



राष्ट्रीय
आवास बैंक
NATIONAL
HOUSING BANK

2013-14

ESTATE DEPARTMENT, NEW DELHI

TENDER FOR AMC FOR ELECTRICAL,
PLUMBING, CARPENTRY WORK

FOR

OFFICE (AT LODHI ROAD) & OFFICERS'
FLATS (AT VARIOUS LOCATIONS)

IN NEW DELHI

Total No of Pages- 13

NATIONAL HOUSING BANK

2013-14

BID DETAILS

1.	Date of commencement of collecting of Bidding Documents	15-04-2013 onwards
2.	Last date and time for collecting of Bidding Documents	23/05/2013 Up to 3 PM
3.	Last date and time for receipt of Bidding Documents	24/05/2013 Up to 05:30 PM
4.	Date and Time of Bid Opening	27/05/2013 4 PM
5.	Cost of RFP	Rs.1000/- (Non-refundable)
6.	Earnest Money Deposit Amount (Cost of RFP Rs 1000/- and EMD Rs 30,000/- to be credited as per details given on right hand side of the column).	Rs.30, 000/- (Thirty thousand). A. Name of Account: National Housing Bank B. Name of the Bank: State Bank of Hyderabad C. Name of the Branch: Scope complex Branch (20511) D. Address of the Branch: Ground floor, Core 6, Scope Complex, Lodhi Road, New Delhi- 110003 E. Account No- 52142903844 F. Account Type: Current G. MICR Code: 110004005 H. IFSC Code of branch: SBHY0020511 I. Swift Code: SBHYINBB012
7.	Place of opening of Bids	National Housing Bank 4th Floor, Core 5-A, India Habitat Centre, Lodhi Road, New Delhi- 110003

Note: - Technical bids will be opened in the presence of bidders who choose to attend.

To

Dear Sir,

Sub: Maintenance contract for Office and Residential premises

NHB intends to engage the services of a contractor to carry out maintenance work (civil, electrical, plumbing, carpentry etc.) in 29 NHB Officers flats at Jangpura Extension, 20 NHB Officers' flats at Vasant Kunj on Sector-6B, Pocket D, 11 Leased flats at Vasant Kunj Sector A-Pocket B; Officers Flats at Sukdev Vihar – 02 nos, CMD,ED's residence office(at East of Kailash/jang pura,or any other places as per Bank's policy), New Delhi and NHB office premises at IHC Lodhi Road, New Delhi".

The notice inviting tender, terms & conditions and scope of the work as per Annexure I, II and III respectively shall be handed over on purchase of Tender form, from the ESTATE DEPARTMENT. **You are advised to inspect the sites and satisfy yourself about all aspects of the work before submitting your quotations. Cost of the tender is Rs 1000/- (non refundable)** and should be deposited with the Bank along with the quotation.

Your quotation in the prescribed format appended herewith in the form of annexure IV in sealed cover supers cribbing "**Maintenance Contract for NHB Office and Residential Premises**" must be submitted before **5:30 PM on 24/05/2013**.

The quotations shall be addressed to the Regional Manager (Estate), National Housing Bank at the address given below.

NHB, Core 5 A, 4th floor, IHC Lodhi Road ND-110003. The tender shall be accompanied by earnest money of **Rs 30,000/-** (Rs. Thirty thousand only) as per details given in Page No- 2.

Earnest money deposited by the unsuccessful renderers shall be returned after the award of work is 'finalized. The quotations will be opened on the 27/05/2013 **at 4:00 P.M.** In the presence of intending Tenderers or their authorized representatives.

Tenders without earnest money and/or with conditions shall be summarily rejected.

The quotations shall be complete in all respects; otherwise the same will be liable to be rejected. NHB reserves the right to accept/ reject any/all tenders without assigning any reason.

It is proposed to have a prebid meeting on **23/05/2013. At 4.00 P.M.at CHINTAN KAKSH.** to apprise the renderers of the detailed conditions of the contract and to reply any queries likely to be raised by the tendering contractors.

