provided by the bidders in response to this RFP / Tender document will become the property of SBIL and will not be returned. SBIL reserves the right to amend,

withdraw or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.

## **PART 2: DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of SBI Life Insurance Company Limited (SBIL), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by SBIL to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SBIL makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SBIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of SBIL with the selected Bidder.

SBIL reserves the right to accept or reject any Bid / offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Company's action. SBIL reserves the right to reject any Bid on security and / or other considerations without assigning any reason. SBIL reserves the right to cancel the entire Bidding / procurement process at any stage without assigning any reason whatsoever.

### **PART – 3: SCHEDULE OF EVENTS**

Tenders can be downloaded from SBI Life	From 20.01.2020 to 31.01.2020
Last date for requesting clarification, if required.	Up to 2:00 pm on 27 <sup>th</sup> January 2020. All communications regarding points / queries requiring clarifications shall be given in writing to <a href="mailto:cpcms@sbilife.co.in">cpcms@sbilife.co.in</a> with cc to <a href="mailto:siddhesh.shetye@sbilife.co.in">siddhesh.shetye@sbilife.co.in</a>
Last date of submission of Technical and Commercial Bids	31 <sup>st</sup> January, 2020 by 2.00 pm
Opening of Technical Bids	3.00 pm on 5 <sup>th</sup> February 2020. Authorized representatives of vendors may be present during opening of the Technical Bids. However Technical Bids would be opened even in the absence of any or all of the vendor's representatives.
Opening of Price Bids	Will be informed separately
Address for communication and submission of Bid.	Sr. Vice President – MS (CPC) SBI Life Insurance Company Limited Seawoods Grand Central, 7th Level (D-Wing), Tower-2, Plot No.R-1, Sector-40, Seawoods, Navi Mumbai – 400706

#### PART – 4: NOTICE INVITING TENDER

Sealed Tenders in two bid system, Technical Bid and Price bid, are invited from reputed, established and financially sound “Bidder” or “Contractor” for “Operations & Maintenance of BMS contract for Electrical, Plumbing & Carpentry works at SBI Life Insurance Company Limited, SBI Life Insurance Company Limited, Seawoods Grand Central, 7th Level (D-Wing) & 8<sup>th</sup> Level, Tower-2, Plot No.R-1, Sector-40, Seawoods, Navi Mumbai – 400706.

Issuing of Tenders to Bidders	Available at SBI Life website <a href="http://www.sbilife.co.in">www.sbilife.co.in</a>
Validity of Tender offers	90 days from the date of opening
Earnest Money Deposit	<p>Rs. 15,000/- (Rupees Fifteen Thousand only) by way of Demand Draft or Pay Order issued by any bank, payable at Mumbai in favour of “SBI Life Insurance Company Limited” should accompany the RFP / Tender.</p> <ul style="list-style-type: none"><li>• RFP / Tender without EMD are liable to be rejected.</li><li>• EMD of unsuccessful bidders will be returned after finalization of the selected vendor.</li><li>• EMD of successful bidder will be returned after the vendor submits the Security Deposit Cheque when selected for empanelment.</li></ul>
Security Deposit	<p>Upon acceptance of RFP, the successful Bidder is required to deposit an amount equivalent to 5% of the Contract Value as Security Deposit. The security Deposit should be furnished before commencement of the work by the contractor. Security Deposit may be furnished in below forms:</p> <ol style="list-style-type: none"><li>1) Pay Order/Demand Draft in favour of SBI Life Insurance Company Limited, Payable at Mumbai.</li><li>2) The Security Deposit shall not carry any interest</li><li>3) SBI Life reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the Contractor’s failure to fulfil any of the contractual obligations or in the event of termination of contract as per terms and conditions of contracts with SBI Life.</li></ol>
Return of Security Deposit	Security Deposit shall be refunded released to the Contractor after deducting all expenses / other amounts due to SBI Life, after completion of the contract.
Validity of Offer	The rates in the RFP shall be kept open for acceptance for a minimum period of 90 (ninety days) from latest due date of offer submission (including extension, if any). In case SBI

