



REQUEST FOR PROPOSAL
FOR
APPOINTMENT OF
Service Provider for Annual Maintenance Contract of Equipment's.
(April 2020)

This document is the property of Reserve Bank Information Technology Private Limited (ReBIT). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the ReBIT's written permission thereof, except for the purpose of responding to ReBIT for the said purpose. The use of the contents of this document, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law



Table of Contents

| | |
|--|----|
| 1. About ReBIT | 5 |
| 2. Disclaimer & Disclosures | 5 |
| 3. RFP Requirements..... | 7 |
| 3.1 RFP Schedule | 9 |
| 3.2 Minimum Eligibility Criteria | 10 |
| 3.3 Scope of Work | 12 |
| 3.1.1 List of Assets..... | 12 |
| 3.1.2 Electrical Systems | 19 |
| 3.1.2.1 LT Panel | 19 |
| 3.1.2.2 Power Distribution Panel & All Electrical DB (LDB.RPDB, UPSDB & EMDB)..... | 20 |
| 3.1.2.3 Earth Pit | 20 |
| 3.1.3 HVAC System | 20 |
| 3.1.3.1 Ductable AC..... | 20 |
| 3.1.3.2 Cassette AC | 22 |
| 3.1.3.3 VRF Units | 22 |
| 3.1.3.4 Kitchen Exhaust Blower | 24 |
| 3.1.3.5 Precision Air Conditioning | 24 |
| 3.1.4 UPS..... | 26 |
| 3.1.4.1 UPS Unit | 26 |
| 3.1.4.2 Battery Monitoring System | 27 |
| 3.1.4.3 Inverters /Emergency Lighting UPS | 27 |
| 3.1.5 Kitchen Equipment | 28 |
| 3.1.6 Fire & Safety systems | 28 |
| 3.1.6.1 Fire alarm system..... | 29 |
| 3.1.6.2 Sprinkler System | 30 |
| 3.1.6.3 High Sensitivity Smoke Detectors (HSSD)..... | 31 |
| 3.1.6.4 Water Leak Detection system (WLD) | 31 |
| 3.1.6.5 Fire Extinguisher | 31 |
| 3.1.6.6 NOVEC 1230 (GSS) | 32 |
| 3.1.6.7 Fire Damper..... | 32 |
| 3.1.7 Rodent Repellent System | 32 |
| 3.1.8 Public Address system | 33 |
| 3.1.9 CCTV system | 33 |
| 3.1.10 Access Control System & Visitor Management system | 34 |
| 3.1.11 BMS | 35 |
| 3.1.12 EPABX / PASSIVE /ACTIVE NETWORKING:..... | 36 |
| 3.1.13 Audio Visual & Video Conferencing | 36 |
| 3.1.14 Additional Conditions of Contract..... | 37 |



| | | |
|-------|--|----|
| 3.2 | Personnel..... | 38 |
| 3.3 | Invoicing..... | 39 |
| 3.4 | Account Management | 39 |
| 3.5 | Meeting Cadence | 39 |
| 3.6 | Service Level Agreement | 39 |
| 3.6.1 | Maintenance Schedule & Breakdown Response Time and resolution Time | 41 |
| 3.7 | Compliance Audit Checklist..... | 45 |
| 3.8 | Manpower and Staffing | 49 |
| 3.9 | EHS- Environment Health & Safety..... | 50 |
| 3.10 | Others..... | 50 |
| 3.11 | General Scope & Conditions | 51 |
| 3.12 | Compliance | 51 |
| 3.13 | Service Level..... | 52 |
| 3.14 | Uniform for contractor Workers and Staff | 52 |
| 3.15 | Warning Signage | 53 |
| 3.16 | Insurance..... | 53 |
| 3.17 | ReBIT Business Continuity Plan Requirement | 53 |
| 4. | Evaluation Process..... | 56 |
| 4.1. | Evaluation Process and Criteria..... | 56 |
| 4.2. | Evaluation of Pre-Qualification Bids | 56 |
| 4.3. | Evaluation for Commercial Bid | 57 |
| 4.4. | Final Evaluation..... | 58 |
| 5. | Submission Terms and Conditions | 59 |
| 5.1. | General Submission Requirements | 60 |
| 5.2. | Period of Validity of Bids / Responses | 61 |
| 5.3. | Contract Award and Execution | 62 |
| 5.4. | Performance Bank Guarantee | 62 |
| 5.5. | Inquiries and Questions | 63 |
| 6. | Payment Terms..... | 65 |
| 6.1. | Taxes and Insurance | 65 |
| 6.2. | Payment of Taxes | 65 |
| 6.3. | Insurance..... | 66 |
| 6.4. | Labour Laws & Safety Regulations | 68 |
| 7. | General Instructions | 69 |
| 7.1. | Other Terms and Conditions | 69 |
| 7.2. | Force Majeure | 70 |
| 7.3. | Earnest Money Deposit | 70 |
| 7.4. | Arbitration..... | 71 |
| 7.5. | Limitation of Liability | 71 |