Assistant General Manager (Estate)

Encl: As above

NOTICE INVITING TENDER

Maintenance contract for 29 NHB Officers flats at Jangpura Extension, 20 NHB Officers' flats at Vasant Kunj Sector-6B, Pocket D, 11 Leased flats at Vasant Kunj Sector A-Pocket B, two Officers' Flats at Sukhdev Vihar, CMD, ED's residence office (as stated on pre page) at New Delhi and NHB office premises at IHC Lodhi Road, New Delhi.

1. Invitation: Sealed quotations 'are hereby invited in enclosed format on behalf of National Housing Bank for **electrical / plumbing / carpentry and civil work** at 29 NHB Officers' flats at Jangpura Extension, 20 NHB Officers' flats at Vasant Kunj, Sector-6B, Pocket D, 11 Leased flats at Vasant Kunj, Sector A, Pocket B, 2 Officers Flats at Sukhdev Vihar, CMD and EDs' residence Office at New Delhi and NHB office premises at IHC Lodhi Road, New Delhi.
2. **Tenure:** The maintenance contract shall be for a period of **One year, same may be extended by two more years depending on the performance and the initial award of the work shall be for a period of six months.** The contract period may be extended further after the work of the agency is found satisfactory for next six months. NHB reserves the right to review the working of the contractor after every six months.
3. **Documents/ Annexure:** The tenderer may be required to produce a copy of last income tax clearance certificate. Tax clearance certificate issued by Works Contracts Cell of the Sales Tax Department of NCT of Delhi, may be enclosed if available.
4. The tenderer may be required to produce the documents regarding partnerships and/ or Articles of Association of the company on demand by the Bank. The tenderer may also indicate the name(s) of the Authorized Signatory (ies) of the company.

5. MINIMUM ELIGIBLE CRITERIA:

a) Tender will be given to those firms who have under taken AMC for minimum

Rs 2, 00,000/- Per Month inclusive of all materials along with performance certificates & photo copies of work contract awarded to the firm for last three years.

b) The firm has worked as AMC support vendor for maintenance of Civil, electrical equipments work at least 3 government / PSU for last 3 years.

c) P F & ESI:-The agency should have proof of PF (Provident Fund) & ESI (Employee's State Insurance) scheme for the employees they propose to deploy at NHB before taking over the contract.

6. **Earnest money:** The quotation shall' be accompanied by earnest money amounting to Rs. 30, 000/- (Rupees Thirty thousand only) as per details given in Page No- 2. payable at New Delhi. The earnest money shall be refunded to the unsuccessful tenderer after the award of the work is finalized.
7. **Validity of tender:** Quotations shall be valid for acceptance by the Bank for a period of 60 days from the date of opening of the quotations.

8. Amount tendered: The contractors should quote the rate and amount tendered by them in figures as well as in words. In case either of the amounts in words or figures is not quoted, the tender will be deemed as invalid.
9. Mode of submission: The tender document submitted by the vendor should be duly completed and signed by an authorized signatory of the vendor's company. If the contractor does not intend to tender, the blank documents shall be returned to NHB. No alteration of any kind shall be made in the document. If the vendor deems it essential to explain any aspect; he may do so through a separate covering letter.
- 10. Time of Submission: Sealed tenders to be submitted latest by 05:30 PM on 24/05/2013, along with duly signed tender submission letter which is in Annex-A pre-tender meeting will be held on 23/05/2013 at 4 PM in the CHINTAN KAKSH. No tender will be accepted after 05:30 PM on 24/05/2013. If the tender bids are received after 05:30PM, the same will be returned as it is to the bidder.**
11. **Opening of tender:** The quotations shall be opened at **4:00 PM on 27/05/2013** at NHB Office premises in the presence of intending contractors or their authorized representatives.
12. Tenderers' are advised to inspect and examine all the site of residential colonies and office premises and make all investigations regarding the extent of work, scope and conditions under which the works are to be executed. No claim for any extra payment of any kind on account of lack of information about the site conditions shall be entertained after acceptance of the tender.
13. NHB reserves the right of accepting the whole or part of any of the tender and vendor shall be bound to perform the same at the quoted rates.
14. NHB does not bind itself to accept the lowest or any tender or to give reasons for their decision.
15. NHB reserves the right to form a panel of two contractors for the job which shall remain valid for the period decided by the Bank.
16. If any defect is observed in the job executed, the contractors shall repair / replace the same at their own cost.
17. During the execution of any job as described in contract and after the completion of work, the material for the work and rubbish should be handled by the contractor in such a manner which shall not create any public disturbances. No extra payment will be made for this work.
18. The tenderer shall submit the tender which satisfies each and every condition laid down in this notice, failing which the tender will be liable to be rejected.
19. The 'Notice Inviting Tender' along with 'Terms and Conditions' shall form part of the Contract document.