	Life calls for negotiations, such negotiations shall not amount to cancellation or withdrawal of the original offer which shall be binding on the tenders
Commencement of works	Within 07 days from the date of Work Order. If the Contractor delays by more than 07 days and above the specified time, SBIL is at the liberty to terminate the contract without giving any notice and the EMD will be forfeited.
Contract Period	Two years (The contract may be renewed at same terms and conditions for a further period of one more year, at the sole discretion of SBIL)
Contract Commence Date	01-03-2020 to 28.02.2022



## Part – 5: TENDER CONDITIONS

### 5.1 INTRODUCTION

Brief Scope of Work:

1. Operations & Maintenance of all Electrical installations like lights, fans, signboards, common areas like staircase, service ducts, lift lobbies etc.,
2. Maintenance of Plumbing, water lines, drain lines, taps, showers, flush tanks, etc.
3. Maintenance of Carpentry works like repairing the doors, alterations / additions in the wooden furniture's, repairs to the locks of the drawer workstation, Chair Repairing, etc.

Area of Work: Central Processing Centre, Seawoods

The Bidder can visit the premises to get a brief knowledge about the area and nature of various works.

### 5.2 ELIGIBILITY CRITERIA

Sr. No	Criteria	Supporting Documents
1	Bidder shall be legal entity registered in India since last Five (5) years	Incorporation / Registration certificate or equivalent
2	Bidder Shall have Minimum Annual Turnover of Rs. 5.00 CR in past three years	Audited Balance / CA certificate
3	Bidder's Experience in Handling similar Job and reference letter (Minimum Two)	PO copies and Performance / Reference letter
4	Bidder Shall not be blacklisted by any of Government / Semi Government/ Autonomous body in India	Self-declaration
5	Bidder shall have base in Mumbai / Navi Mumbai	Details of Registered office
6	Bidder should be profitable in the business for the last 3 FYs.	Audited Balance / CA certificate

5.2.1 Bidder / Contractor should be based at Mumbai / Navi Mumbai

5.2.2 The contractor should have all mandatory registrations – PAN, GST No., EPF, ESIC, Labour Compliance etc.

5.2.6 The contractor shall have deploy Electricians at site who have valid license issued by PWD of Maharashtra Govt.

### **5.3 BIDDING DOCUMENTS**

Bid documents need to be submitted in 2 separate sealed envelopes super scribed Technical Bid / Commercial Bid for “**Operations & Maintenance of BMS - SBI Life, Seawoods**”. The RFP document should be dropped in the Tender Box located at the given address. Bidders may also submit the RFP by post so as to reach SBI Life on or before scheduled date and time. SBIL shall not be responsible for any postal delay. Each paper of RFP documents should be stamped & signed by the authorized official of the company with a seal of the company.

#### **5.3.1 First envelope (Technical Bid) should contain:**

Self-attested photocopies of the following documents stamped and signed on each page. Bids with conditions and non-submission of the required documents will be rejected which please note.

1. Pay Order / Demand Draft for “Earnest Money Deposit” (EMD) valid for 90 days.
2. Basic Information of the Applicant
3. Letter of Undertaking
4. Proof that the contractor is based at Mumbai / Navi Mumbai.
5. GST Registration certificate.
6. E.S.I.C. Registration or workmen's compensation policy
7. PAN card

8. Audited Balance Sheet for the years 2016-2017, 2017-2018 and 2018-19, establishing the turnover criteria

10. Satisfactory Completion Certificate or Purchase Order / LOI as Documentary evidence for value of relevant executed operation and maintenance contracts in commercial buildings during the last 3 years, mentioning the period of contract, value of the contract in Rupees & contact details of that Organisation.

The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected.