| | | |
|------|---|----|
| 7.6. | Confidentiality | 71 |
| 7.7. | Ownership of Documents and Data | 72 |
| 7.8. | Notification of Awards | 72 |
| 7.9. | Contact | 72 |
| 8. | ANNEXURE..... | 73 |
| 8.1. | Annexure A: Performance Bank Guarantee | 73 |
| 8.2. | Annexure B: Minimum Eligibility Bid Formats | 77 |
| 8.3. | Annexure C: Pre-Qualification Bid Formats | 79 |
| 8.4. | Annexure D: Commercial Bid Formats..... | 84 |



1. About ReBIT

Reserve Bank Information Technology Private Limited (ReBIT) has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT will act as a catalyst for innovation, big systems and new ideas apart from having the capability to guide the regulated entities in the IT areas of their operations as also for the RBI's IT related functions and initiatives. Given the need for inter-operability and cross-institutional cooperation, ReBIT will effectively participate in setting up of standards to strengthen Reserve Bank's role as regulator. ReBIT is a 100% wholly owned subsidiary of the RBI.

2. Disclaimer & Disclosures

ReBIT has prepared this document to give background information to the interested parties for participating in the RFP process for selecting the preferred service provider, who will provide ReBIT with Annual Maintenance Contract Services for electrical system, UPS, HVAC, Fire & Safety Systems, Kitchen equipment's, Audio Visual systems etc. installed **at Unit no. 502, 5th Floor, "Building 1" situated at "Mindspace Juinagar", Plot Nos. Gen 2/1/D, Gen 2/1/E & Gen 2/1/F, TTC Industrial Area, Juinagar, Navi Mumbai 400706.** While ReBIT has taken due care in the preparation of this RFP document and believe it to be accurate, neither ReBIT nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by ReBIT in submitting the bid. The information is provided on the basis that it is non-binding on ReBIT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. ReBIT reserves the right to modify the requirements as well as add or delete, as the case may be to meet ReBIT requirements at any point of time. ReBIT reserves the right not to proceed with the RFP, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest. ReBIT reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. ReBIT does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without



assigning any reason whatsoever. ReBIT also has the right to re-issue the tender without the Bidders having the right to object to such reissue.

The proposal in response to RFP should be signed and submitted by a person duly authorized to bind the Bidder to the details submitted in the proposal. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the bid documents are to be signed by the authorized signatory.

This RFP is neither an offer from ReBIT nor does it constitute any binding obligation or commitment on ReBIT. This RFP is only a document that invites interested parties to, on a non-exclusive basis, express an interest, with no obligation, commitment or liability of any manner devolving on ReBIT, either on account of the issue of this RFP to the interested parties, or upon receipt of any response from the interested parties thereto, or any meetings or presentations made. All expenses incurred by the interested parties as a result of responding to, or further to this RFP, are to their own account and ReBIT will not be liable in this respect whatsoever.

