

**NOTICE INVITING TENDER**  
**FOR**

Comprehensive Annual operation and Maintenance (Day to Day) including round the clock security service and repair & maintenance of all Civil Works including building, roads, hard standings, paths, security wall, sewer lines, plumbing, drainage works, sanitary/pantry fitting/fixture, other related items etc., Internal & External Electrical works /DG/Sets/ specialized E&M equipment, Operation & CAMC of HVAC/VRV system, Operation & CAMC to Lifts, RO & Water Coolers, General Pest Control, STP Plants, Building Management System (BMS) with CCTV camera, Fire Fighting system with Wet Riser, Sprinkler & Fire Alarm, water supply system, transformer, HT Electricity panels, LAN System, Wi-Fi System, EPBAX System, STP, Solar Power Generation Plant, Rainwater Harvesting System, Public Address System, IT Works (Operation & CAMC of Audio & Video Conferencing System, Networking, Switches, Active & Passive network components), O&M of UPS, Mechanized Housekeeping, Horticulture as mentioned in the tender document of Central Information Commission, CIC Building, Baba Gangnath Marg, Munirka, New Delhi-110067.



(Shobhit Singh)  
Deputy Secretary (GA)

शोभित सिंह/SHOBHIT SINGH  
उप सचिव/Deputy Secretary  
केन्द्रीय सूचना आयोग  
Central Information Commission  
नई दिल्ली/New Delhi-110067

**File No: No. PB-13011/3/2024-GA-CIC**  
**CENTRAL INFORMATION COMMISSION**  
Baba Gangnath Marg, Munirka, New Delhi - 110067

Dated: 17.04.2025

**NOTICE INVITING E-TENDER**

Central Information Commission hereby invites open tender from PSUs set up by the Central or State Government to carry out civil or electrical works or any other Central/State Government organization/PSU which may be notified by the Ministry of Urban Development for such purpose and fulfilling the eligibility criteria as mentioned in subsequent paragraphs in **Two Bid System (Technical & Financial Bid) for carrying out the Comprehensive Annual Operation and Maintenance (Day to Day)** including round the clock security service, repair & maintenance of all Civil Works including building, roads, hard standings, paths, security wall, sewer lines, plumbing, drainage works, sanitary/pantry fittings/fixture, other related items etc., Internal & External Electrical works /DG Sets/ specialized E&M equipment, Operation & CAMC of HVAC/VRV System, Operation & CAMC of Lifts, RO & Water Cooler, General Pest Control, STP Plants, Building Management System (BMS) with CCTV camera, Fire Fighting system with Wet Riser, Sprinkler & Fire Alarm, water supply system, Transformers, HT Electricity panels, LAN System, Wi-Fi System, EPBAX System, STP, Solar Power Generation Plant, Rain Water Harvesting System, Public Address System, IT Works (Operation & CAMC of Audio & Video Conferencing System, Networking, Switches, Active & Passive network components), O&M of UPS, Mechanized Housekeeping, Horticulture as mentioned in the tender document of Central Information Commission, CIC HQ Building, Baba Gangnath Marg, Munirka, New Delhi-110067. **Bids are invited from PSUs set up by the Central or State Government to carry out civil or electrical works or any other Central/State Government organization/PSU which may be notified by the Ministry of Urban Development as per Rule 133 (3) of GER 2017 for such purpose with an objective to determine the lowest Lump Sum (fixed Cost) service charges for providing Project Management Consultancy (PMC) to carry out the above mentioned scope of works.**

Sl. No.	Tender Document No.	<b>File No: No. PB-13011/3/2024-GA-CIC dated 17.04.2025</b>
1.	Name of work	Comprehensive Annual Operation and Maintenance (Day to Day) including round the clock security service and repair and maintenance of all Civil Works including building, roads, hard standings, paths, security wall, sewer lines, plumbing, drainage works, sanitary/pantry fittings/fixture, other related items etc. Internal & External Electrical works /DG Sets/ specialized E&M equipment, Operation & CAMC of HVAC/VRV System, Operation & CAMC of Lifts, RO & Water Cooler, General Pest Control, STP Plants, Building Management System (BMS) with CCTV camera, Fire Fighting system with Wet Riser, Sprinkler & Fire Alarm, water supply system, Transformers, HT Electricity panels, LAN System, Wi-Fi System, EPBAX System, STP, Solar Power Generation Plant, Rain Water Harvesting System, Public Address System, IT Works (Operation & CAMC of Audio & Video Conferencing System, Networking, Switches, Active & Passive network components), O&M of UPS, Mechanized Housekeeping, Horticulture, as mentioned in the tender document of Central Information Commission, CIC HQ Building, Baba Gangnath Marg, Munirka, New Delhi-110067
2.	Estimated Cost	<b>Rs.5.19 crore including GST for one year</b>

3.	Period of contract execution	<p>The duration of contract will be <b>two years(one year at a time, to be extended depending upon satisfactory performance) from signing of MOU.</b></p> <p>The Contract can be <b>further extended for period of one years on same rates, terms &amp; conditions'</b> with the approval of the Competent Authority.</p> <p>There will be an increase in the total cost of Work at the rate 3% per annum from 2<sup>nd</sup> year onward.</p>
4.	Type of Tender	<b>Open Tender</b> through PSUs set up by the Central or State Government to carry out civil or electrical works or any other Central/State Government organization/PSU which may be notified by the Ministry of Urban Development under Rule 133 (3) of GFR-2017 for such purpose.
5.	Validity of Bid	150 days, extendable up to 60 days more with mutual consent of the parties
6.	<b>Performance Bank Guarantee</b>	<b>5.00% (Five Percent Only)</b> of contract value within 15 days from the date of signing of MOU. PBG should remain valid for a period of sixty days beyond the date of completion of contract.
7.	Earnest Money Deposit	Not required. However, the bidders are requested to submit duly signed Bid-Securing Declaration Form in lieu of EMD as per proforma given at Annexure-IV
8.	Date and time of publishing of tender on CPP Portal	<b>17.04.2025                      17:30 Hours.</b>
9.	Document download start date & time	<b>17.04.2025                      17:30 Hours.</b>
10.	Date & time of Pre-bid meeting with bidders in CIC premises	<b>08.05.2025                      11:00 Hours.</b>
11.	Bid Submission start date and time	<b>17.04.2025                      17:30 Hours.</b>
12.	Bid Submission closing date and time	<b>29.05.2025                      17:00 Hours</b>
13.	Date & time of opening of tender ( <b>Technical Bids</b> )	<b>30.05.2025                      11:00 Hours</b>
14.	Date & Time of Opening of Financial Bids ( <b>Price Bid</b> )	After evaluation of technical bids
15.	General Conditions of Contract	CPWD GCC 2022 for maintenance works with latest amendments, if any.

- The tender document can be **downloaded from CPP Portal** (<https://eprocure.gov.in/eprocure/app>) and can **also be downloaded from CIC website** (<https://cic.gov.in>). "Corrigendum" if any, would appear only on the above website.
- The tender document, complete in all respects should be submitted online in CPP Portal.



1. **Minimum Eligibility Criteria of Tenderer:**

The interested PSUs set up by the Central or State Government to carry out civil or electrical works or any other Central/State Government organization/PSU which may be notified by the Ministry of Urban Development under Rule 133 (3) of GFR-2017 for such purpose meeting the following minimum qualifying criteria:

A. The works shall be executed by PSUs set up by the Central or State Government to carry out civil or electrical works or any other Central/State Government organization/PSU which may be notified by the Ministry of Urban Development under Rule 133 (3) of GFR-2017 for such purpose as per the relevant code of practices of CPWD/PWD/I&FC and enlistment/license with CPWD/PWD/I&FC.

B. **Work Experience:**

- i. Experience of having successfully completed similar works during the last 7 years ending 31<sup>st</sup> March of previous year of tenders i.e. F.Y. 2023-24:
- a. Three similar completed works costing not less than the amount equal to 40% of the estimated cost. Or
- b. Two similar completed works costing not less than amount equal to 50% of the estimated cost. Or
- c. One similar completed work costing not less than amount equal to 80% of the estimated cost.

**Note:** (a) "Similar works" shall mean " Setting up of Govt. office on Turnkey basis or Annual Operation & Maintenance of buildings including round the clock security service, Mechanized Housekeeping, Civil, E & M, horticulture, Fire Fighting, Fire Alarm, Sanitary installations, Pest Control, Operation of Lifts, DG sets and STP and CAMC of RO / Water Cooler, Building Management system and UPS in public /Private sector etc. as mentioned in the Scope of Work.

(b) The past experience in similar nature of work should be supported by certificates issued by the client's organization.

C. **Financial Strength:**

- i. The Average annual financial turnover during the last 3 years, ending 31<sup>st</sup> March of the FY 2023-24 should be at least 30% of the estimated cost.
  - ii. The requisite Turn Over shall be duly certified by a Chartered Accountant/ Project Manager with his Seal / signatures and registration number.
  - iii. Net Worth of the company / firm as on 31<sup>st</sup> March of previous Financial Year should be positive.
1. The intending bidders must read the terms and conditions of tender carefully. They should only submit their tender if they consider themselves eligible and they are in possession of all the documents. Required information and instructions for Tender posted on Website(s) shall form part of Tender

Document.

2. The Tender Documents as uploaded can be viewed and downloaded free of cost by anyone including intending bidders.

3. **Set of Contract / Tender Documents:**

The following documents will constitute set of tender documents:

- a. Notice Inviting e-Tender (NIT)
- b. Annexure-I- Acceptance of tender conditions
- c. Annexure-II of NIT - Affidavit for correctness of Documents / Informations
- d. Annexure III - Bid Securing Declaration Form in lieu of EMD
- e. Annexure IV - Proforma of Performance of Bank Guarantee
- f. Annexure V A - Technical Bid Submission Form
- g. Annexure V B - Price Bid Submission Form
- h. Annexure VI - Undertaking from the Agency
- i. Guidelines for submission of tender
- j. Special conditions of contract
- k. Scope of work
- l. Addendum/Corrigendum, if any -duly signed by authorized person.

5. **Evaluation criteria for PMC Agency:**

The evaluation criteria for selection of PMC agency will be lowest Lump Sum (fixed cost) service charges for providing Project Management Consultancy (PMC) for the contract period i.e two years for the Scope of Work mentioned in the Tender Documents.

6. **Terms of Payment to the PMC Agency:**

(i) The payment will be made to PMC Agency on monthly on actual expenditure basis on production of documentary evidences. The PMC Agency has to submit the bill to CIC on monthly basis in triplicate by 5<sup>th</sup> Day of Every Month after completion of work.

(ii) However, the services charges of PMC Agency will be paid on monthly and on pro-rata basis. If contract period is further extended for another one year then the services charges will be paid to Agency on pro-rata basis.

(iii) Agency is advised to furnish their Bank details etc. so that payment can be made through e- payment/NEFT/RTGS. No other mode of payment shall be accepted.

7. **Standard Operating Procedure (SOP) for Operation & Maintenance of the building premises:**

Upon awarding the work to the tenderer (PMC Agency), tenderer shall furnish Standard Operating Procedure (SOP) for Operation & Maintenance of the building premises in line with requirement of the building and same shall be submitted to the CIC within 15 days of the awarding of the work. In case, SOP is not prepared by the tenderer, no Bill of contractor shall be processed for payment.