Note: Original documents need not be submitted with the bid offer. However, the bidder should provide the original documents at the time of verification by SBIL. SBIL may seek additional documents / information, if required, for ascertaining the eligibility of the Bidder.

5.3.2 After scrutinizing the Technical Bid parameters, Bidders who qualify will be shortlisted. Bidders who fulfil the requirements of Technical Bid will only qualify for opening of 2nd Envelope i.e. Commercial Bid.

5.3.3 Second envelope (Commercial Bid) should contain the price. The price quoted should contain a single sheet as per Commercial Bid on the Bidder's letter head wherein the Base Price is only to be mentioned under the signature and seal of the Bidder. GST, if any, shall be extra.

Note: Base Price should include minimum wages, EPF, ESIC, Bonus, Escalation on account of increase in minimum wages during the contract period of two years, include Profit, lump sum payment towards the cost such as Insurance, PPE (personal protective equipment), safety shoes, tools required, etc.

5.4 Documents constituting the Bid the Bidder are expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required in the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the bid at the discretion of SBIL.

5.5 The EMD may be forfeited:

- a. If a Bidder withdraws or amends its bid during the period of Bid validity specified herein;  
or
- b. If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of contract; or
- c. In case of a successful Bidder, if the Bidder fails:
  - (i) To sign the contract with SBIL within a period of 45 – 60 days; or
  - (ii) To furnish Security Deposit to SBIL.

## **5.6 OTHER CONDITIONS:**

5.6.1 Successful Bidder will have to enter into an agreement with SBIL. The format of the agreement shall be designed drafted based on the Terms & Conditions / Clauses mentioned in this RFP document and shared with the shortlisted Bidder post selection.

Post issuance of work order to successful Bidder, the successful Bidder should forward a letter specifically indicating the names of their personnel who will be providing services in different heads. Along with the letter, the following data should also be provided: -

- a. Attested copy of valid Plumber's licence, valid Electrician's license of all their personnel who will be providing services.
- b. The Contractor has to submit the Bio-data, Qualification & Experience certificate for all their personnel who will be providing services in this contract. SBIL reserves the right to reject any persons to be employed by the Contractor at the discretion of SBIL. Once the contract is awarded, if they wish to change any of the above personnel, the maintenance contractor will inform SBIL in writing and obtain SBIL's prior approval, one week in advance. After the contract is awarded, the Contractor will carry out the work without raising any preconditions regarding the functioning of any installations of Electrical, Plumbing, Carpentry, etc. Irrespective of existing condition of the equipment, circuits, cables, plumbing lines, etc., the Contractor should carry out all maintenance / rectification works that are necessary to make the system fully operational.

5.6.2 Decision of SBIL in regard to interpretation of the RFP Conditions, Terms & Conditions, Scope of Work, Agreement, Payment terms, etc. shall be final and binding on the

Contractor. In case of any dispute between the Contractor and SBIL, SBIL shall have the right to decide. However, all matters of jurisdiction shall be subjected to courts in Navi Mumbai.

5.6.3 SBIL reserves its right to reject any or all the RFP without assigning any reasons thereof and SBIL's decision shall be final and binding.

5.6.4 No deviation of any kind will be allowed in RFP conditions, Scope of work, Terms & Conditions, Payment Terms, etc. after the tendering process are over.

## **PART – 6: TERMS & CONDITIONS OF THE CONTRACT**

### **6.1 MANPOWER, WAGES, ETC.**

- The Contractor should ensure to comply with all the provisions of Labour Act / State / Central Govt. agreed procedures. The Contractor shall be solely responsible for compliance to provisions of various labour and industrial laws and all statutory obligations such as minimum wages as per Central Govt. rules, allowances, compensations, EPF, Bonus, gratuity, ESIC, etc. relating to workers provided to SBIL. SBIL shall have no liability in this regard.
- The Contractor shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character.
- All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and SBIL. If the resources are outsourced by the Contractor / Company the details to be shared with SBIL
- The Contractor shall ensure the availability of a reliever if a person is absent or is on leave.
- Contractor's personnel or their family members shall not be allowed to stay / reside at SBIL's site.