Please note that the information provided in the RFP is strictly confidential and by accepting this RFP, the interested parties unconditionally undertake, not to, in any manner use any part or the whole of information, directly or indirectly learnt, for any other purpose, other than for conducting work under the ambit of the RFP issued by ReBIT.



3. RFP Requirements

The requirements of ReBIT for the proposed facility are outlined herein below :

ReBIT has prepared this document to give background information to the interested parties for participating in the RFP process for selecting the preferred service provider, who will provide ReBIT with Annual Maintenance Contract Services for electrical system, UPS, HVAC, Fire & Safety Systems, Kitchen equipment's, Audio Visual systems installed at ReBIT in for its operations in Navi Mumbai. The site location for the above mentioned Premises is Unit no. 502, 5th Floor, "Building 1" situated at "MindSpace Juinagar", Plot Nos. Gen 2/1/D, Gen 2/1/E & Gen 2/1/F, TTC Industrial Area, Juinagar, Navi Mumbai 400706. This Office Premises (hereinafter referred to as "Premises").

For the purpose of the evaluation and selection of Bidder, a two-stage evaluation process will be followed. First of all, the Bidder has to comply with the "Minimum Eligibility Criteria" as detailed in the RFP. Those bidders who qualify the "**Minimum Eligibility Criteria**" will only be eligible to participate in the 'the Commercial Bid' process.

The prospective Bidder who satisfies the "Minimum Eligibility Criteria" as defined in the "Minimum Eligibility Criteria" section below is encouraged to respond to this RFP.

The prospective Bidder who satisfies the "Minimum Eligibility Criteria" and plan to respond to this RFP is required to submit the bid earnest money (refundable after signing of the contract and furnishing Performance Bank Guarantee (PBG) for successful bidders and after 30 days of finalizing the selection process for unqualified bidders) of **INR 1,00,000/-** (Indian Rupees One Lakh only) by way of Demand Draft (DD) along with the technical bid.

Exemption for submitting earnest money shall be provided by the competent authority on submission of relevant documents as per prevailing policy.

To be submitted in favour of

Chief Executive Officer

Reserve Bank Information Technology Pvt Ltd (ReBIT)

The failure or omission to deposit or keep deposited the Earnest Money shall disqualify the Bidder. No interest shall be payable by ReBIT in respect of such deposited Earnest Money. The Earnest Money of an unsuccessful Bidder shall be refunded after the final decision on the Bids



or on expiry of the validity period whichever is earlier on presenting receipt thereof. The Earnest Money Deposit (EMD) may be forfeited

1. If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
2. If he/she withdraws/revokes his/her offer or modifies/changes the same during the validity of the Bid
3. In case of successful Bidder, if the Bidder fails to sign the contract within the specified date from the date of issuing the Letter of Acceptance
4. Failure to submit the Performance Bank Guarantee within the stipulated period makes the EMD liable for forfeiture. In such instance, ReBIT at its discretion may cancel the contract awarded to the selected Bidder without giving any notice
5. Where the Bidder being technically qualified, withdraws the bid before the entire commercial evaluation process has been completed.

The selected Bidder post the RFP process would support ReBIT with the scope as defined in the **“Scope of Work”** section below

The selection process consists of the following two considerations

1. Minimum Eligibility Criteria (Pre-Qualification)
2. Commercial Bid Evaluation

Other possible criteria to be reviewed include a Consultant’s/Client references and any outstanding legal suits or actions. ReBIT does not represent that these are the sole criteria, and reserves the right to adjust selection criteria at any time until final Service Provider selections are made.