TERMS AND CONDITIONS

FOR CIVIL & ELECTRICAL WORKS

Maintenance contract for 29 NHB Officers flat at Jangpura Extension, 20 NHB Officers flat at Vasant Kunj, Sector-6B, Pocket D, 11 Leased flats at Vasant Kunj, Sector A-Pocket B, two officers' flats at Sukhdev Vihar, CMD & ED's residence office(as states on page no -3) and NHB office premises at I H C, Lodhi Road, New Delhi.

- a) The maintenance contract shall include all types of routine preventive and breakdown Maintenance works, generally encountered in the office and residential premises. Necessary Skilled/ Semiskilled Technician & helper required for carrying out these works shall be employed by the contractor to avoid any hardship to the users of the buildings However, **the contract does not include the following in the case of office premises at IHC:**

1. Lifts
2. Central air conditioning plants.
3. Generator plant, upkeep and cleaning of central common areas including Toilets.

Broad outline of works involved are given under the caption **"Scope of Work"** (Annexure III). Any maintenance work falling within the scope of work shall be covered under the contract.

- b) The contractor shall ensure timely and adequate deployment of personnel required for carrying out the works covered under the scope of work. However, the following minimum personnel shall be deployed in the manner prescribed as under:

NOTE:-Electrician, plumber, helper, carpenter, VOF attendant & Supervisor to be deployed as per details given below.

AREA	SUPERVISOR CIVIL	ELECTRICIAN	CARPENTER	PLUMBER	HELPER	GARDENER	VOF'S ATTENDENT
OFFICE	Daily (To control all the sites)	DAILY	DAILY	To be deputed from other area on demand.	DAILY	NIL	---
JANGPURA STAFF QTRS	----	DAILY	3 DAYS A WEEK	DAILY	DAILY	3 Days in a week in CMD/ ED's flat	2 permanent attendants daily (night stay on required basis).
VASANT KUNJ AREA	----	DAILY	3 DAYS A WEEK	DAILY	DAILY	NIL	---
SUKHDEV VIHAR 2 FLATS	----	As and when required	As and when required	As and when required	As and when required	NIL	---