### **6.2 SAFETY, SECURITY, ETC.**

That SBIL shall not be liable for any compensation in case of any fatal injury / death caused to any other Contractor's employees while performing / discharging their duties / visiting SBIL's premises for inspection or otherwise. The contractor shall alone be fully

responsible for safety and security & insurance or life insurance of their personnel who is working on the operation and maintenance works.

- In no case, safety norms shall be violated. Even in case of urgency, when temporary rectification is done, etc. no such compromise is allowed as regards to safety provisions.
- The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at SBIL's premises and externally for materials belonging to SBIL at all times. The Contractor alone shall be fully responsible for safety and security & insurance or life insurance of their personnel who are working at site.
- The Contractor should issue a valid Company Identity cards to all their staff personnel who will be providing services under this contract.
- The Contractor shall provide and ensure sufficient personal protection gears like safety shoes, hand gloves, full body safety belts, ladders, etc. are being worn by their workers while carrying out works.
- The Contractor shall ensure if required that necessary tools and equipment like Multi Meter, Megger Meter, Phase sequence meter, Tongue tester, lug crimping machines, Spanner Kit, Screw Driver Kit, Ladders, Ratchet Kit, etc. are always made available at site for the purpose of attending breakdowns on emergency basis.
- The Electrician shall report to CPC-Management Services department of SBIL while entering & exiting the premises. All personnel of Contractor will be subjected to a thorough physical checking while coming and leaving SBIL premises. Those persons so deputed will sign in the Register for arrival and departure at the premises.

### **6.3 PAYMENT TERMS**

- Payment of AMC shall be made post monthly basis after effecting necessary deductions like TDS, penalty for shortcomings etc.
- There would be no increase in rates payable to the Contractor during the Contract period. In-case of renewal after the initial contract period the minimum wages component only will be revised considering the changes in the Central Govt.

minimum wages, if any. For eg. If there is a variation of 5% in the labour wages at the time of renewal from the wages prevailing at the time of tender finalisation, only the labour wages will be considered proportionately.

- Payment of wages to all the workers engaged by the contractor.

#### **6.4 SPARES**

- Spares required for routine maintenance of electrical equipment like switching accessories, lighting accessories, switch gears, plumbing materials, carpentry materials, etc. shall be supplied / borne by SBIL. However, weekly demand of materials has to be projected by the Bidder / Contractor to CPC-Management Services department.
- In case of any materials are not available in the stock for preventive / breakdown maintenance, the Contractor should immediately arrange for purchase of the materials from the market after obtaining approval from SBIL. The cost of such material purchased by the contractor shall be borne by SBIL as per the terms stated below.
- All necessary components required for the breakdown maintenance of all equipment shall be arranged by the Contractor at the market rate and same shall be reimbursed by SBIL as stated above, along with acknowledgement of having done the work from CPC-Management Services department.

#### **6.5 DELAY IN WORKS & PENALTY**

- If any of the preventive / breakdown maintenance are not carried out by the Bidder / Contractor in time or absenteeism of their workmen or non-performance of duties, SBIL will arrange to carry out this work through any other contractor at their will and deduct the expenses (decided by SBIL) from the AMC bill.
- In case of absenteeism of the contractor workmen, corresponding amount shall be deducted in the monthly AMC bill.
- If the Contractor does not fulfil the minimum requirement of the manpower, then the labour charges as per the Central Wages prevailing at that time shall be

deducted from the monthly AMC bill. If the contractor fails to fill the vacancies on account of attrition of labour within one month, then double the labour charges shall be deducted.

- While executing the maintenance / breakdown works, Contractor has to take necessary precautions to avoid any damage to SBIL's property. In case of any property damage, the Contractor has to repair/replace the same at no extra payment. If the Contractor fails to repair/replace, then the same work shall be carried out through other agency and the expenditure incurred shall be debited from the AMC amount payable to the Contractor.