3.1 RFP Schedule

| Activity | Date |
|--|--|
| Issue of RFP publish | April 20, 2020 |
| Last date and time for receipt of written queries for clarification from bidders | April 24, 2020 |
| Date and Time for Pre-Bid Meeting | April 28, 2020 Date and time will be communicated via email and website |
| Date and Time for Final Submission of Bid (Pre-Qualification & Commercial) | May 08, 2020 on or before 5:00 PM |
| Pre-Qualification Bid opening by ReBIT team | May 08, 2020 at 6:00 PM |
| Commercial Bid opening of Shortlisted bidders | Date and time will be communicated via email and website |
| Award of contract | Will be communicated via email to the selected bidder |
| Issuing of LOI/LOA to Successful Bidder | Will be communicated via email to the selected bidder |

| | |
|--|--|
| Venue for opening of Bids/Meetings and for bid submission | Reserve Bank Information Technology Pvt Ltd (ReBIT), 502, Building No.1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706 |
| All Queries to be mailed to (Only official communication on the ReBIT Website) | procurement@rebit.org.in |
| Availability of RFP documents | RFP document shall be available on the ReBIT website (URL https://rebit.org.in/procurement). |

3.2 Minimum Eligibility Criteria

The Original Equipment Manufacturer (OEM) & Service Provider/'s (SP) are permitted to jointly bid for this RFP as a single bidder represented via the prime bidder.

The name of the prime bidder (SP and/ or OEM) needs to be in accordance with the credential letters / contract copies (exceptions may be made in case of divesture, M&A).

| Sr. No | Criteria | Minimum Requirement | Compliance Status (Y/N) |
|--------|---|---|-------------------------|
| 1 | Registration, Certification's & license | <p>The prime bidder should be incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act 2013</p> <p>a. Details of Registration of the firm /organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. - Name of Registering Authority, Date, and Registration number, etc.</p> <p>b. GST registration number</p> | |
| 2 | Turnover | <p>The prime bidder should have minimum annual turnover of 50 Lakh with net profit during the last three financial years (Financial years 2017-18 (Audited), 2018-19 (Audited), and 2019-20(Audited)/ (Un-Audited) Copies of Balance Sheet duly certified by CA to be enclosed</p> | |
| 3 | Work Experience | <p>The bidder (Service Provider or OEM) should have provided operations and/or maintenance to at least two different PSUs in India/large Corporate. The bidder should have minimum experience of 3 years of providing Services Such as</p> <p>a. Electrical</p> <p>b. UPS</p> <p>c. HVAC Works</p> <p>d. PAC Works</p> <p>e. Fire and Safety Works</p> <p>f. Audio Visual Works</p> | |

| | | | |
|---|---|--|--|
| | | <p>g. Access Control System & Building Management System</p> <p>Work order/Purchase Order/client certificate as documentary proof for the stated project value implementation status, vendor's responsibility towards operation or/and maintaining systems</p> | |
| 4 | <p>As on date of submission of the proposal, the bidder should not be debarred/blacklisted by Government of India for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.</p> <p>General contractor's legal liability</p> | <p>As on date of submission of the proposal, the bidder should not be debarred/blacklisted by Government of India for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.</p> | |
| 5 | <p>Reference from past project</p> | <p>Bidder has to provide Client references of at least 3 clients where bidder recently rendered similar kind of operations and/ or maintenance services in Mumbai/Navi Mumbai region Mobile number and e-mail address will be required since ReBIT will contact with the mentioned person.</p> | |

Note The Bidder should submit relevant documentation supporting the above minimum eligibility qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the Bidder shall be liable to be disqualified without any notice and the bids of the Bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification

3.3 Scope of Work

The maintenance scope of works is as mentioned below

3.1.1 List of Assets

| Sr.No | EQUIPMENT NAME | MAKE | Rating | Quantity |
|-------------------|--------------------------------|-------------------|---------------|----------|
| ELECTRICAL | | | | |
| 1 | UNINTERRUPTIBLE POWER SUPPLY | ETON | 30KVA | 1 |
| 2 | BATTERY MONITORING SYSTEM | ENERTECT | 80 KVA | 1 |
| 3 | BATTERY MONITORING SYSTEM | ENERTECT | 30KVA | 1 |
| 4 | BATTERY | AMARON | 12V,100 AH | 40 |
| 5 | BATTERY | AMARON | 12V,42 AH | 34 |
| 6 | INVERTER | CONSUL NEOWATT | 3KVA | 2 |
| 7 | INVERTER BATTERY | EXIDE | 12V,65A H | 8 |
| 8 | SUSPENDEED CEILING LED | WIPRO | 30W | 180 |
| 9 | SUSPENDEED CEILING LED BALLAST | WIPRO | 30W | 32 |
| 10 | SUSPENDEED CEILING LED | WIPRO | 36W | 5 |
| 11 | HELUS CEILING LED | WIPRO | 18W | 163 |
| 12 | RECESSED CEILING LED | WIPRO | 30W | 21 |
| 13 | RECESSED CEILING LED | WIPRO | 15W | 130 |
| 14 | LED TUBE LIGHT | WIPRO | 20W | 11 |
| 15 | LED STRIP LIGHT WITH SMPS | WIPRO | | 60 MTR |
| 16 | SUSPENDEED CEILING LED | WIPRO | 50W | 12 |
| 17 | SUSPENDEED CEILING LED | WIPRO | 12W | 6 |
| 18 | RECESSED CEILING LED | WIPRO | 2*15W | 1 |
| 19 | 4 POLE MCB | SCHNEIDER | 40 Amp | 5 |
| 20 | SINGLE POLE ELCB | SCHNEIDER | 40 Amp | 25 |
| 21 | SINGLE POLE MCB | SCHNEIDER | 10 Amp | 84 |
| 22 | SINGLE POLE MCB | SCHNEIDER | 20 Amp | 108 |
| 23 | 4 POLE RCCB | SCHNEIDER | 125 Amp | 1 |
| 24 | 3 POLE MCB | SCHNEIDER | 32 Amp | 2 |
| 25 | SINGLE POLE MCB | SCHNEIDER | 25 Amp | 12 |

| | | | | |
|--|-----------------------------------|---------------------------|--------|-----|
| 26 | SINGLE POLE MCB | SCHNEIDER | 32 Amp | 6 |
| 27 | TWO POLE ELCB | SCHNEIDER | 20 Amp | 1 |
| 28 | 4 POLE MCB | SCHNEIDER | 63 Amp | 3 |
| 29 | SINGLE POLE MCB | SCHNEIDER | 16 Amp | 129 |
| 30 | 4 POLE MCB | SCHNEIDER | 63 Amp | 1 |
| 31 | SINGLE POLE ELCB | SCHNEIDER | 32 Amp | 24 |
| 32 | TWO POLE MCB | SCHNEIDER | 20 Amp | 1 |
| 33 | MCCB | SCHNEIDER | 315Amp | 1 |
| HEATING VENTILATION & AIRCONDITIONING | | | | |
| 34 | PRECISION AIR CONDITIONING | STULZ | 9TR | 2 |
| 35 | VARIABLE REFREGERENT FLOW OUTDOOR | TOSHIBA | 12HP | 1 |
| 36 | DUCTABLE AC-OUTDOOR | CARRIER | 11TR | 2 |
| 37 | DUCTABLE AC-INDOOR | CARRIER | 11TR | 2 |
| 38 | DUCTABLE AC-OUTDOOR | CARRIER | 5.5TR | 2 |
| 39 | DUCTABLE AC-INDOOR | CARRIER | 5.5TR | 2 |
| 40 | CASSETTE AC-INDOOR UNITS | TOSHIBA | | 4 |
| 41 | VARIABLE AIR VOLUME | COSMOS | | 24 |
| 42 | AIR HANDLING UNIT | HPS | 40TR | 3 |
| 43 | EXHAUST FAN | CARYAIR | 1HP | 2 |
| FIRE ALARAM SYSTEM | | | | |
| 44 | FIRE PANEL | SIMPLEX | | 1 |
| 45 | NOVAC PANEL | RAVEL | | 1 |
| 46 | PUBLIC ADDRESS CONTROLLER | BOSCH | | 1 |
| 47 | PUBLIC ADDRESS CALL STATION | BOSCH | | 2 |
| 48 | PUBLIC ADDRESS AMPLIFIER | BOSCH | | 1 |
| 49 | 6W SPEAKER WITH FIRE DOM | BOSCH | | 78 |
| 50 | SMOKE DETECTOR | SIMPLEX | | 127 |
| 51 | HEAT DETECTOR | SIMPLEX | | 1 |
| 52 | MULTISENSOR DETECTOR | SIMPLEX | | 6 |
| 53 | PHOTOELECTRIC SMOKE DETECTOR | SYSTEM SENSOR | | 8 |
| 54 | PNEUNATIC HEAT DETECTOR TUBE | FIRE TRACE | | |
| 55 | MANNUAL CALL POINT | SIMPLEX | | 5 |
| 56 | RESPONSE INDICATOR | AGNI | | 49 |
| 57 | HOOTER | SIMPLEX/SYSTE M SENSOR | | 9 |
| 58 | CONTROL MODULE | SIMPLEX | | 22 |
| 59 | MONITOR MODULE | SIMPLEX | | 10 |
| 60 | FAULT ISOLATOR MODULE | SIMPLEX | | 12 |