7. **List of Documents to be submitted with the bid documents:**

- a. Bid Security Declaration Form in lieu of EMD

- b. Letter of unconditional Acceptance of Tender Conditions (Annexure II) of NIT on letter head of the bidder.
- c. Affidavit for correctness of Documents/ Information (Annexure-III) of NIT.
- d. Details of Work Experience Certificates
- e. Details of Similar Works
- f. Financial Details
- g. Documents regarding Net Worth of the Company/Firm.
- h. Power of Attorney of the person authorized for signing/submitting the tender.
- i. Valid GST registration, EPF registration, ESIC registration, PAN No.  
Certificate may be submitted as soon as tender is allotted to the contractor engaged by them.
- j. All pages of the entire tender documents and Corrigendum (if any) duly signed by the authorized person.
- k. Integrity pact
- l. Registration Details of the contractor in the GST Act in the State at the location of the Project.

**NOTE: All the uploaded documents should be in readable, printable and legible form failing which the Bids shall not be considered for evaluation.**

8. CIC reserves the right to reject any or all tenders or cancel/withdraw the invitation for bid without assigning any reasons what so ever thereof. CIC does not bind itself to accept lowest tender. The CIC reserves the right to award the work to a single party or to split the work amongst two or more parties as deemed necessary without assigning any reason thereof. The contractor is bound to accept the portion of work as offered by CIC after split up at the quoted/negotiated rates. No claim of the contractor whatsoever shall be entertained by CIC on this account.

9. In case of any query, please contact **Shri Shobhit Singh, Deputy Secretary (GA)** on phone no. 011- 26717352 or e-mail id: [dsga-cic@cic.nic.in](mailto:dsga-cic@cic.nic.in) during the Office hours.



(Shobhit Singh)  
Deputy Secretary (GA)

शोभित सिंह/SHOBHIT SINGH  
उप सचिव/Deputy Secretary  
केन्द्रीय सूचना आयोग  
Central Information Commission  
नई दिल्ली/New Delhi-110067

**ACCEPTANCE OF TENDER CONDITIONS**

From: (On the letter head of the company by the authorized officer having power of attorney)

To,

The Central Information Commission,  
CIC HQs building,  
Baba Gangnath marg, munirka,  
New Delhi – 110067

**Subject:** Tender for Comprehensive Annual Operation and Maintenance (Day to Day) including round the clock security service and repair and maintenance of all Civil Works including building. roads, hard standings, paths, security wall, sewer lines, plumbing, drainage works, sanitary/pantry fittings/fixture, other related items etc. Internal & External Electrical works DG Sets/ specialized E&M equipment, Operation & CAMC of HVAC/VRV System, Operation & CAMC of Lifts, RO & Water Cooler, General Pest Control, STP Plants, Building Management System (BMS) with CCTV camera, Fire Fighting system with Wet Riser, Sprinkler & Fire Alarm, water supply system, Transformers, HT Electricity panels, LAN System, Wi-Fi System, EPBAX Systems, STP, Solar Power Generation Plant, Rain Water Harvesting System, Public Address System, IT Works (Operation & CAMC of Audio & Video Conferencing System, Networking, Switches, Active & Passive network components), O&M of UPS, Mechanized Housekeeping, Horticulture, as mentioned in the tender document of Central Information Commission, CIC IIQ Building, Baba Gangnath Marg, Munirka, New Delhi 110067

Sir,

- i. This has reference to above referred tender. I/We are pleased to submit our tender for the above work and I/We hereby unconditionally accept the tender conditions and tender documents in its entirety for the above work.
- ii. I/we are eligible to submit the tender for the subject tender and I/We are in possession of all the documents required.
- iii. I/We have viewed and read the terms and conditions of this GCC/SCC

carefully. I/We have downloaded the following documents forming part of the tender document:

- a. Notice Inviting e-Tender
  - b. Guidelines for submission of tender
  - c. Scope of work
  - d. Special conditions of contract
  - e. Acceptance of tender conditions (Annexure-I)
  - f. Annexure-II of NIT - Affidavit for correctness of Documents/ Information.
  - g. Annexure III - Bid Securing Declaration Form in lieu of EMD
  - h. Annexure IV - Proforma of Performance of Bank Guarantee
  - i. Annexure V A - Technical Bid Submission Form
  - j. Annexure V B - Financial Bid Submission Form
  - k. Annexure VI - Undertaking from the Agency
  - l. Addendum/Corrigendum, if any-duly signed by authorized person
- iv. Should this tender be accepted, I/We agree to abide by and fulfil all terms and conditions referred to above and as contained in tender documents elsewhere and in default thereof, to forfeit and pay CIC, or its successors or its authorized nominees such sums of money as are stipulated in the notice inviting tenders and tender documents.
- v. If I/we fail to commence the work after the date of issue of Letter of Award and/or I/we fail to sign the agreement as per Clauses of Contract and/or I/we fail to submit performance guarantee as per of Clauses of Contract, I/we agree that CIC shall, without prejudice to any other right or remedy, be at liberty to cancel the Letter of Award and to forfeit the said earnest money as specified above.

Yours faithfully,

**(Signature of the bidder with rubber stamp)**

**AFFIDAVIT**

(To be submitted in original by bidder on non-judicial stamp paper of Rs. 100/-  
(Rupees Hundred only) duly attested by Notary Public)

(To be submitted in Envelope-I)

Affidavit of Mr. ....  
S/o ..... R/o  
.....

I, the deponent above named do hereby solemnly affirm and declare as under:

1. That I am the Proprietor/Authorized signatory of M/s

.....  
Having its Head Office/Regd. Office at  
.....

2. That the information/documents/Experience certificates submitted by M/s

..... along with the tender for  
..... (Name of work)  
.....

..... to Central Information Commission are genuine & true and  
nothing has been concealed.

3. I shall have no objection in case CIC verifies them from issuing authority (ies).  
I shall also have no objection in providing the original copy of the  
document(s), in case Central Information Commission demands so for  
verification.
4. I hereby confirm that in case, any document, information & / or certificate  
submitted by me found to be incorrect/false/fabricated, CIC at its discretion  
may disqualify/reject/terminate the bid/contract and forfeit All dues.
5. I shall have no objection in case CIC verifies any or all Bank Guarantee(s)  
under any of the clause(s) of Contract including those issued towards  
Performance Guarantee from the Zonal Branch office issuing Bank and I/We  
shall have no right or claim on my submitted PBG before Central Information  
Commission receives said verification.
6. That the Bank Guarantee issued against the PBG issued by (name and  
address of the Bank) is genuine and if found at any stage to be  
incorrect/false/ fabricated, Central Information Commission shall reject my  
bid, cancel pre-qualification and debar me from participating in any future  
tender for three years.
7. I hereby confirm that our firm/company is not blacklisted/barred/banned from  
tendering by the Government / PSUs. If this information is found incorrect,  
CIC at its discretion may disqualify / reject/terminate the bid/contract.
8. The person who has signed the tender documents is our authorized  
representative. The Company is responsible for all of his acts and omissions  
in the tender.

I, ....., the Proprietor / Authorized signatory of M/s  
..... do hereby confirm that the contents of the above Affidavit  
are true to my knowledge and nothing has been concealed there from and that no  
part of it is false.



Verified at .....this ..... day of

DEPONENT  
ATTESTED BY (NOTARY PUBLIC)

**Form of Bid-Securing Declaration in lieu of EMD**

Letter Head of the Bidder

Bid No. \_\_\_\_\_  
Date \_\_\_\_\_

To,  
The Central Information Commission,  
CIC HQ Building,  
Baba Gangnath Marg, Munirka,  
New Delhi – 110067

I/We, the undersigned, declare that:

I/We understand that bids must be supported by a Bid Securing Declaration.

I /We accept that I/We may be disqualified from bidding for any contract with you/Central Information Commission for a period of three (3) years from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a. Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its expended period, if any, or
- b. Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse the contract, if required, or (ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid, if I am/We are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder, or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

In the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for and on behalf of (insert complete name of Bidder)  
Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of  
signing)

Corporate Seal (where appropriate)

**PROFORMA OF PERFORMANCE BANK GUARANTEE**

(Judicial Stamp paper of appropriate value as per stamp Act-of respective state)

To,

The Central Information Commission,  
CIC HQ Building,  
Baba Gangnath Marg, Munirka,  
New Delhi – 110067

Whereas the \_\_\_\_\_, having its Registered Office at CIC HQ Building, Baba Gangnath Marg, Munirka, New Delhi-110067 (hereinafter called "CIC" which expression shall include its successors and assigns) having awarded a work order/contract/supply order No. \_\_\_\_\_ dated (hereinafter called the contract) to M/s. \_\_\_\_\_ (hereinafter called the contractor / supplier) at a total price of Rs .....subject to the terms and conditions contained in the contract.

WHEREAS, the terms and conditions of the contract require the contractor to furnish a bank guarantee for Rs. .... (Rupees.....) being 5% of the total value of the contract for proper execution and due fulfilment of the terms and conditions contained in the contract.

We, the Bank, (hereinafter called the "Bank") do hereby unconditionally and irrevocably undertake to pay to CIC, immediately on demand in writing and without protest/or demur all moneys payable by the contractor/supplier to CIC in connection with the execution/supply of and performance of the works/equipment, inclusive of any loss, damages, charges, expenses and costs caused to or suffered by or which would be caused to or suffered by CIC by reason of any breach by the contractor/supplier of any of the terms and conditions contained in the contract as specified in the notice of demand made by CIC to the bank. Any such demand made by CIC on the bank shall be conclusive evidence of the amount due and payable by the bank under this guarantee. However, the Bank's liability under this guarantee, shall be limited to Rs .....in the aggregate and the bank hereby agrees to the following terms and conditions:-

- i. This guarantee shall be a continuing guarantee and irrevocable for all claims of CIC as specified above and shall be valid during the period specified for the performance of the contract.
- ii. We, the said bank further agree with CIC that CIC shall have the fullest liberty

without our consent and without affecting in any manner our obligations and liabilities hereunder to vary any of the terms and conditions of the said contract or to extend time for performance of contract by the contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by CIC against the contractor/ supplier under the contract and forbear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reason of any such variations or extension being granted to the contractor or for any forbearance, act or omission on the part of CIC or any indulgence by CIC to the contractor or by any such matter or thing whatsoever, which under the law relating to the sureties would, but for this provision, have effect of so relieving us.

- iii. This guarantee / undertaking shall be in addition to any other guarantee of security whatsoever CIC may now or at any time have in relation to the performance of the works/equipment and the company shall have full recourse to or enforce this security in performance to any other security or guarantee which the CIC may have or obtained and there shall be no forbearance on the part of the company in enforcing or requiring enforcement of any other security which shall have the effect of releasing the Bank from its full liability. It shall not be necessary for CIC to proceed against the said contractor/supplier before proceeding against the Bank.
- iv. This guarantee/ undertaking shall not be determined or affected by the liquidation or winding up, dissolution or change of constitution or insolvency of the supplier/ contractor, but shall in all respects and for all purposes be binding and operative until payment of all moneys payable to CIC in terms thereof are paid by the Bank.
- v. The Bank hereby waives all rights at any time inconsistent with the terms of this Guarantee and the obligations of the bank in terms hereof, shall not be otherwise effected or suspended by reasons of any dispute or disputes having been raised by the supplier/contractor (whether or not pending before any Arbitrator, Tribunal or Court) or any denial of liability by the supplier/contractor stopping or preventing or purporting to stop or prevent any payment by the Bank to CIC in terms hereof.

We, the said Bank, lastly undertake not to revoke this guarantee during its currency except with the previous consent of CIC in writing upon expiry of which, we shall be relieved from all liabilities under this guarantee thereafter.

Signed this .....day of .....at.....

For and on behalf of Bank

WITNESS.