DESCRIPTION	PENALTY AMOUNT
All minor repairs/faults, complaints, etc. as per Annexure-E1 need to be addressed and rectified within 48 hrs. In-case of non-compliance of timelines, SBIL shall impose penalty of	Rs. 500/- per case per day
All major repairs/faults as per Annexure-E2 need to be responded by the Electricians within 2 hrs and necessary rectification has to be carried out within 72 hours *. In-case of non-compliance of timelines, SBIL shall impose penalty of	Rs. 2500/- per case per day
Any irregularities, unsafe practices, etc. noticed / informed by SBIL should be rectified by the Contractor within 48 hrs from the time of intimation. If the contractor fails to do so, SBIL shall impose a penalty of	Rs. 2000/- per case per day

\* If the estimated time is more than 12 hrs then the Contractor has to provide alternate solution within 06 hrs. However, the complete rectifications have to be completed within 72 hours.

## 6.6 TERMINATION OF THE CONTRACT

SBIL reserves the right to terminate the agreement in case of breach of any terms and conditions of this agreement by the Contractor, with 24 hours' notice. SBIL also reserves its right, to claim damages for such breaches and the decision of SBIL in this regard shall be final. SBIL can terminate the agreement if the services provided by the Contractor are found to be dis-satisfactory. Either party can terminate the agreement by giving 90 days' notice in writing to the other. SBIL will automatically terminate the contract if the penalty is imposed or recurrence of the deficiencies in services.



## **6.7 FORCE MAJEURE**

Neither party shall be liable for delay in performing obligations if the delay or failure is due to any of the following force majeure i.e. Act of God or any Government Act, fire, earthquake, explosion, strikes/ Bandh, civil commotion or anything beyond the control of either party. The party shall use all reasonable endeavours to minimize any such delay.

## **6.8 BUSINESS TERMINATION**

In the event that the contractor shall close conducting business in the normal course or wind up, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or shall avail itself or become subject to any proceeding under any Act or statute of any country or state relating to insolvency or protection of rights of creditors, then (at the option of SBIL notwithstanding clause 1.0 of the agreement) this agreement shall terminate and be of no further force and effect and any property or rights of such other party tangible or intangible shall forthwith be returned to it.

6.9 The Contractor should arrange for uniforms (dress code to their Staff including the Facility Manager).

6.10 If SBIL does not avail of certain service(s) mentioned in the Scope of work, then SBIL shall not pay for that/those service(s). SBIL shall have the right, during performance of the maintenance contract to change the scope of the maintenance contract.

6.11 The Contractor must provide mobile phone with active connection for the use of Manager / Electrician / Plumber / Carpenter to enable SBIL's personnel to communicate with them. No additional charges shall be paid for provision of mobile phone and monthly bills. The Manager / Electrician / Plumber / Carpenter should be able to communicate in local language & Hindi

## **PART – 7: SCOPE OF WORK – ELECTRICAL**

### **7. 1 ELECTRICAL – GENERAL**

7.1.1 All the Electrical works should be carried out through qualified licensed and experienced Electricians only. Bidder / Contractor should deploy FMS Manager with minimum qualification of Diploma in Electrical Engineering or above and having experience of minimum 05 (five) years in handling Electrical works. Electricians should be Govt. licensed with a minimum experience of 2 (two) years in the Electrical maintenance field. The LT equipment shall be operated only by the qualified licensed Electrician having suitable experience in handling LT installations. The Contractor shall carry out all repairs and maintenance services in agreed to with the help of qualified persons who are totally familiar with the work they are required to perform.