- (i) One technically qualified preferably **Diploma / I T I holder** in civil engineering and an experienced supervisor is to be deployed full time at least six days a week. The person should have a mobile phone for which no expenses will be paid by the Bank.
 - (ii) One **I T I experienced electrician** for the office premises full time for six days a week. Mobile phone is essential
 - (iii) One **experienced Electrician** each for the Jangpura & Vasant Kunj flats full time **seven days a week**. And they should have a mobile phone for which no expenses will be paid by the Bank
 - (iv) One experienced **carpenter** full time at least three days a week for Jungpura Flats and at least three days a week for Vasant Kunj colony.
 - (v) One experienced **carpenter** full time six days a week **for office premises** at NHB on emergency he may be employed in other centers.
 - (vi) One **mason on** demand and at least *Ten* days in a month each for Jangpura flats and Vasant Kunj flats or as and when required..
 - (vii) One adequately experienced **plumber** full time seven days a week for Jangpura flats and One adequately experienced plumber full time at least six days a week for Vasant Kunj flats.
 - (viii) **Total 3 helpers** full time at least six days in a week to assist other skilled workers and to attend to other sundry jobs as may be assigned to him from time to time each for Jangpura flats, Vasant kunj & Bank premises including cleaning of all the name plates and glass fittings on daily basis.
 - (ix) **1 VOF attended on regular basis.**
 - (x) **One Gardener** thrice in a week to attend gardening work at CMD, ED's residence.
- c) The schedule of deployment of the personnel shall be as per the requirement of work and may be planned in consultation with the Estates Department of the Bank. The Bank shall have the option to order deployment of the personnel according to its needs either in the office or residential premises on a day to day basis. **No conveyance expenses to contractors of any type shall be admissible for the movement of the personnel from one place to another or from residence to the place of work or to any travel undertaken by them for discharging the duties assigned to them.**
 - d) The contractor will ensure that its workmen are available at the site from **9.30 A.M. to 6.00 P.M.** with half an hour lunch break. A deduction on account of absence from duty of the workers would be made **@ Rs.1000/- per day for skilled workers and Rs.500/- per day for un-skilled workers.**
 - e) The contractor shall be responsible for the prompt and effective functioning of the personnel deployed by him. He shall be responsible for the quality of the work done by his personnel. Change of personnel will **have to be suitably substituted** & to be informed to NHB. The contractor will issue the photo identity card to all workmen with other details.
 - f) The Bank shall have the right to debar/ get replaced any person deployed by the contractor to work at the premises/sites, if his/her work or conduct is found unsatisfactory.
 - g) Any material/part replaced shall be of the good standard quality or any brand of good quality approved or suggested by the Bank. The cost of material/part replaced (other than the items mentioned in clause 6 in scope of work in Annexure-III) shall be paid

separately to the contractor on production of relevant bills/cash memos from the shop and utilization certificate by the occupant officers/officers of the Bank. The bills submitted by the contractor should be based on the prevailing market rates.

Any Single purchase costing more than Rs. 750 /- (Rupees seven hundred & fifty only) shall be done by the contractor after obtaining prior permission from authorized official of NHB. No additional service charges will be paid by the Bank over the cost of material utilized / managed service taken from 3rd party. The bank also shall have the option to arrange supply of materials/parts if it so desires.

- h) All necessary tools, tackles, instruments/multimeter and equipments required for the timely execution of the work including sundry items shall be arranged by the contractor within his quoted rates and no extra payment will be made for this.
- i) The successful tenderer upon receipt of award of contract should confirm acceptance in writing:
- j) Initially the award of work shall be for a period of **six months**. The contract of the work can be extended further **up to three years provided** the work of the agency is found satisfactory during the initial six months. NHB shall reserve the right to review the performance of work after every three months. The contract can be terminated by giving two calendar month notice in writing by either side.
- k) **PAYMENT:** - All payments shall be made through ECS after completion of the month and taxes deductible at source as per the prevalent rules shall be deducted from such payments. Stamped receipt required to be given by the contractor wherever necessary.
- l) The bills together with all necessary details and documents shall be submitted on a monthly basis within 15 days of the succeeding month positively. If contractor fails to submit the monthly bill within 15 days of the succeeding month, a penalty of Rs.250 per day for the delay will be levied. The contractor will also attach a separate sheet in prescribed format regarding the materials fixed in course of execution of the work.
- m) The contractor shall be responsible to abide by the provisions of the Labour Laws and Minimum Wages Act etc. as applicable to the State as far as the personnel employed by him for these works are concerned.
- n) The personnel engaged for the maintenance works by the contractor, shall be the employees of the contractor and there will be no liability to this effect on the part of NHB in any case. The Contractor shall also be responsible for EPF and ESI contributions as applicable.
- o) The contractor shall comply with all rules and regulations regarding safety and security of his personnel and shall have to arrange for insurance etc. for them at his cost and NHB will not be responsible in any manner in case of any miss-happening to his employees.
- p) The personnel engaged by the contractor will be under direct supervision and control of the contractor.
- q) All unserviceable articles arising out of repairs and replacement in the premises/sites will have to store at basement of maintenance room for disposal whenever required.