1. \_\_\_\_\_

2. \_\_\_\_\_

Note:

Validity – Bank Guarantee shall be submitted for a period of 30 months from the date of work order.

| |

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**TECHNICAL BID SUBMISSION FORM**

**Annexure V-A**

To,

The Central Information Commission,  
CIC HQ Building,  
Baba Gangnath Marg, Munirka,  
New Delhi – 110067

**Ref: With Ref. to Your Bid Document No ..... dated**

\_\_\_\_\_

Sl. No.	Description	Detailed Information		Ref. Page No. of copy enclosed
1.	Name of the Company			
2.	1. Full address of the Registered Office 2. Telephone/Mobile/Fax No 3. Name of the Contact Person			
3.	Registration of following with the copy of registration No.  <b>A) Registration No. of GST</b>  <b>B) Registration No. OF EPF</b>	Yes/No  A.  B.	Regd. No.  A.  B.	
4.	PAN No. of the Agency	Yes/No		
5.	Income Tax Return of Last 3 years	Yes/No		
6.	The Average annual financial turnover during the last 3 years, ending 31 <sup>st</sup> March of the FY 2023-24 should be at least Rupees 20 crore. The requisite Turn Over shall be duly certified by a Chartered Accountant/ Project Manager with his Seal / signatures and registration number.	Yes/No	<b>2021-22:</b>  <b>2022-23:</b>  <b>2023-24:</b>	

7.	<p>The Agency should have following work experience:</p> <p>a) Three similar works each costing not less than the amount equal to 40% of the estimated cost. Or</p> <p>b) Two similar works each costing not less than amount equal to 50% of the estimated cost. Or</p> <p>c) One similar work costing not less than amount equal to 80% of the estimated cost.</p> <p>"Similar works" shall mean " Setting up of Govt. office on Turnkey basis or Annual Operation &amp; Maintenance of buildings including round the clock security service, Mechanized Housekeeping, Civil, E &amp; M, horticulture, Fire Fighting, Fire Alarm, Sanitary installations, Pest Control, Operation of Lifts, DG sets and STP and CAMC of RO / Water Cooler, Building Management system and UPS in public /Private sector.</p>	Yes/No	<p>Details of Work Experience like Year, Cost &amp; Deptt.</p> <p>1.</p> <p>2.</p> <p>3.</p>	
8.	Earnest Money Declaration Form	Yes/No		
9.	Photocopy of all necessary supporting documents submitted by the Agency should be duly signed.	Yes/No		

**Undertaking:** We agree to all terms and conditions of Central Information Commission. We have read and well understood the provisions made in Para 4 of "Guidelines for Submission of Tender". We have carefully gone through & have understood the General Terms & Conditions, Scope of Work and Specifications governing the tender document including amendment/corrigendum, if any.

(Signature with date, Name and Designation)

Duly authorized to sign Bid

and on behalf of

(Name of Organization)

**PRICE BID SUBMISSION FORM**

To,  
The Central Information Commission,  
CIC HQ Building,  
Baba Gangnath Marg, Munirka,  
New Delhi – 110067

**Ref: With Ref. to Your Bid Document No .....** dated .....

We, the undersigned have examined the above mentioned Bidding Document, including amendment/corrigendum No. .... dated ..... (if any), the receipt of which is hereby confirmed. We hereby submit our proposal in conformity with your above referred bid document for the Service Charges in the price Bid as below, attached herewith and made part of this Bid:

S. No	Description of Work	Annual Estimated Cost (Rs.)	Lump sum (fixed Cost) charges of PMC quoted by the Agency for total contract period ie. Two years	Taxes, if any	Total PMC quoted by the Agency
		A	B	C	D=B+C
1.	Comprehensive Annual Operation and Maintenance (Day to Day) including round the clock security service and repair and maintenance of all Civil Works including building, roads, hard standings, paths, security wall, sewer lines, plumbing, drainage works, sanitary/pantry fittings/fixture, other related items etc. Internal & External Electrical works/DG Sets/ specialized E&M equipment, Operation & CAMC of HVAC/VRV System, Operation & CAMC of Lifts, RO & Water Cooler, General Pest Control, STP Plants, Building Management System (BMS) with CCTV camera, Fire Fighting system with Wet Riser, Sprinkler & Fire Alarm, Air Conditioning system, water supply system, Transformers, HT Electricity panels, LAN System, Wi-Fi System, EPBAX System, STP, Solar Power Generation Plant, Rain Water Harvesting System, Public Address System, IT Works (Operation & CAMC of Audio & Video Conferencing System, Networking, Switches, Active & Passive network components), O&M of UPS and Mechanized Housekeeping and Horticulture as mentioned in the tender document of CIC Building, Baba Gangnath Marg, Munirka, New Delhi 110067	Rs.5.19 Cr.			

	Total (in Figures) = Rs.
	Total (In Words) = Rupees.

**Undertaking:** We agree to keep our Bid valid for acceptance for 150 days or for subsequently extended period and this agreed to by us. We also accordingly confirm to abide by this Bid up to the aforesaid period and this Bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this Bid expiry of the aforesaid acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We agree to all terms and conditions of Central Information Commission. We have read and well understood the provisions made in Para 4 of "Guidelines for Submission of Tender". We further understand that Central Information Commission is not bound to accept the lowest or any Bid you may receive against your above referred Bid Reference.

We confirm that we do not stand de-registered/banned/blacklisted by any Govt Authorities.

We confirm that we fully agree to the terms and conditions specified in above mentioned bidding document, including amendment/corrigendum, if any.

(Signature with date, Name and Designation)

Duly authorized to sign Bid and on  
behalf of

(Name of Organization)

**PROFORMA OF UNDERTAKING**

To,  
The Central Information Commission,  
CIC HQ Building,  
Baba Gangnath Marg, Munirka,  
New Delhi – 110067

**Ref: With Ref. to Your Bid Document No..... dated**  
\_\_\_\_\_

Dear sir,

This is in reference to the above subjected work awarded to our agency vide award letter no. ----- dated----- . We undertake that we have given wages to all the maintenance staff for the month of ----- as per minimum wages along with other govt statutory requirements like EPF, ESIC etc as per GoI rules.

Further, I/We on behalf of M/s ----- hereby declare that, all the code procedures, labour laws, agreement between CIC & M/o ----- have been followed for the execution of work and there after the bills of ----- were authenticated and submitted to CIC, New Delhi for the month of ----- and if query arises in upcoming future on the part of CIC or by an Institute's Audit team for the executed works by M/s ----- the para/ queries raised by CIC/ Audit will be replied/ justified by us and the CIC/ Audit is not satisfied with our reply, we will refund the extra payment (if any), as determined by the CIC/audit team. The CIC may also deduct the extra payment (if any) from upcoming bills/ deposit by M/s -----

Thanking you,

**Seal & Signature of Agency representative**

### Instructions to the Bidders:

#### **1. The bids are to be submitted as under:-**

Bids received without bid security declaration form shall be summarily rejected and the Technical Bid of those Tenderers shall not be opened.

**Technical Bid as per Annexure-VA** as prescribed in tender document and other requisite documents as listed in the check list appended with the Tender Documents, shall have to be placed in a separate folder superscribed as **"Technical Bid for Comprehensive Annual Operation and Maintenance works of CIC Building."**

**Financial Bid as per Annexure-V B** as prescribed in the tender documents shall have to be placed in a separate folder superscribed as **"Financial Bid for Comprehensive Annual Operation and Maintenance works of CIC Building."**

#### **2. Submission & Opening of Tender:-**

(i) The Technical and Financial Bids are to be submitted online in CPP Portal. The tenders duly filled alongwith all the relevant documents & undertakings duly signed by authorized signatory must be submitted online in CPP Portal on or before the scheduled date & time as mentioned in the tender documents.

(ii) The Technical bids will be opened on CPP portal on the date and time indicated in the Schedules of Tender".

(iii) Financial Bids of such tender shall only be opened whose technical bids are found suitable and technically qualified.

**3. Comparison of Bids and Award Criteria** will be processed as per e- procurement module on CPP Portal. The bidders are required to quote strictly as per terms and conditions, specifications, standards given in the tender documents and not to stipulate any deviations.

4. The bidders are advised to submit complete details with their bids as Technical Bid Evaluation will be done on the basis of documents uploaded on CPP Portal by the bidders with the bids. The information must be submitted in the prescribed proforma and on CPP Portal only. Bids with incomplete/ambiguous information will be rejected.

5. The bidders are advised in their own interest to submit their bid documents well in advance from last date/time of submission of bids so as to avoid problems which the bidders may face in submission at last moment /during rush hours.

6. The bidders to submit copies of all the documents including valid GST registration, EPF registration, ESIC registration, PAN No. Certificate may be submitted as soon as tender is allotted to the contractor engaged by them.

7. If the bidder is found ineligible after opening of tenders, his tender shall become invalid.

8. Not withstanding anything stated above, CIC reserves the right to assess the capabilities and capacity of the bidders to perform the contract, in the overall interest of CIC. In case, bidders' capabilities and capacities are not found satisfactory, CIC reserves the right to reject the tender.

9. Certificate of Financial Turnover: At the time of submission of tender, the bidders shall upload Affidavit / Certificate from Chartered Accountant mentioning Financial Turnover of last 3 years and further details if required may be asked from the bidders after opening of technical bids. There is no need to upload entire voluminous balance sheet.



10. The bidders, if required may submit queries, if any, through e-mail or in writing to the tender inviting authority to seek clarifications within 7 working days from the date of uploading of Tender on CIC website. CIC will reply only those queries which are essentially required for submission of bids. CIC will not reply to the queries which are not considered fit like replies of which can be implied found in the NIT/Tender Documents or which are not relevant or in contravention to NIT/Tender Documents, queries received after 07 working days from the date of uploading of Tender on website, request for extension of time for opening of technical bids, etc. Technical Bids are to be opened on the scheduled dates as far as possible. Requests for extension of opening of Technical Bids will not be entertained. If tender opening day is declared a Holiday, the tender will be opened on next working day.

11. Canvassing in connection with the tender is strictly prohibited, and such canvassed tenders submitted by the contractor will be liable to be rejected and his earnest money shall be absolutely forfeited.

12. (a) It will be the responsibility of the PMC Agency to make & ensure statutory compliance and payment like minimum wages, ESIC, EPF and Bonus etc. The CIC may ask the agency to provide all the records of each worker in this regard.

(b) The PMC Agency has to furnish a **declaration/ undertaking (as per Annexure-VI)** with the monthly bills that all the taxes and other govt. statutory requirements like ESIC, EPF, service tax, labour cess etc. has been deducted from the bills and the same has been deposited to the concerned Govt. Departments. The CIC may ask to submit the challan for the above (if required).

(c) The Agency will also ensure that the police verification of deployed workers should be completed.

13. In case of any approval required from the Govt local bodies like MCD, NDMC etc. then the Agency will be responsible to obtain such approvals.

14. All the required Labour, Supervision, consumables/ spares, tools and plant as required for proper operation, repair & maintenance etc will be part of this contract and No additional payment will be made for the same.

15. Physical verification of the deployed man-power may be made by the CIC.

16. The agency will comply CPWD/GFR/Approved Norms or any other statutory provisions for the execution of works.

17. The tenderer shall visit the site and shall satisfy him-self as to conditions under which the work is to be performed. He shall also check and ascertain the condition of the complete Housekeeping, Horticulture, Sanitary & Electrical Installations, Operation of Lifts, AMC of Rodent & Pest Control, Refilling of Fire extinguishers & their defective parts and the locations of any existing structures or equipment or any other situation, which may affect the work. No extra claim for ignorance or on the ground of insufficient description will be allowed at a later date.