7.1.2 Manpower is to be deployed as mentioned in para 7.1.3 on all the days of the year (including Holidays and Sundays) for 24 hours (comprising of three shifts) for daily preventive / breakdown maintenance of electrical, plumbing, carpentry installations and equipment. Supply of manpower is daily (including Holidays and Sundays) for 24 hours (comprising of three shifts) on all the 365 days for daily preventive / breakdown maintenance of electrical installations and equipment. The Contractor personnel should be available in the premises throughout the entire working hours. However, if the maintenance contractor feels that more expertise is required to carry out the above work, they may deploy additional experts at their discretion. SBIL will not pay any additional amount for the additional manpower. The Contractor shall also carry out the repairs / maintenance on holidays as well as on Sundays.

7.1.3 The Electricians should be present as per below time chart on all the working days, including Sundays and Bank holidays, etc.

<b>Manpower in Shift Wise Operation</b>		<b>Weekly Off</b>	<b>Total Manpower</b>
FMS Manager for all services	General Shift	Sunday	01 No.
Electricians	1 No. per shift	One weekly off.	03 Nos

7.1.4 The contractor shall also attend to all complaints from time to time on daily basis.

7.1.5 The contractor shall arrange to attend the complaints relating to repair & replacement such as fused bulbs, tubes, fuses, damaged MCB ./ RCCB, sockets, wiring, switches, connections, geysers, fans, exhaust fans, etc. in the premises and the common areas

The scope of services to be rendered under the contract shall broadly include the following:

- a) To attend day to day maintenance of electrical complaints received from the staff members
- b) Preventive Maintenance of all the switches, MCBs / RCCBs, Fuses, cable terminals. Meter panels etc.
- c) Annual maintenance of UPS shutdown (in coordination with OEM) for maintenance purpose along with the report by the Bidder / Contractor

## **7.2 ELECTRICAL - PREVENTIVE (ROUTINE) MAINTENANCE**

All the electrical equipment shall be serviced by the contractor personnel in a specific and phased manner as per the schedule of work to avoid frequent break-down and to ensure maximum utilization of the equipment generally. **The following activities are to be done during routine maintenance.** The maintenance procedures & components which are not specified here but form a part of standard procedures are required to be carried out by the Contractor.

### **7.2.2 MAIN L.T. PANEL (INTERNAL WITH IN THE PREMISES)**

- General cleaning of L.T. Panel, inside and outside for removal of dust once in a month.
- Checking the tightness of connection of the bus-bars, switch gears, control wirings for indicating lamps, voltmeters with selector switches, ammeters with selector switches, incoming and outgoing cables once in a month.
- Inspection of the main contacts of the MCCB / RCCB is to be carried out periodically and proper record is to be maintained for inspection of SBIL. Minor pitting of the contacts is to be cleaned with emery cloth and carbon tetrachloride / contact cleaning liquid. Major fitting or damaged contacts are to be replaced.

- Replacement of damaged / burnt out component when necessary.
- Checking of tripping mechanism of MCCB / RCCB once in six months.

### **7.2.3 DISTRIBUTION BOARDS, FUSES & CABLES OF POWER, LIGHTING, ETC. CIRCUITS**

- General cleaning of Distribution Boards inside and outside for removal of dust once in two months.
- Checking of tightness of connection inside the Distribution Boards once in three months.
- Replacement of damaged/ burnt out (if found any) components of the Distribution Boards when necessary.

### **7.2.4 ROUTINE MAINTENANCE WORK OF LIGHT FITTINGS, FANS, REGULATORS, SWITCHES, PLUGS, SOCKETS, FUSES, CALLING BELLS, GEYSERS, ETC.**

Routine maintenance/servicing of all Tube Light fittings, replacement of Lamps, pedestal fans, Plugs, sockets, Fuses, etc. located at various locations across the premises Contractor's personnel has to replace fused bulbs, tubes and other defective components immediately.