| | | | | |
|-----------------------------|--|------------|------------------|---------------|
| 61 | ABORT SWITCH | RAVEL | | 1 |
| 62 | RELEASE SWITCH | RAVEL | | 1 |
| 63 | AUTO MANUAL SELECTOR | | | 1 |
| 64 | FIRE EXIT SIGNAGE | PROLIGHT | | 19 |
| 65 | HIGH SMOKE SENSITIVITY DETECTOR PANEL | SECURITION | | 2 |
| 66 | WATER LEAK DETECTOR PANEL | SYNOPSISYS | | 1 (4 ZONE) |
| 67 | WATER LEAK DETECTOR MODULE | SYNOPSISYS | | 4 |
| FIRE FIGHTING SYSTEM | | | | |
| FIRE EXTINGUISHER | | | | |
| 68 | FIRE EXTINGUISHER-CO2 | SAFEX | 4.5KG | 7 |
| 69 | FIRE EXTINGUISHER- ABC | SAFEX | 6KG | 1 |
| 70 | FIRE EXTINGUISHER-CLEAN AGENT | SAFEX | 2KG | 24 |
| 71 | FIRE EXTINGUISHER CLEAN AGENT FOAM | SAFEX | 9LTR | 1 |
| 72 | FIRE EXTINGUISHER-CLEAN AGENT | SAFEX | 4KG | 1 |
| 73 | FIRE EXTINGUISHER-NOVAC | KIDDE | 90KG(12 0LTR) | 1 |
| 74 | FIRE EXTINGUISHER-NOVAC | FIRE TRACE | 2KG | 2 |
| 75 | NOZZEL,BRASS FOR FLOOR/CEILING 360DEG | KIDDE | | 2 |
| 76 | NOZZEL,BRASS FOR ROOM 360DEG | KIDDE | | 2 |
| 77 | DISCHARGE HOSE | KIDDE | | 2 |
| 78 | DISCHARGE PRESSURE SWITCH | KIDDE | | 1 |
| 79 | DOUBLE POLE DISCHARGE PRESSURE SWITCH | KANEX | | |
| 80 | LOCAL MANUAL ACTUATOR | KIDDE | | 1 |
| 81 | ELECTRICAL PNEUMATIC ACTUATOR | KIDDE | | 1 |
| 82 | LED TYPE DISPLAY SIGN BOARD | PROLIGHT | | 2 |
| 83 | RODENT REPLENISHMENT SYSTEM PANEL | SYNOPSISYS | | 5 PANEL |
| 84 | SATELLITE STATION/TRANSDUCER | SYNOPSISYS | | 84 |
| SPRINKLER | | | | |
| 85 | PENDENT SPRINKLER | TYCO | | 147 |
| 86 | UPRIGHT SPRINKLER | TYCO | | 177 |
| 87 | PENDENT SPRINKLER 93 DEGREE | TYCO | | 3 |
| 88 | SIDE WALL SPRINKLER | TYCO | | 6 |