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### **SPECIAL CONDITIONS OF CONTRACT (SCC)**

1. The contract means the documents forming the tender and acceptance thereof and the formal agreement executed between the competent authority on behalf of the tenderer and the Central Information Commission together with the documents referred to therein including these conditions and instructions issued from time to time. All these documents taken together shall be deemed to form one contract and shall be complementary to one another. In case of difference, contradiction, discrepancy, dispute with regard to General Conditions of Contract, the provision made in the Special Conditions of Contract (SCC) will prevail.

2. The tenderer shall visit the site and shall satisfy him-self as to conditions under which the work is to be performed. He shall also check and ascertain the condition of the complete Housekeeping, Horticulture, Sanitary & Electrical Installations, Operation of Lifts, AMC of Rodent & Pest Control, Refilling of Fire extinguishers & their defective parts and the locations of any existing structures or equipment or any other situation, which may affect the work. No extra claim for ignorance or on the ground of insufficient description will be allowed at a later date.

4. No extra payment shall be made by the Commission if tenderer chooses to deploy more workforces on its own than mentioned in the tender documents. If any short supply of any category of worker then recovery per worker per day shall be deducted from the bills as specified in the scope of work.

5. **Biometric Attendance:** The tenderer shall install a Biometric Attendance Machine for his workforce and attendance record to be given with the monthly Running bill. List of staff being posted to be given with their experience and credentials.

6. **Complaint Monitoring System:** The Tenderer shall set up **an online Complaint Monitoring System** at site as per the approved agency notified by the Commission **for which a Computer with computer operator, printer shall be provided by the PMC Agency without any extra cost.** All checklist, logbook should be submitted in online complaint monitoring system on daily basis.

7. **Timeline for attending the defects and penalty for the delay:** The tenderer has to attend any breakdown in any of the equipment **within definite timeline** so that office work does not suffer for non-availability of these services. He has to ensure that all minor **breakdowns/complaints are set right within 4 hours of its occurrence on the same** day from the time it is reported /informed to the tenderer through complaint monitoring system or by telephone (Extension) or by verbal complaints by the Commission. A simple telephonic call by clients (CIC) officers also will always be treated as a complaint for this purpose. **From the time of reporting, all the defects have to be removed within 48 hours of its occurrence.** The tenderer will keep all necessary spare parts of these equipment's ready in the stock. If the tenderer fails to deliver the services within the time, Liquidated Damages will be charged @ 0.5% per week or part of the week of delayed period not exceeding 5% of the contract value.

8. The tenderer shall be responsible for the compliances of the statutory requirements



### TENTATIVE SCOPE OF WORK

Operation & Comprehensive Maintenance of Civil Installation, HT & LT Electrical Installation, Fire Fighting, Fire Alarm, PA System, Substation, DG Sets, Lins, VRV Systems, Water Supply Pumps, BMS System, IT & AV Services, EPABX, AMC of all low Voltage equipment, CAMC of VRV System Horticulture works, Mechanized Housekeeping, Pest & Rodent Control and 24x7 Security Services etc. for Central Information Commission Building, Baba Gangnath Marg, Munirka, New Delhi-110067.

**The details of the CIC Building Complex are as under:-**

Sl. No.	DETAILS OF BUILDING	BUILD UP AREA IN SQM	TOTAL CAMPUS/ PLOT AREA IN SQM
1.	Basements (B1+B2) + Ground Floor + 4 Floors	9772 SQM	4653 SQM
2.	NOTE:- Basement Area of Building is 2882 Sqm		

**Details of Services covered in this contract: -**

Sl. No.	Description of work	Additional Terms & Conditions (Head wise)
A	Civil works related services i/e internal & external maintenance of buildings, Toilets, roads, pavements, and path drains works, boundary wall etc.	Sub Head-I
B	E & M Service's i/e Electrical Internal & External Installations. Street Lights, HT, LT Panels etc.	Sub Head-II
C	Fire Fighting Services, Water Supply i/e Pumps, Sewerage System/Network.	Sub Head-III A Appendix "A"& Appendix "B"
D	DG Sets & Sub Station.	Sub Head-III B
E	Lifts	Sub Head-III C
F	CAMC works for VRV System, Low voltage Items etc	Sub Head-III D
G	IT & AV Services, EPABX, CCTV, BMS, Fire Alarm, Public Address System and other Low Voltage Services etc	Sub Head-III E
H	Horticulture, Mechanized Housekeeping, Pest Control etc	Sub Head-IV
I	Housekeeping	Sub Head-V
J	CAMC works for VRV Units (Make: Daikin)	Sub Head-VI
K	24x7 Security Services & providing searching mirror, metal detector and walkie-talkie.	Sub Head-VII

1. The PMC Agency will deploy a **Project Manager (PM)/Facility Manager (FM)** at site in general shift on all working and nonworking days, who will coordinate all the above services to be provided at CIC premises at no extra cost. He will be responsible to see that there is no deficiency in the work, will take & implement all instructions from

the Commission. **The PM/FM must be Graduate in Electrical/ Civil Engineering with minimum 3 years of experience in the maintenance field. In case PM/FM is found absent from his duty, a penalty @ Rs. 2000 per day shall be made.**

2. Work shall be carried out as per CPWD specifications wherever applicable. Safety procedure as indicated in CPWD specification of Civil/Electrical work, Water Supply System, STP Work/HVAC work and DG Sets & Sub Station work, Lifts Work/Fire Fighting/ Fire Alarm Work/BMS/ Wet Riser/ Sprinkler, IT & AV Works and EPABX etc. should be strictly followed.

3. The rates quoted shall be inclusive of wages of trained Plumber Carpenter/Operator/Supervisor/Electrician/Fire operator/E&M Operator /wireman Khallasi etc including relievers, cleaning, materials and minor/petty materials required for minor repair rectification etc., uniform, bonus, EPF, ESIC and GST and other all taxes and duties etc. as applicable.

4. The tenderer shall take all precautions for safety of the workmen. If any accidently miss-happening occur, the Commission shall not be responsible for the same. If any compensation is to be paid to the victim, the tenderer shall pay the same and no claim in this account shall be entertained by the Commission.

5. The tenderer shall furnish name & contact number of the persons, who should be contacted during emergency.

6. All the malba or rubbish, sweeping waste, construction waste, complete horticulture waste, household waste of the entire campus, or any other waste collected/ obtained from dismantling or otherwise during the maintenance and execution of the work have to be collected at the centralized place and to be disposed off outside the campus to a place to be arranged by the tenderer. Nothing extra shall be paid for transportation and arrangement of disposal. Further, all the malba or rubbish, sweeping waste, construction waste, horticulture waste, house hold waste, or any other waste collected/ obtained from dismantling shall be brought down through the staircase and shall not be thrown to the ground directly.

7. No temporary huts/ structures will be constructed by the tenderer at the site of work or at any Government land. Such structures, if any found at the site or at Government land will be demolished and removed without any notice. The tenderer will not pitch up tents for labourers, materials and his stores etc.

8. The tenderer shall prepare a **Sub Head wise "fortnightly/Monthly" duty chart with name and duty hours stated therein.** The same shall be submitted to the SITE IN CHARGE concerned at least seven days in advance.

9. In case of any damage to any equipment due to negligence of the tenderer's staff, the same will have to be made good by the tenderer at his cost. Failure to which suitable recovery will be made from the tenderer's bill as decided by the Commission.

10. Regular preventive maintenance for all services shall be carried out by deputing exclusive preventive maintenance teams which shall be **comprised of each one of Carpenter, Plumber & Electrician**. Payment on this account shall be inclusive in quoted rates and nothing extra shall be paid on this account.

11. The tenderer shall replace the staff immediately, in the event of misconduct by him.

12. The tenderer is advised to visit the site of work before quoting the rates, in order to ascertain the quantum and location of works.

13. For the purpose of categorization of staff as **highly skilled, skilled, semiskilled and unskilled, their categorisation is mentioned below, as per Notification No. S.O. 186 (E) dated 19<sup>th</sup> January, 2017 and any amendment thereof.**

Sl. No	Categories of Skill	Categories of Employees
1.	Highly Skilled	IT Engineer, Supervisor
2.	Skilled	Plumber, Carpenter, Wireman, Electrician
3.	Semi-Skilled	
4.	Un-Skilled	Sweepers/ Beldar/ Helper
<b>Note: They should wear different Uniforms.</b>		

14. All the Engineers, Supervisors and staff including labours engaged by the tenderer under this contract shall wear neat and clean uniforms as approved by the Commission along with name badges. Identity cards duly signed by tenderer or his representative shall be issued to each personnel.

15. It shall be entirely the responsibility of the tenderer to ensure that no unlawful acts done by his persons while on duty. In case any theft/loss of departmental property take place due to the negligence or carelessness of his personnel, the tenderer will be held responsible and shall make good of the same.

16. The tenderer shall have to provide **round the clock communication system i.e. mobile phone or wireless landline set at any one designated place such as sub-station/fire pump house/fire control room/ electrical enquiry** within the tendered rates till the completion of work for which nothing extra shall be paid. This communication system is meant for lodging complaints to Local electricity Board, Lifts service centre etc. and also for taking instructions from the department.

17. **Terms of payment and other facilities for workers:-**

i. **The tenderer is bound to distribute the salary/ wages to his worker up to 7th of each month, positively**, by cheque or IMPS/NEFT/RTGS as feasible and **has to furnish a certificate to this effect on prescribed format (Annexure VI)**. In the absence of this certificate, no payment shall be made / released. If contractor fails to disburse the salary without any justification, necessary penalty shall be imposed as decided by the Commission.

ii. The tenderer shall be responsible for paying compensation to the worker, if required, and keep the CIC informed.

iii. The tenderer shall take all precaution for safety of the workmen. If any accident /



miss-happening occurs, the CIC shall not be responsible for the same. Tenderer is required to take insurance cover under the Workman Compensation Act, 1923 amended from time to time from an approved insurance company within 10 days of signing of MOU and pay premium charges thereof.

18. **Inventory:**

The tenderer shall take over the detailed inventory from the CIC, which will be maintained by SITE IN CHARGE at their Site Office against each sub head mentioned in Schedule of work and, any short comings noticed at the time of taking over shall be brought out specifically to the notice of CIC. Rectification cost, if any shall be approved by CIC failing which it shall be presumed that the site has been taken over in perfect working order. On completion of work against each sub head mentioned in Schedule of work shall be handed over to Site-in Charge or any authorized representative. In case any short fall or damage to the installation is noticed, the tenderer shall make good of the same with same make equipment or as directed by the Commission, failing to do so, the recovery shall be affected from any payment due to the tenderer. The decision of the Commission shall be final and binding. Unserviceable items, if any shall also brought in the notice of CIC for further necessary action.

19. **Consumables:**

(i) All consumables required for day to day preventive maintenance & Comprehensive maintenance shall be arranged by the tenderer.

(ii) Cost of the tools & tackles required for workers for attending complaints shall be borne by the tenderer. No Claim of such tools & tackles shall be paid.

(iii) The tenderer should maintain a stock register for material purchased and consumed for maintenance work. This register should clearly indicate date wise receipt of material and material consumed on work. The tenderer should also maintain a register for un- serviceable material received during repair work, which shall be the property of the Commission.

20. All tools & tackles and machineries whichever is required for maintenance work shall be provided by the tenderer and nothing extra shall be payable on this account by the Commission.

## Sub Head-1

### Additional Terms & Conditions of Civil Maintenance

Maintenance of Civil Maintenance as specified in Schedule of Work and as directed by the Site In-Charge or his representative.