#### **PART – 8: SCOPE OF WORK – PLUMBING**

	<b>Working Days</b>	<b>Weekly Off</b>	<b>Work Timings</b>
Plumber - 1	6 Days	Sunday	9.15 am to 6.30 pm

- (a) To attend day to day maintenance of plumbing complaints received from the staff members.
- (b) To check all Cloakrooms – W/C, urinals, and clear blockages if any. Removal of chokages etc. from drainage lines/ water supply pipes, bottle traps, kitchen sinks, wash basins, urinals and WCs etc. If removal and refixing of the connecting pieces, taps, stop cock, valves any CI/oil pipes and fittings etc. are required the same will have to be done without claiming any extra charges, the materials for the same will be provided by SBIL
- (c) Refining of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushes, mirrors, glass shelves, tissue holders and any other fixtures and fittings as existing in the properties including removal of existing fittings/fixtures without causing any damage.
- (d) Co-ordinate with Original Equipment Manufacturer (OEM) of auto flush system. Check inventory of spares & consumables
- (e) All installation will be routinely checked and preventive maintenance will be provided whenever necessary.

**NOTE: All the above mentioned scope of works is indicative and not exhaustive. SBIL reserves the right to add/delete any work under the scope of work. However, the Contractor has to ensure smooth and safe working of all the equipment in the system**

#### **PART – 9: SCOPE OF WORK – CARPENTRY**

	<b>Working Days</b>	<b>Weekly Off</b>	<b>Work Timings</b>
Carpenter - 1	6 Days	Sunday	9.15 am to 6.30 pm

8.9 The Contractor shall depute one skilled Carpenter with minimum two years of experience for attending to the complaints registered in the Complaint Books on day to day basis as directed by SBIL. The Carpenters should be present as per below time chart on all the working days of SBIL. Spares required for routine / breakdown maintenance of carpentry works shall be supplied / borne SBIL. However, weekly demand of materials has to be projected by the Contractor to CPC-Management Services department. In case of materials not available in the stock then the Contractor should arrange for the materials from the market and the cost shall be borne by SBIL as stated in the clause **"Spares"**.

The scope of services to be rendered under the contract shall broadly include the following:

-

a) To attend day to day maintenance of all kind of carpentry work complaints received from the staff members.

b) Removing and re-fixing the loose hardware items with necessary screws, shifting of name plates.

c) Check all

- Door closers
- Floor springs
- Handles
- Hinges
- Locks & Latches
- Chairs repairs

d) To attend complaints for repairing the chair, opening a stuck drawer etc. Minor repairs to be carried out immediate.

**NOTE: All the above-mentioned scope of works is indicative and not exhaustive. SBIL reserves the right to add/delete any work under the scope of work. However, the Contractor has to ensure smooth and safe working of all the equipment in the system.**

### **ANNEXURE–E1: MINOR REPAIRS / FAULTS**

1. Attending to all complaints registered in the complaint books & resolving the same.
2. Replacement of switches, sockets, neutral links, Pedestal fans, lighting chokes, lighting fittings, RCCB/MCB, switchgears, lamps, etc.
3. Replacement of plumbing fixtures in the wash areas, kitchen area and toilets.
4. Replacement of carpentry fixtures and miscellaneous work.

### **ANNEXURE–E2: MAJOR REPAIRS / BREAKDOWNS**

1. Repair of control panels, equipment, switches, etc.
2. Repair of defective circuits/wiring and re-installation of circuits if required
3. Repair/ Replacement of cables from meter room to DB
4. Replacing the defective components, etc.

Note: The above-mentioned lists of minor / major repairs is indicative and not exhaustive. SBIL reserves the right to add/delete any work under the scope of work. However, the Contractor has to ensure smooth and safe working of all the equipment in the system

### **ANNEXURE–E3: BMS SCOPE**

- The BMS team should manage the following :-
- Illumination (lighting) control
- Electric power control
- Security and observation
- Access control
- Fire alarm system
- Plumbing
- Closed-circuit television (CCTV)
- Control Panel
- PA system
- Alarm Monitor
- Other engineering systems