- r) Any liability arising out of Municipal, State or Central Government Labour Laws & Regulations such as Payment of Wages Act, PF Act, Workmen Compensation Act, Contract Labour Act, Factories Act, Payment of Bonus, and Minimum Wages Act etc. will be entirely on the part of the contractor and NHB will not be responsible for any such liability, in any case
- s) The contractor and his supervisor shall be **approachable at all times through land line and mobile phone & should be able to rendered services even in odd hours.**
- t) These “Terms and Conditions” shall be part of contract for the job.

At the time of awarding contract the firm shall submit Names & certificates (photo copies) of the Technicians who are to be deployed at site.

(Signature of the contractor)

(Address & Tel no)

SCOPE OF WORK

AT OFFICE & RESIDENTIAL PREMISES N H B, NEW DELHI

Annexure –III

CIVIL & ELECTRICAL MAINTENANCE WORK:--

NHB OFFICE PREMISES at I H C, Lodhi Road, NEW DELHI and -

Officers' flats, Jangpura Extension -	29 no
Officers' flats, Vasant Kunj----- Pocket – D-6	20 no
Officers' leased flats, Vasant Kunj – Sector A, Pocket B	11 no
Officer's flat at Sukhdev Vihar	02 no
CMD, ED's Residence Office (as stated on page -3)	03 no

A broad outline of the scope of the work is given in the following paragraphs. This is relevant to both the office and the residential premises:

1. Checking, cleaning, servicing, periodical inspection and testing, preventive maintenance, necessary repair and replacement etc., ensuring continuous and effective functioning of all electrical fittings and fixtures in the flats /office premises and apartment lands including earthing, wiring, circuit breakers) dressing of wire/cables. Distribution switch boards, switches etc. all complete.
2. Proper upkeep, periodical inspection and testing and taking preventive maintenance measures wherever necessary, repair and replacement of cabling wherever required, ensuring trouble free functioning. Unlocking and locking of meters compartment while accompanying the meter reader for taking meter reading.
3. Proper maintenance, periodical inspection and testing, taking preventive measures wherever necessary, servicing, cleaning, repair and replacement of parts etc. to ensure continuous and smooth functioning of all the plumbing and sanitary pipes and fixtures including all overhead tanks, storage tanks, motors/pump sets/water meters/inspection chambers/manholes/gully traps etc. in the building and apartment lands. Contractor will maintain a register regarding current leakage, Tank leakage, Tank & Sumps cleaning, earth watering. Signatures will be obtained in the register by the contractor from the occupants of the flat against all work done.
4. Cleaning of all the tanks, **underground sumps** in Jangpura flats and **roof tops** once in six months or as and when required basis. No extra payment towards labour shall be made in this regard. In case of none cleaning of Tank & Sumps a penalty of Rs.500/- per water Tank and sump will be levied & this amount will be deducted from monthly bill of the contractor.
5. Cleaning of all roofs top malbas/plants/shrubs etc to be carried on each month without failures.
6. Proper maintenance, periodical inspection and testing, taking preventive measures wherever necessary, repair and replacement of parts etc. of the interior works (including furniture in the office premises), doors, windows, cupboards, shelves and other joinery items including stoppers, shutters, hinges/bolts and nuts, lock, handles, glass panes, repairing and making of furniture etc. complete.

7. The contractor to arrange the regular **servicing/oiling/repairing/replacement** (with parts as required free of cost) to all the installed items such as geysers in flats (appx 02 no in each flat), ceiling fans (Appx 4/5 no in each flat), exhaust fans, water lifting Monoblock pumps (1HP=52nos & 0.5 HP = 43nos in all staff Quarters approx).

The repair/replacing of motors/pumps, geysers, ceiling fans, exhaust fans, Taps, Bibcock, Ball cock, Phyphon, Phyphon handle, capacitors, Water Tank covers shall be done by the contractor free of cost. Repairing & servicing / oiling & periodical cleaning of fans are to be done without delay. In case, any pumps/ motors, ceiling fans are under repairable.