#### **1. Scope of Work:-**

(i) The work involves comprehensive maintenance work of the Building premises including minor civil maintenance and repair work, earth work, concrete work, carpentry work, painting, repairing and all other civil & interior works and shall be done within the quoted rates.

(ii) Maintenance of water tank including cleaning, disinfection etc., water pipe lines, drainage lines, toilet and washbasin, urinals, W/C, Choke up of flushing, replacement / alteration of components, rectifications of leakage and repair of entire sewage system of the building etc.

(iii) The tenderer shall clean the water tanks (O/H & U/G), rain water lines, sewerage lines, manholes etc. of the complex at **every six months duration** and record of the same shall also be maintained and checked by the Site in-Charge. The tenderer shall record the date of cleaning and next date due for cleaning on all the terrace tanks, underground sump and over head tanks with paint within 2 days of the completion of the cleaning operation. The cost of the same is inclusive in the head of civil maintenance and nothing extra shall be paid to the contractor on account of this work.

(iv) Check all the area for damaged false ceiling, floor carpet tiles, glazing, wooden doors, Aluminium doors & windows and re-fix/repair/replace wherever necessary.

(v) Check the all type of **glass (Lacquer/Toughened/Normal/Lens/Frame/Laminated/mirrored/ Coated or any other kind of glass installed in CIC Building)** etc related items, glass door & its functional aspects i.e. Floor springs, handle etc. and re- fix/repair/replace where ever necessary.

(vi) Removal of any landslides/ fallen trees or any part of structure there which is unwanted inside the fencing of premises/repairs thereof.

**2. Staff deployment and their qualifications:** The tenderer shall depute qualified and experienced staff as per requirement. Before starting the work the tenderer will submit list of workers along with their qualification and address etc.

The following staff shall be engaged by the tenderer in **general shift on all days of the week (except Sundays and 03 National Holidays):-**

S. No	Designation	Work Experience	Nos.	Duty
1	Plumber	Three year	01	General Shift Only
2	Carpenter	Three year	01	General Shift Only
3	Mason	Three year	01	General Shift Only
4	Helper for Plumber, Mason and carpenter	One year in same field	03	General Shift only

#### **Other Instructions related to scope of Work:**

1. The prescribed **complaint register and workers diary** shall be provided by the tenderer and these shall be neatly maintained by tenderer. All complaints are to be attended promptly and the complaints not attended in the same day shall be reported to Site in Charge and carried forward to next day till these are not attended. The complaint register should be got checked regularly by the Site In Charge.

2. After the expiry of the contract, the tenderer shall have to hand over complete installation to the department in proper working order. All defect and deficiencies shall have to be rectified by the firm to the entire satisfaction of the Commission failing which the work shall be got done at the risk and cost of the tenderer.

3. **Penalty:** Any staff found missing from duty shall be marked absent and recovery shall be made for the day at the rates given below. **(It is the responsibility of the tenderer to make alternative arrangement, in case any staff proceeds on leave / for reliever duty)**, on failure, the recovery shall be made from the bill at the rate given below:-

- (a) Plumber /Carpenter/Mason @ 1600/-per day
- (b) Helper (Beldar) @ 1200/- per day

## Sub Head-II

### Additional Terms & Conditions for Electrical Maintenance

Maintenance of Electrical Installation on 24x7 hour basis as specified in Schedule of Work and as directed by the Commission.

#### **1. Scope of Work:-**

(i) To attend day to day complaints of Internal E.I. & Fans, compound lights, main boards, DB's, compact rising mains etc. in CIC buildings, maintenance of complaint register and worker diaries.

(ii) Taking steps for preventing maintenance

(a) Checking of DB's main board, rising maintenance etc.

(b) Checking and cleaning of fans and fittings twice a year or as required.

(c) Insulation test

(d) Earth test

(iii) Maintenance activities carried out as per schedule should be noted in the maintenance register. When tests are carried out the test result should be recorded with appropriate identification reference.

(iv) Maintain the record of Solar Power Generation power plant, cleaning of panels etc.

(v) Cleaning and preventive maintenance of Solar water heater has to be maintained. Tenderer has to arrange day to day consumable/minor/petty materials i.e. Bulbs, tubes, PVC wires, CFL, ballast, tubes, valves, pipes etc. required for attending the complaints of electrical work and plumbing work etc. only for common services and external areas by his own within his quoted rates. The quality/make of material/item shall be same as originally installed or the equivalent make as approved by Site-In-Charge. Nothing extra shall be paid to the tenderer on this account.

2. All electrical consumables items are to be arranged by the tenderer. All tools, tackles and machineries required for all electrical maintenance work shall be provided by the tenderer and nothing extra shall be payable on this account.

3. **Staff deployment and their qualifications:** The tenderer shall depute qualified and experienced staff as per requirement. Before starting the work the tenderer will submit list of workers with their qualification and address etc.

The following staff shall be engaged by the tenderer on **all days of the week including Sundays and National Holidays (3 Nos):**

Sl. No	Designation	Total Nos.	Educational Qualification & Work Experience	Remarks
1	Electrician cum Wireman	03	ITI Passed certificate/ Wireman license with minimum 3 years experience.	One for each shift
2	Khallasi/Helper	01	Should be physically & mentally fit & must have minimum six months experience in the line	One for General Shift

4. The prescribed complaint register and workers diary shall be provided by the contractor and these shall be neatly maintained by contractor and staff. All complaints are to be attended promptly and the complaints not attended in the same day shall be reported to SITE IN CHARGE/Engineer in charge and carried forward to next day till these are not attended. The complaint register should be got checked regularly from the

Site In Charge.

5. The installed equipment shall be handed over on, as is where is basis, and nothing extra shall be paid.

6. After the expiry of the contract, the firm shall have to hand over complete installation to the department in proper working order. All defect and deficiencies shall have to be rectified by the firm to the entire satisfaction of the Commission failing which the work shall be got done at the risk and cost of the firm.

7. The tenderer shall maintain the register for DB checking, Fan checking & earth test.

8. Insulation test shall be done during monsoon season, as per clause of CPWD specifications for Elect. Work Part- 1, Internal 2005 as per the requirement.

9. **Earth continuity test** and **Earth electrode resistance test** should be conducted during summer season.

10. Record the test result giving identification reference. If results are not satisfactory in any part of the Installation, reason should be checked and corrective action should take immediately.

11. **Penalty:** Any staff found missing from duty shall be marked absent and recovery shall be made for the day at the rates given below. **(It is the responsibility of the tenderer to make alternative arrangement, in case any staff proceeds on leave / for reliever duty)**, on failure, the *(penalty) shall be made from bill at the rate given below:-*

- a) Wireman @ Rs. 1600/- per day/per shift
- b) Khallasi/Helper - @ Rs. 1200/- per day

**ADDITIONAL TERMS & CONDITIONS FOR FIREFIGHTING AND WATER SUPPLY PUMPS**

**Scope of work:**

The following activities are intended to be covered under this contract:-

a) Operation and maintenance of all fire-fighting, fire alarm & PA system installation as specified in Schedule of Work or as directed by the Site in Charge or his authorized representative on 24x7 hours basis.

b) Performing the daily/weekly/six monthly checks as detailed in Appendix 'A' and 'B' taking remedial action for proper maintenance.

c) During the **weekly testing** a particular block shall be taken up and all internal cleaning of all equipment will be carried out.

d) **Conducting of fire drills:**

Fire drill shall be carried out monthly for which **care-taker of Campus/building shall be informed and shall be involved in conducting fire drill.** Operation of the system shall be demonstrated so that all users are confident of the system and aware the duties and responsibilities during fire. All the fire drills shall be recorded in a register.

e) **Healthiness of system:**

The healthiness of the system in Automatic Mode shall be checked through daily testing and hydrants and adjoining yard hydrants of the same block shall be operated and checked, for automatic functioning of jockey and main electric pump. During the subsequent week different blocks is checked once in every month. The details of such weekly testing shall be conducted in presence of site in charge to the extent feasible and shall be recorded in register along with date, timing and findings.

The tenderer shall maintain the log books of pumps and shall be checked by Site-in-Charge as per SOP. The tenderer shall take over the site as per inventory before starting the work and will return the same in working conditions after completion of work.

f ) **Fire Alarm and PA system:** - The operation and routine maintenance of the same has to be ensured by agency on 24x7 hours basis. Routine inspection/testing of Fire Alarm, Smoke Detectors, Amplifiers, speakers and mikes etc. must be done and record of the same has also to be maintained.

g) Refilling of Fire Extinguishers will be arranged by the tenderer once in a year as decided by the Commission. Also refilling of fire extinguisher will be arranged whenever used during fire or mock drill etc. Expenditure on loading, unloading, transportation and reinstallation of the Fire Extinguishers at the old or new location as decided by the Commission shall also be the done by the tenderer on his own cost.

h) All consumables petty material required for periodical servicing of all water supply pumps, jockey pumps, diesel pumps etc and fire fighting installations etc are in the scope of tenderer and nothing extra shall be payable on this account. The Control Room shall be maintained round the clock by the contractor.

Fireman shall check the yard hydrants internal hydrants and sprinklers system daily and take care of the installation for watch & ward purpose. All dismantled material shall be deposited to the CIC.

Diesel oil for running the engine pump shall be arranged by the tenderer and its cost will be reimbursed on production of original bill as per actual consumption.

**Note:** Remarks and observations regarding maintenance/malfunctioning of wet riser, yard hydrant sprinkler, fire fighting pump and panels, accessories recorded in the log book, same shall be got rectified by the department at the risk and cost of the firm without entering into any correspondence and necessary recovery shall be made from the bill of the contractor.

**Staff deployment and their qualification:**

The contractor shall depute the following staff with minimum qualification and experience as detailed here under for operation of water supply pump set, wet riser and sprinkler system:-

Sl. No.	Services	Designation	No.	Remarks
1.	Fire Fighting System	Fire operators	03 (One in each shift)	Round the clock on all days of the week including Sundays and all holidays
2.	Water Supply Pumps	Pump Operator	01 (One in general shift)	In One shift on all days including Sundays and holidays)

**Fire pump and water pump operator:**

Experienced worker having experience of 3 years in the operation of wet riser/Sprinkler system or had undergone certified course in "Fire Fighting System" only for fire pump operators.

**Penalty:** Penalty shall be imposed for non-availability of manpower as:  
**Fire Operator & Pump Operator:** Rs. 1600 per day/per shift.