**BILLS OF QUANTITIES**

**INSTALLED AT SBI LIFE, CPC**

<b>SR. NO.</b>	<b>DESCRIPTION</b>	<b>UNIT</b>	<b>Qty</b>
<b>1</b>	INDOOR DOME CAMERA	<b>No</b>	<b>49</b>
<b>2</b>	SMOKE DETECTORS	<b>No</b>	<b>245</b>



## LETTER OF UNDERTAKING

(Letter of Undertaking has to be on the Bidders Company letter head, duly signed & stamped by the authorized signatory)

Sr. Vice President – MS (CPC)  
SBI Life Insurance Company Limited  
Seawoods Grand Central, 7th Level (D-Wing),  
Tower-2, Plot No. R-1, Sector-40,  
Seawoods, Navi Mumbai – 400706

### **RFP: OPERATIONS & MAINTENANCE (O & M) CONTRACT FOR SBI LIFE, CPC SEAWOODS**

I/We hereby state that we unconditionally accept all the terms and conditions of the contract, Terms and conditions, payment terms, scope of work as mentioned in the RFP document.

I/ We submit all the Certificates and documents as mentioned in the Checklist of the Eligibility Criteria and General Conditions for Empanelment.

I / We declare that the information and documents submitted by us are true to the best of our knowledge. I / we also understand that if any of the information is found incorrect / incomplete, I/ we am / are liable to be disqualified. I/ We I agree and authorize SBIL to obtain the confidential report from our clients and to verify the work executed by us.

I/ We confirm that all the Rules prevailing in the state, the Labour Laws, Risk Insurance obligations, State & Central Govt. statutory requirements are complied by us.

We understand that SBI Life reserves the right to accept or reject any or all bids without assigning any reason whatsoever thereof.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2020.

Yours faithfully,

(Signature of the Bidder with stamp)

## TECHNICAL BID

(Technical Bid has to be on the Bidders Company letter head, duly signed & stamped by the authorized signatory)

### Basic Information of the Applicant

1	Name of the applicant/ Organisation:
2	Address of the office in Mumbai or Navi Mumbai or Thane Districts:
3	Cell no: Telephone No: E mail address:
4	Name of the Proprietor/Partners/Directors of the organisation
5	PAN No.
6	GST No
8	Reference of two persons (Senior level) from the previous work completed with address and contact no:

**Signature of the Bidder**

**Stamp**

### COMMERCIAL BID

(Commercial Bid has to be on the Bidders Company letter head, duly signed & stamped by the authorized signatory)

CATEGORY WITH SKILL SET	QUANTITY	TOTAL	BASE PRICE **
FMS - Manager for all services: Highly Skilled	General Shift – 9.15 to 6.25 PM (Sunday weekly off)	01 no.	
Electricians - 3 Skilled	Round the clock – 3 Shifts One weekly off.	03 nos	
Plumber – 1: Skilled	General Shift – 9.15 to 6.25 PM (Sunday weekly off)	01 no.	
Carpenter – 1: Skilled	General Shift – 9.15 to 6.25 PM Sunday weekly off)	01 no.	
BMS Operators – Semi Skilled	Round the clock – 3 Shifts One weekly off.	03 nos	
TOTAL ( PER MONTH)			
** Base Price should include minimum wages, EPF, ESIC, Bonus, escalation on account of increase in minimum wages during the contract period of TWO Years, include profit, lump sum payment towards the cost such as Insurance, personal protective equipment, shoes, tools required, mobile charges, etc. The price would be net payable charges by the SBIL (other than GST)			

Besides One weekly off, 4 National Holidays (Republic day, May Day, Independence Day and Gandhi Jayanti) will be assigned to all subject to reliever.

# Diwali Holiday will be subject to approval by SBIL

#### Please Note :

- All relevant line diagram / as built drawing will be shared with the selected bidder.
- Site visit, if required will be provided subject to prior permission.
- Handover and Takeover (of latest 10 days) of processes from the current vendor should be confirmed separately in the form of a declaration after the selection process is completed.