8. Maintaining of registers in connection with complaints, works executed etc. for each month and a stock register for unserviceable articles arising out of repairs and replacement (in approved format) for the residential premises. The register has to be presented to the Bank for scrutiny at least **once in a month** or as and when demanded by the Bank authorities.
9. Liaison with Delhi Jal Board, BRPL, BSES, NDMC, MCD, DDA, HPL, Sanchar hat etc. for works relating to NHB properties & no conveyance will be paid for this purpose.
10. Any other work assigned to the agency from time to time related to maintenance and service for the flats and the office premises.
11. In case emergency arises, Agency to depute their Technical persons to sites in odd hours to repair the defects, solve the problem.
12. Handing over/taking over of flats as advised & guided by Bank's staff
13. Lifting/shifting of chairs, table etc as required & as advised.
14. **V.O.F. C-39 /40** GF and FF (Total eight bed rooms at Jangpura Extn).
 - a. Day- to- day cleaning is essential to upkeep of the VOF.
 - b. **Providing two attendants** to look after the visitors & maintain in & out register. Providing tea / coffee / snacks / tooth paste / brush / soap / shaving kit, washing and pressing of bed sheets / curtains / towels / napkin etc. at Banks cost as & when ever required **contractor to provide suitable standby items on his risk & cost at the earliest and the same can be taken back after the close of the contract.**
 - c. Inform well in advance defect if any in VOF to Estate Department.
 - d. Attendant should be able to read & write Hindi or English.tended to do liaising work with Delhi Jal Board, MCD, Property Tax department, Insurance Co, BSES, IGL, Vasant Kunj, Sukhdev Vihar, Bill payment as and when required and as advised by Estate department.

(On letterhead of the contractor)

Annexure-IV

To,

Assistant General Manager

National Housing Bank

New Delhi – 110003

Sir,

Sub: Maintenance contract for 29 NHB Officers flat at Jungpura Extension, 20 NHB Officers flats at Vasant Kunj (Sector – 6B, Pocket D), 11 Leased flats at Vasant Kunj (Sector – A Pocket B), Officers Flats at Sukhdev Vihar – 02 nos., CMD, ED's residence office (at East of Kailash/ Jangpura or any other places as per Bank's policy), New Delhi and NHB office premises at IHC Lodhi Road, New Delhi".

Please refer to your letter no. _____ dated _____ inviting tender for the captioned work.

The notice inviting tender contained in Annexure-I has been read, understood and accepted by us. The work sites have been seen and inspected by us, and scope of work given in Annexure – III has been understood by us.

We enclosed herewith Transaction No / UTR No. _____ dated _____

drawn on _____ (Bank and Branch) in favour of National Housing Bank, New Delhi

for Rs. 30,000.00 (Rupees Thirty thousand only) as earnest money and Rs 1000/- as the cost of RFP.

We also enclose copy of the notice inviting tender (Annexure 1), terms and conditions (Annexure- II) and scope of work (Annexure- II) duly signed and accepted.

Signature

Enclosure

Date

Name and designation

Name of the agency and address

Office seal

Name of contact person

Phone no office.....

Residence.....

Mobile.....

Annexure – V

Format for Commercial Bid

Sr. No.	Particulars	Amount /Rate (In Rs.)
1.	Monthly Maintenance Charges	

- A. The bidder has to submit the commercial bid only in the above format. All taxes and duties are inclusive.**
- B. For computation of financial score, Total Amount/Rate will be taken in consideration.**
- C. For replacement of any spare parts/providing managed services through 3rd party, the actual cost of the items/services will be paid by the Bank on submission of original bills. No additional service charges or any other charges is payable by the Bank for this purpose.**

Note: Providing commercial proposal other than this format may reject the bid.

We agree to undertake the work for monthly charge of Rs. _____ Rupees _____ only for the staff to be deployed as mentioned in Annexure--v.

We also agree with the Notice Inviting Tender (Annexure I), Terms & Conditions (Annexure-II) and scope of work (Annexure-II) duly signed and accepted.

Signature

Date

Name and Designation

Name of the agency and address

Office Seal

Address.....

Name of contact person

Contact No:-