MAINTENANCE JOB INVOLVED IN FIRE FIGHTING FITTING & SPRINKLERS

1. Siamese connections  
Operational testing by arranging water from nearest available yard hydrants. External and internal cleaning of cabinet from all sides i/c partitions cleaning the accessories fitted inside the cabinet, checking the tightness of nuts bolts, locked close and locked open the slice valve and closing off of Siamese cabinet. Polishing of gunmetal part.
2. Yard Hydrants  
Fully lock open and closing of hydrant valve, applying grease inside the female coupling polishing of gunmetal parts, adding the asbestos gland, if required checking the tightness of nuts bolts, cleaning inside and outside the hydrant box, vertical pipe, hydrant valve. Testing and checking of pressure of water.
3. Sprinkler system alarm bell  
To open the valve fully open. Test the bell, its nuts bolts, its tightness attending to leakage if any and close test valve of sprinkler alarm valve.
4. Sprinklers sluice valve  
Cleaning the sluice valve. Fully closing the valve and then fully locked open the valve in its original position. Removing the packing and inserting new gland packing if required greasing, checking the tightness of nuts bolts gasket etc.
5. Internal Hydrant  
Polishing of gun metal parts applying grease inside the female coupling, to open and close 2 Nos. head valves (landing valves) checking the tightness of nuts bolts. If found necessary to replace internal rubber seat gasket or flange insertion, clean the dirt and dust from valve.
6. Hose Reel  
Unrolling, re-polling of hose tube to open and close, the shut off nozzle, gate valve, tightening of different clamps, nuts bolts, cleaning of complete hose reel, polishing of nozzle applying grease outside adopter.
7. Branch pipe & Nozzle  
Taking outside the branch pipe from shaft (enclosure) cleaning branch pipe nozzle and re fixing it in its place.
8. Canvas Hoses  
Taking hose outside the cabinet/ shaft unrolling of fire hose dry it in sun shade dusting it with French chaks powder, polishing of an coupling, changing of spring 'O' ring where required of female and coupling, re-rolling and putting it back in to shaft/cabinet/ position.
9. Cabinet and shaft  
Cleaning of clear glasses, cleaning and dusting off the interior of shaft/ cabinet complete as well as exteriors, cleaning of the risers, removing the spiders web etc. & replacement of broken glasses.
10. Air Vessel  
Cleaning of exterior of air vessel, draining out of accumulated water from air vessel, replacement of defective pressure gauge, maintenance of small valve checking welded joint/leakage of air vessel and attending to the leakages by welding etc. as required.
11. Cut-off valves  
Cleaning the sluice valve chamber, (where required) by way of removing the garbage, slit from inside the chamber. Fully closing the valve and then they fully open it and lock it in its original position). Removing the old grand packing, greasing checking the tightness of nuts bolts as required.
12. Sprinklers examination and cleaning  
Cleaning the dust and other foreign materials, if any, from overhead pipe line and sprinkler heads, applying polish as per requirement on sprinkler heads checking the pressure of pipeline.
13. None return valve  
To check for the leakages and to replace the gasket as required.



14. Drain valve  
Polishing to open and close it fully, checking of leakages etc.

**Appendix – 'B'**

**PERIODICAL TESTING AND MAINTENANCE CHARGE**

S. No	System Component	Activities	Duration
1	Water Tanks	(i) Level check	Daily
		(ii) Test Flow	Annually
		(iii) Lubrication	Quarterly
2	Engine	(i) Running	Daily
		(ii) Lubrication	Quarterly
		(iii) Battery	Weekly
		(iv) Fuel Tank	Daily
3	Motor	(i) Running	Daily
		(ii) Starter	Weekly
		(iii) Insulation	Once in a year
4	Piping	(i) Pressure	Daily
		(ii) Flushing	Once in a year
5	Valves (Landing and Isolation)	(i) Operation	Monthly
6	Control System	(i) Operation	Monthly
		(ii) Connection	Quarterly
7	Hose Reel and Hose Pipes	(i) Physical check	Monthly
		(ii) Operation Check	Annually
8	Fire Brigade Connections/ Inlet	(i) Physical check	Monthly
		(ii) Operation check	Annually
		(iii) Lubrication	Monthly
9	Instantaneous	(i) Physical check	Monthly
		(ii) Lubrication	Once in six months

**SUB-STATION AND D.G. SETS****Scope of work:**

1. Type of work involves Operations, Testing & routine maintenance and periodical servicing of sub- station equipment comprising of Transformers, HT Penel, L T Panel, TCC panel & Capacitor Panel etc. and DG sets on 24x 7 hours.
2. Periodic testing and Maintenance shall be carried out as under:

Sl. No.	Item	Frequency
1	Checking of working of instrument	Daily
2	Checking of neutral and earth connections	Daily
3	Physical inspection	Daily

The maintenance work shall be done as per Rules & specifications of CPWD and as I.E. Rules and acts as amended up to date.

The tenderer's personnel will be required to maintain the log book and other records as prescribed by CIC.

All installation and Sub Station rooms shall be kept clean and safe from risk of fire/theft/accidents and damage etc.

3. The major repair of following nature are also in scope of work of contact:
  - a. Major repair of switch gears cables
  - b. Major repair of sub-station equipment/installation, HT cables bus trucking, PT & CT's.

However, the contractor shall intimate immediately without loss of time to site Engineer for occurrence of such faults.
4. the capacity of DG Set is as follows:  
**DG Set(02 in number): 400 Amp. per unit**  
**Fire DG Set : 1800 RPM(85HP)**

5. **Staff Deployment & their qualification for operation of Sub Station and D.G. Set:**

Following staff should be deputed for this work:

Sl. No.	Designation	Total No.	Remarks
1.	<b>D.G. set operator</b>	03 (One is each shift)	On all days including Sundays & holidays
<b><u>Minimum Qualification &amp; Work Experience:</u></b> Operator shall have passed minimum 10 <sup>th</sup> and having experience of 3 years for operation & minor maintenance of DG sets.			
<b><u>Penalty:</u></b> Penalty shall be imposed for non-availability @ Rs.1600 per day/per shift.			

6. **Execution of Work:**

Before starting the work, the tenderer shall take over the inventory, any short comings noticed at the time of taking over shall be brought to the notice of CIC for suitable decision. Failing which it shall be presumed that the site has been

taken overs in perfect working order. After completion of the work against the agreement, the Inventory shall be handed over as per direction of the Commission or his authorized representative. In case any short fall or damage to the installations is noticed, the tenderer shall make good of the same with the same make of equipment or as per direction of the Commission, failing to do so, the recovery shall be made from the bill of tenderer.

The tenderer shall make his own arrangement of tools for maintenance of Sub Station equipment. Further T & P required at the site shall be arranged by the tenderer & following T & P shall always be available at the site of work:

- a. Tong Tester
- b. Gloves -2 sets
- c. First Aid Box
- d. Crimping Toolkit
- e. Meggar (5 KV HT and 500 volts LT)
- f. Spanner Set
- g. Screw Driver set
- h. LN keyset
- i. Earth Tester
- j. Blower
- k. Torch

Tenderer shall arrange all Tools & tackles and machineries required for operation and maintenance work within his quoted rated.

The routine preventive maintenance of Sub -Station equipment set shall be carried out during holidays/ Sundays without disturbing the office working of client department.

The following work should be carried out once a year through special technical staff:-

Complete servicing of HT panel & LT Panel. All LT panels and HT panels will be opened after getting shut down and cleaned thoroughly. All nut & bolts of LT & HT panel, bus trucking shall be tightened. Proper insulating tape to be used where the PVC insulation is worn out.

**Diesel/ fuel etc.** for operation and testing of D.G. sets will be provided by tenderer and its cost will be reimbursed on production of original bills as per actual consumption and DG log Book.

#### **Testing & Routine maintenance of DG Set:**

- i) The D.G. Set operator shall test the D.G. Set on no load daily in the morning for 5 minutes run and D.G. set shall operate in case of failure of normal electric supply from BSES.
- ii) Cleaning of D.G. sets, checking of battery, connection level of water in radiator & battery etc.

Additional terms & condition for Lifts

1. The scope of work includes operation of 4 nos. of lifts including general upkeep of lifts and lift machine rooms.
2. the capacity of Lifts:  
**Service lift (01 in number) : 680 kg**  
**VIP lift (03 in number) : 544 kg per unit**
3. The lift car shall be swept and cleaned daily. Following daily checks shall be performed and recorded before putting the lifts operation: -  
Landing Locks.
  - i. Movement of car with gate open.
  - ii. Try to open the gate when car is moving.  
Car gate switch
  - iii. Movement of car with gate open
  - iv. Open the gate while car is moving
  - v. Door operation safety, functioning of emergency stop button, call bell, car lights etc.

### 3. Staff Deployment & their qualification for operation of Lifts:

Following staff should be deputed for this work:

Sl. No.	Designation	Total No.	Remarks
1.	Lift operators	04 (Shifts as decided by CIC)	On all days except Sundays & three National holidays
<b>Minimum Qualification &amp; Work Experience:</b> The lift operators engaged by tenderer should have minimum 3 years' experience in operation of lifts and he must be conversant with the safety devices relating to lifts.			
<b>Penalty:</b> Penalty shall be imposed @ Rs.1600 per day for non-availability of lift operator.			

1. The lift operators should be polite and courteous to users of lift. In the event of any complaint about the misbehaviour, tenderer shall replace the operator with another suitable operator.
2. The lift operators should be available in the lift, all the time during duty hours. The lift operators working in shift duties shall not leave the lift till his reliever turns up for the duty.
3. The tenderer shall make alternate arrangement in case of absence of any lift operator, failing which a recovery shall be made at the rate of Rs.1600/-per operator/shift per day.
4. After checking the safeties; operator shall make necessary entries in log book of lift (Supplied by the firm).

Necessary remarks regarding Non-functioning of lift, repair carried out etc. should be recorded by the operator and reported to site-in-Charge.

5. Any break down should be immediately reported to the firm to whom maintenance contract is awarded by the tenderer, and the matter should be immediately reported to SITE IN CHARGE concerned. Necessary entries in the maintenance register indicating time of occurrence of fault; nature if fault, time of its rectification etc. should be recorded.
6. Checklist as per logbook should be filled as per schedule i.e. daily check, weekly check, monthly check, quarterly check, annual check etc.
7. The tenderer shall obtain the lift license from the Electrical Inspector after expiry of the existing one. The same must be got before date expiry. The fees submitted to authorities for obtaining license shall be reimbursed to agency on production of receipts. No claim on account of liaising for the work shall be entertained.
8. Any accident involving damage to human life, lift machinery equipment etc. due to mal-operation of lift, by the staff of the tenderer, will be the responsibility of the tenderer. The tenderer has to make good the losses, by way of replacement of machinery, equipment, compensation to the person

etc. The decision of the Commission in this regard shall be final and binding on the firm.

9. In case of breakdown or stopping of lift between the landing on account of any interruption in power supply or some other reason the rescue operation shall have to be performed by the lift operator within short period.
10. All consumables required for maintenance work such as tube light chock & fans etc. in the lifts are in the scope of work of contractor and nothing extra is payable on this account.

**Additional Terms & Conditions for VRV/ACS**

**1. Scope of work:**

The following activities are intended to be covered under this contract

- a) Operation and maintenance of VRV/AC as specified in Schedule of Work or as directed by the CIC
- b) Performing the daily /weekly/six monthly checks & taking remedial action for proper maintenance.

**2. the capacity of HVAC&R Systems is 2400 Amp.**

**3 . Deployment of Manpower.** The tenderer shall depute the following staff with Minimum qualification and experience on all days of the week except Sundays and National Holidays (3 Nos), as detailed here under for Operation of Air Conditioning System comprising of VRV Units:

Sl. No.	Designation	Total No.	Educational Qualification & Work Experience
1.	Operator (General Shift)	02 (One for each of two shifts)	Experienced worker having experience of minimum 3 years in the operation of similar type of Air Conditioning System i/e VRV units.
2.	Khallasi (General Shift)	01 (One for one shift)-	Khallasi should be physically fit and must have 6 months experience in this line

**Penalty:** Penalty shall be imposed @ Rs 1600 per day for non-availability of Operator and @ Rs 1200 per day for Khallasi.

**Note:** In case of non-complying with requirements or rectification of breakdown under CAMC/AMC head by the contractor within 24 hours (exclusive of any major fault, which may require complete overhauling of multiple interconnected system), deduction shall be made as penalty on pro-rata basis under particular head of the AMC/CAMC till rectification @ rate of 1% and maximum upto 10% of the monthly payment.



**Additional Terms & Conditions for IT&AV System, Fire Alarm, EPABX, CCTV, BMS and other Low Voltage Works etc.**

**1. Scope of work:**

The following activities are intended to be covered under this contract:-

- Operation and maintenance of installations viz. IT & AV System, EPARX System, Fire Alarm, BMS, UPS, Public Address System, CCTV and other Low voltage Works etc. and, or, as specified in Schedule of Work or as directed by the Commission
- Performing the daily/weekly/six monthly checks & taking remedial action for proper maintenance.
- O & M work shall be done as per agreement and as directed by Engineer-in-charge.
- All consumables petty materials are in the scope of the tenderer and nothing extra shall be payable on this account.

**2. Deployment of Manpower:-** The tenderer shall depute the following staff with minimum qualification and experience as detailed hereunder:

Sl. No.	Designation	Total No.	Educational Qualifications & Work Experience	Remarks
1.	Building Management System (BMS) Operator	03	Experienced worker having experience of 3 years in the operation of BMS & LV Works	One for each of three shifts for all days including Sunday and holidays
2.	IT Engineer	01	A Computer Science/IT engineering graduate and must having 2 years' experience in same field.	For general shift for all days except Sunday and national holidays
3.	IT Technician	02	ITI/ Diploma in respective field with minimum experience of 3 years in the operation of IT & AV/EPABX or relative field.	For general shift for all days except Sunday and national holidays
4.	EPABX Technician	02	ITI/ Diploma in respective field with minimum experience of 3 years in the operation of IT & AV/EPABX or relative field.	For general shift for all days except Sunday and national holidays

**Penalty:** Penalty shall be imposed @ Rs 2000 per day for non- availability of IT Engineer and @ Rs 1600 per day for operators and technician

**Note:** In case of non-complying with requirements or rectification of breakdown under CAMC/AMC head by the contractor within 24 hours (exclusive of any major fault, which may require complete overhauling of multiple interconnected system), deduction shall be made as penalty on pro-rata basis under particular head of the AMC/CAMC till rectification.

**AMC Of ALL LOW VOLTAGE/ IT ITEMS and systems:**

**Item description**

S.NO.	Description of Items (with Make )	Nos.
1.	Siemens Fire Alarm System	01
2.	Tyco CCTV and NVR (Camera)	01
3.	BMS System (Siemens)	01
4.	PA System (Heinrich)	01
5.	Video Conferencing in 11 court rooms(Polycom)	01
6.	UPS System (Pagasus)	01
7.	EPABX System	01
8.	Podium	01
9.	Networking	01

**EMERGENCY BREAKDOWN:**

In case of any breakdown of the system certified person will visit the site within 24 working hours Equipment will be thoroughly inspected and repaired, on working days.

For major work the time is a major parameter and the breakdown shall be completed within stipulated time as decided by the Commission and if delay in work recovery of same shall be made as decided by the Commission.

For any major replacement of part of any system is not covered under this head but this shall be the responsibility of tenderer to arrange the same on basis of actual reimbursement of the part. The material/major part replaces shall be same make as installed.

Tenderer must submit Authorization letter from OEM with the tender for Low Voltage/IT Items. Terms and Condition of the agreement must be as per the standards of OEM and site requirements.

**Sub Head – IV**

**Additional Terms & Conditions for Horticulture**

**1. The Scope of Work:**

The Scope shall include but not limited to the following:

- All horticultural works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance;
- All trees, Perennial plants and shrubs shall be maintained so that they are in healthy growth;

- Trees and shrubs shall be kept to an acceptable height and form and are to be pruned in accordance with good horticulture practice;
- Plants or shrubs shall not obstruct or encroach, pedestrian or vehicular traffic routes;
- All rose beds, shrubberies, herbaceous borders, hedgerows, other garden areas etc. shall be clear of litter, weeds, leaves, suckers, dead flower heads, rubbish, animal faeces and other debris, and remain in neat and tidy condition at all times.
- All plants/trees and shrubs etc., which have or appear to be dying, should be removed and replaced as soon as possible following removal of dead plants by a suitable replacement.
- Vertical Garden/ wall should be so maintained that a pleasing and tidy appearance.
- In vertical wall if plants dry it shall be replaced within stipulated time as described by site in charge of CIC/owner.
- All tools, tackles, machines, scaffolding, jhula and Zig & fixtures required to maintain green wall and other horticulture works shall be arranged by the tenderer. Nothing extra shall be payable on this account.

1. Tenderer shall engage experienced and required number of skilled workers as mentioned in the specifications familiar with the landscaping operation for undertaking landscaping and gardening work at site premises covered under the contract and shall develop and maintain, garden, trees, outdoor and indoor plants on regular basis and shall arrange all durables, consumables, tools, equipment's and machines required for gardening/maintenance.
2. The maintenance shall include watering, manuring, fertilizing, plant protection from pests and diseases, sweeping, weeding, removing and disposal of garden refuse, cultivation and cutting of edges, pruning and clipping of hedges etc. and minor repair works and all other landscape operations necessary for the proper growth for garden features and maintaining them in proper standard of maintenance. The rates are inclusive the cost of manure, fertilizer, pesticide, good earth, and all required tools & tackles viz. Grass Cutting machines, water pipes etc. required to maintain the Horticulture Services.
3. The tenderer shall provide seasonal plants and flowers & changing of green wall plants whichever is required quantity as approved by engineer's in-charge. Cost of providing plants will paid as per BOQ prime cost.
4. Money Plants and other plants in green wall shall be replaced quarterly wherever needed including removal of grass/weed and dry leaves.
5. **Deployment of Man Power:** The tenderer shall depute the following staff with minimum qualification and experience as detailed here under for O&M of Horticulture works for general shift on all days of the week except Sundays and national holidays:-

Sl. No.	Designation	Total No.
1.	Gardener	01
2.	Helper/ Khallasi	01
<b>Penalty:</b> Penalty Shall be imposed @ Rs.1600 per day for no availability of Gardner and @ Rs.1200 per day for helper.		

**Additional Terms & Conditions for Housekeeping**

**A) For Maintenance of Mechanical Housekeeping**

**1. Scope of Work:**

The tenderer will provide all cleaning materials/consumables like liquid soaps, detergents, phenyl, chemicals, dusters, dhotis, jharus, wipers, toilet cleaners, glass cleaning chemical, R-2, R-6. Cockroaches killing sprays, room fresheners, bucket, M-seal, odonil, room freshener, tissue papers, toilet papers etc & other cleaning and petty materials required for housekeeping maintenance. Tenderer rates shall be inclusive above tools & machinery. Nothing extra shall be payable on account of machine & equipment's. His rates shall also include all running, operations and maintenance of the machines equipment's. These machines /equipment's shall be made available at site for all times using the same at any moment.

**2. Material (Consumables):** Materials (consumables) used shall be ISI quality or of approved quality from CIC only.

3 . **Deployment of Manpower:** Details of provisional (tentative) deployment of manpower for the said work on all the days of the week:

Sl. No.	Category of Worker	Qty.
1.	Supervisor (minimum graduate pass and having experience of minimum 2 years in similar work or have any relevant in hospitality services with me one year experience)	01
2.	Housekeepers	16
<b>Penalty:</b> Penalty shall be imposed Rs. 2000/- per day for non-availability of House Keeping Supervisor and Rs. 1200/- per day for house keepers.		

- The duty hours and shifts will be fixed by the Commission and the tenderer may note that the above proposed requirement is tentative and may change as per requirements of the Commission from time to time. Means the deployment of Manpower shall be strictly as per Commission's direction. Few categories of manpower may not be required at all for which decision of CIC shall be binding on the agency.
- All tools and tackles are to be arranged by the tenderer at his own cost and nothing extra will payable on this account. All consumables chemicals etc. required for the cleaning of the buildings to kill cockroaches etc. are to be arranged by tenderer and nothing extra shall be paid to him.
- The agency should ensure that their all employees while on duty should be in proper uniform.
- Garbage and malwa collected from the site should be deposited in the approved CIC/NDMC MCD Garbage collection Centre. All responsibility of disposal of malwa through its own transport shall be of the tenderer at its cost.
- DETAILS OF THE MACHINERIES REQUIRED TO BE BROUGHT FOR SITE/MAINTENANCE WORK**

Sl. No.	DESCRIPTION OF ITEM	Qty
1.	Electric operated Vacuum Cleaning machine of per the requirement, with flexible wire of 100meter approved make, as Scrubbing Buffing/ mopping machine of flexible Wire of 100	01 No.
2.	Scrubbing Buffing/ mopping machine of flexible Wire of 100	02 No.
3.	Pressure water Jet Cleaning Machine of approved make with flexible wire of 100 mtrs.	01 No.
4.	Portable Air blower	01 No.
5.	Aluminum ladder/scaffolding/suspension/jhula for façade cleaning with all safety measures required.	01 No.

- All the machineries/equipment's above or more required for the project shall have to be arranged, maintained & operated by the tenderer at no extra cost. Any other machinery not listed above, but required for housekeeping/cleaning purpose, the same has to be arranged by within his quoted rates. Nothing extra shall be paid to him on account of the same.



### **SCOPE OF SERVICES FOR PESTCONTROL**

- i. Residual Spraying for control of Mosquitoes, spiders etc. in the Lift Lobbies, AHU Rooms, Electrical Rooms, Basement, Toilets, Staircases, Common areas, All other Service Rooms, Sub-station, office space, residential spacesuit.
- ii. Parricidal Spraying for control of Mosquito & Fly Larvae in Drains Manholes in basement, substation, STP plant, in and around the building and Common areas etc.
- iii. Daily spraying for control of General pests in and around the building, Lift lobbies, around floor, Main Entrance etc.
- iv. Rodent control for control of Rats, Mice etc. in entire building including basement, Cable Trenches, Electrical Rooms, AHU Rooms, Substation, All the shafts Rooms Etc.
- v. Disinfestations services in and around the building.
- vi. Honeycomb removal as and when required.
- vii. Frequency of mosquito control is daily and for rodent control and pest control should be weekly.

All other services not listed in the categories pertaining to the building regarding pest control shall come under the purview pest These activities shall carried out as & when required but at least once a month and a proper record maintained.

### **SCOPE OF SERVICES FOR FACADE CLEANING:**

- a) Cleaning of façade structure of building should be done once in a month or as directed by Engineer in charge/ Client (CIC).
- b) Façade glasses should be clean with keep in mind of all safety measures and if any casualty/ damage takes place it should be whole responsibility of contractor.
- c) All tools tackles Spider Jhulla/ Scaffolding whichever is required shall be arranged by the contractor at its own cost.
- d) Quality of cleaning is verified by site in charge/CIC, if found not satisfactory recovery of same shall be made as decided by CIC.
- e) All materials, tools & tackles, machines, scaffolding, ladder required for cleaning of façade and other elevational area of the building.
- f) While cleaning façade dome glass all safety precautions shall be checked then work shall be started after signing of supervisor/FM who checked the safety.
- g) Contractor has to ensure that façade cleaner are in well condition and free from toxic drugs/alcohol etc. before start of work.
- h) A proper log book of safety shall be prepared by contractor in which safety is checked by supervisor and counter checked by facility manager and after counter checking by facility manager the work may be started.

**Additional Terms & Condition for CAMC/AMC Work OF VRV UNITS (Make: Daikin)**

**1. CAMC OF VRV UNITS (Make: Daikin)**

The Comprehensive maintenance of VRV units will be carried out by the executing contractor during the completion period. Routine maintenance shall include cleaning of the machinery and outdoor units, piping, and drains, etc. during this period as per schedule. Liaising with CAMC Vendor/Executing Contractor and Day execution of CAMC shall be responsibility of the Tenderer must sign CAMC Contract with DAIKIN or Authorized dealer of DAIKIN for CAMC works of VRV Units copy of the same shall be furnish in the officers of CIC immediately. Terms and condition of the agreement must be as per the standard of DAIKIN and as per site requirements. Approval of terms and condition with inclusion and exclusion of the contract must be obtained from the Commission before signing the agreement with DAIKIN / Dealer.

The following services will be provided and parts replaced free of cost in case of any breakdown:

**A) Services:**

**1.4 (Four) routine services in a year**

**2. Immediate attendance of break down, if any**

**3. Refrigerant Gas charging, if necessary**

B) The Following Spare Parts Shall be replaced free of cost in case of any breakdown during the AMC period:

**1. Compressor 2. Fan Motor 3. P.C.B. 4. Magnetic Switch 5. Transformer 6. Other Electrical Parts OF AC**

The cost of same shall be paid to agency as per schedule of work CAMC/AMC head after starting of said work. All material, consumables, refrigerant gas required for Servicing and CAMC shall be arranged by the tenderer within the quoted rates.

**SCOPE OF WORK FOR VRV**

**Daikin VRV Air-conditioning (520) 11P system** is installed at Office of Central Information Commission Building, Baba Gangnath Marg, Manirka, New Delhi.

1. The scope and nature of services to be provided by the contractor shall include scheduled preventive maintenance service which cover periodic and break down servicing

2. Checking and servicing of AC units 4 (four) times in a year.

3. Attending of any breakdown call made immediately on receipt of verbal / written complaint during office hours on all days. The time for rectification of defect shall not exceed 24 hours in any case.

4. Free of charge replacement of any component/ part of air-conditioner including consumables, compressor, found defective after the checks and tests during the contract period.

5. a) Refrigerant Gas

b) Lubricating oil for compressor systems

c) Packing/Couplings/gaskets/insulation material/other general spares.

d) All electrical spares e.g. Fuses / Relays, contactors, Condensers etc.

e) Indoor units Filter/Belts/Bearings/Valves/Other spares etc.

**Other Instructions:**

1. Refrigerant Gas charging, if necessary.

2. Providing a service unit, free of charge, during the repair of AC unit in the workshop.

3. The servicing and maintenance shall be carried out without disturbing the normal functioning of the Board.

4. The history sheet of servicing/ breakdown/repairing of each and every unit shall be maintained by the tenderer. A copy of report shall be submitted along with the bill subsequent to the servicing activity to the Board.

5. All tools & tackles, manpower, transportation and other resources required for



executing the job shall be in the scope of the tenderer. No extra charges will be paid by the authority regarding tools & tackles, manpower, transportation etc.

6. Spares of compressor, control panel card, Software etc. which may be required during maintenance of the all the system will have to be supplied by the mentioning as per instruction of the Authority,
7. The Vendor has to maintain a maintenance register during each visit mentioning what kind of job has been done during that visit. Tenderer also has to provide maintenance report.
8. The vendor shall depute a single person who will control this Annual maintenance work, so that authority can contact him for any kinds of problem of the all system.

#### **Monthly Maintenance:-**

- 1) Maintenance of all filters, fans, diffusers, cooling coils, Refrigerant Gas make up etc.
- 2) Tightening of belts, foundation bolts of equipment, alignment of belt pulleys and couplings.
- 3) Examining indoor/outdoor units & operating linkage for smoothness.
- 4) To check the gland/seal, coupling of units
- 5/ To check the safety controls mechanical, Electrical/ Electronics and inter- locking of the various equipment's
- 6) To check all piping/insulation/proper positioning/damage and rectifying the same where ever required.
- 7) Inspect/check entire line for leakage and rectification of leakage, if any.
- 8) To check and lubricant (if required) the bearing of the fans/motors and keep the proper record.
- 9) To check the foundation bolts of the units/motors and to take the necessary action if required.
- 10) Check the quantity of Air low from various out lets in each room/ Area as per drawings and do adjustment of dampers etc. as and when required.
- 11) Check the performance of equipment of VRV plant for proper functioning
- 12) Any other job required to be attended during course of Checking and to keep the plant in perfectly working conditions.

#### **Monthly Maintenance:**

- 1) Checking/setting/rectification of all safety and automatic controls.
- 2) Complete Overhauling of indoor/ outdoor units, FCU, Fans.
- 3) Maintenance of Fresh Air A Exhaust Air Fans and their Balancing operation of all the dampers and make necessary adjustment in linkage and blade orientation for proper operation.
- 4) Functional checks & calibration of all ranches, thermostats, humidistat and other Instruments rectification of the same if required.
- 5) Any other job required to be attended during course of checking/as per OEM and to keep the plant in perfectly working conditions
- 6) Maintenance of all Electrical equipment Feeders, Panels, Nus Bars, Cubicles, Motors, Heaters, Circuit Breakers, Power Points, etc. pertaining to IIVAC as per standard electrical maintenance practice and as directed by concerned maintenance engineer. The maintenance and repairing of motors, Software re installation (if required) etc. are also within the Vendor's scope of work.
- 7) The gas charging in VR system will be executed by vendor, whenever required.

NOTE: All the equipment's/installations shall always be kept in good and trouble free operating conditions. All the required record for break-downs/repairs and maintenance etc. shall be maintained in the form of history books and logbooks etc. as per directions.

#### **1.TOOLS & PLANTS**

All the general & special tools, tackles required for proper maintenance and repairs/break down etc. shall be arranged by the tenderer at his own cost.

#### **2 CONSUMABLES**

The rates shall be all inclusive of establishment as well as spares and consumables as per schedule of work. The tenderer is required to assess the probable quantity of all types of spares and consumables likely to be required for replacement for keeping all the installations in good working conditions and include the lump sum cost of these spares & consumables. Nothing extra on any account shall be payable over and above the approved all-inclusive comprehensive rates of the contract.

The consumables and spares shall be of best standard quality purchased from the original manufactures or authorized dealers only.

All spares and consumables shall be arranged by the tenderer for which nothing extra shall be payable.

A list shall be prepared by the tenderer for major & minor spares consumables and the decision of INFLIBNET regarding the major/ minor consumables shall be final.

Replaced parts/ spares, used brunt oil will be property of vendor. It is his responsibility to disposed of immediately.

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**Sub Head - VII**

**Additional Terms & Conditions for 24x7 Security Services**

**A) For Security Services:**

The security agency shall perform the following duties in general within their quoted rates on 24 x 7 hours basis.

1. It shall be responsible for all thefts, pilferage of material and fixtures of the building means CIC Building
2. Check and verify the identity of all the visitors to the complex/CIC Building.
3. Check the vehicles entering into the complex and keep the record of their movement in a register.
4. Check that the occupants park their vehicle only in their parking space and nobody makes any mischief with their vehicle.
5. Shall not allow any item to enter or exit without proper gate pass duly signed by the authorized representatives of CIC
6. It shall keep the authorized representative of maintenance wing of CIC promptly informed about each activity within the complex that is related to security. Fire-fighting, theft, case of fire or any dispute within the complex.
7. Co-ordinate and assist the fire agency as required at no extra cost.
8. It shall keep in stock sufficient quantity of arms & ammunition, lathis, cane etc. to meet out any kind of emergent situation. Nothing extra on this account shall be paid for this.
9. It shall perform security mock drills on regular basis and report to this affect shall have to be submitted to CIC.
10. Depute the following workforce to attend to various jobs as per above scope of work.

<b><u>Sl. No.</u></b>	<b><u>Description</u></b>	<b><u>Qty</u></b>	<b><u>Remarks /Duty Hours</u></b>	<b><u>Experience and qualification</u></b>
1	Security Officer	02	For Morning & Evening Shift on all days	As directed by CIC
2.	Security Supervisor	01	One for each shift	As directed by CIC
3.	Gun Man with arms	03	One for each shift	As directed by CIC
4.	Security Guards	16	As indicated at para no.15	As directed by CIC
	Total	22		

The Above workforce shall work on all 365 days of year (except as stated in the deployment schedule, necessary reliever for Sundays and Holidays shall be arranged by the agency at no extra cost.)

**11. The tenderer will provide the following material of site at no extra cost.**

a) Sticks, search lights, searching mirrors for inspection of vehicles, gumboots, rain coat, log book, stationeries etc. for security maintenance of common areas.

12. The tenderer should keep additional workforce for relieving the others on holidays/ leaves and keep provision in their quoted rates for payment to their staff on account of attending the site on Sundays (as the case may be)/Gazette/National Holidays. Nothing extra over the quoted rates shall be paid on this or similar accounts

13. **Penalty:** The tenderer shall be responsible to supply the required workforce for the works as decided by CIC. In case the number of manpower is on lesser side, at any point of time, penalty shall be imposed as follows:

**Security Officer Rs. 3000 per person per shift.**

**Gunman Rs. 2000 per person per shift.**

**Security Supervisor 2000 per person per shift.**

**Security Guard 1600 per person per shift.**

14. The tenderer shall provide a fool proof security services in the complex. It shall be responsible for all thefts and pilferage of material in the complex and such losses shall be recovered from the dues payable to the agency.

**15. Indicative Manpower Deployment Schedule (All Seven Days/8 Hours Duty)**

Sl. No.	Description workforce	Morning Shift	Evening Shift	Night Shift	Total
1.	Security Officer	01	01	-	02
2.	Security Supervisor			01	01
3.	Gun Man	01	01	01	03
4.	Security Guards	06	06	04	16

**Note:** The tenderer shall have to quote the rate of guards considering availability of reliever as above. Nothing extra shall be paid for the reliever on Sundays and Holidays.

**16. Security Equipment's/ Facilities to be provide by the tenderer without any extra cost.**

The tenderer will provide the following equipment's / devices immediately but not later than seven days after issue of LOI /Signing of MoU within the quoted rates. Nothing extra shall be paid to the Agency/ contractor for the same.

Sl. No.	Description of Equipment's	Qty
1.	Searching mirrors	(05) Five
2.	Walky Talky duly licensed from DOT (Deptt. Of Telecommunication )	(07) Seven
3.	Metal Detector	(05) Five

**FEEDBACK FORM FOR SECURITY SERVICES AT CIC, BABA GANGNATH MARG  
NEW DELHI AS ON DATE**

Floor \_\_\_\_\_

Allotee \_\_\_\_\_

Sl. No.	Description of services	Performance					Signature
		Excellent	Very Good	Good	Fair	Poor	
1.	Parking Facility						
2.	Reception Guard						
3.	Behaviours of Guards						
4.	General Remarks, if any						



**Additional Terms & Conditions for ROs & Water Coolers**

**1. Scope of Work:**

(i) The tenderer will provide all cleaning materials & all type of consumables required for ROs & Water Coolers. Tenderer rates shall be inclusive above tools & machinery, nothing extra shall be payable on account of machine & equipments. His rates shall also include all running, operation and maintenance of ROs & Water Coolers.

(ii) These ROs & Water Coolers shall be functional at all time. Total no. of ROs (Make: Kent) are 15 and total no. of Water Coolers (Make: Voltas) are 04 presently.

(iii) The service of ROs & Water Coolers would be as per the norms.

(iv) The interior & exterior part of Water Coolers should be cleaned as per norms.

**2. Material (Consumables):** Materials (consumables) used in ROs & Water Coolers should be OEM quality only.

**3. Deployment of Manpower:** Details of tentative deployment of manpower for the said work on all the days of the week (excluding Sunday & three National Holidays):

Sl. No.	Category of Worker	Total No.	Educational Qualifications & Work Experience
1.	Service Provider	01 (General Shift)	Minimum 3 years experience in similar work
<b>Penalty:</b> Penalty shall be imposed Rs. 1200/- per day for non-availability of Service Provider.			