| | | | | |
|--|---|-------------------------|--------------------------------|----|
| 89 | CONCEALED PENDENT SPRINKLER | TYCO | | 4 |
| 90 | SPRINKLER FLEXIBLE DROP PIPE-1000MM | TYCO | | 50 |
| 91 | SPRINKLER FLEXIBLE DROP PIPE-1500MM | TYCO | | 75 |
| 92 | GERA OPERATED BUTTERFLY VALVE WITH TEMPER SWITCH-6" | MECH | | 2 |
| 93 | FLOW SWITCH-6" | SYSTEM SENSOR | | 2 |
| 94 | PRESSURE GAUGE-150MM | H-GURU | | 2 |
| 95 | BALVE VALVE-6" | MECH | | 2 |
| 96 | DEAIN VAVLE-50NB | GIACOMINI | | 2 |
| 97 | DEAIN VAVLE-25NB | GIACOMINI | | 2 |
| 98 | NON RETURN VALVE | NORMAX | | 2 |
| CLOSED CIRCUIT TELEVISION CAMERA | | | | |
| 99 | IP Fixed DOM CAMERA | VIVOTEK | | 19 |
| 100 | 360 degree Super Dynamic Dome Network Camera | VIVOTEK | | 5 |
| 101 | 32 Channel Network Video Recorder | VIVOTEK | | 1 |
| 102 | Flat Screen HD Monitor | Panasonic/LG/Samsung | 32" | 1 |
| 103 | 24 port layer 2 switch with 10/100/1000 | Allied Telesys/HO/CISCO | | 1 |
| 104 | Rack to accommodate CCTV equip | | 9 U | 1 |
| INTEGRATED BUILDING MANAGEMENT SYSTEM | | | | |
| 105 | Central Server : Intel XEON Based CPU | | 16 GB RAM, 1 TB HDD | 1 |
| 106 | BMS Workstation : Intel i7 Processor | IBM/DELL/HP | Intel i7, 8 GB RAM, 500 GB HDD | 1 |
| 107 | LCD Monitor | | 20" Color | 1 |
| 108 | Laser Color Printer | HP | | 1 |
| 109 | BMS Main Server Software license | | | 1 |
| 110 | HID SMART CARD READER | HID | | 23 |
| 111 | EXIT SWITCH BUTTON | ALGATEC | | 2 |
| 112 | EM LOCK | EBELLO | | 14 |
| 113 | EMERGENCY RELEASE | ALGATEC | | 11 |
| 114 | ACCESS CONTROL PANEL | HID | | 12 |

| | | | | |
|------------------------------------|--|--------------|---------|----|
| 115 | ACCESS CARD PRINTER | HID | | 1 |
| 116 | BMS SOFTWARE | EASYSTACK | | 1 |
| 117 | DDC PANEL | EASYSTACK | | 6 |
| 118 | HYDROGEN SENSOR | AMBERTRONICS | | 1 |
| 119 | LED BASED ANNUNCIATOR DISPLAY PANEL | POLMON | | 2 |
| 120 | POE SWITCH | HP | | 1 |
| 121 | CAT 6 CABLE | COMMSCOPE | | 1 |
| 122 | DIIFERENTIAL PRESSURE SWITCH | GREYSTONE | | |
| KITCHEN EQUIPMENT | | | | |
| 123 | NON-VEG HOT BAIN MARIE WITH SNEEZE GUARD | | | 1 |
| 124 | HOT BAIN MARIE WITH SNEEZE GUARD | | | 1 |
| 125 | SALAD COUNTER WITH SNEEZE GUARD | | | 1 |
| 126 | WORK TOP REFRIGERATOR WITH COLD WELL | | | 1 |
| 127 | SANDWICH GRILLER | | | 2 |
| 128 | DISH WASHER HOOD TYPE | VINTERHALTER | | 1 |
| 129 | MICROWAVE | MENUMASTER | | 4 |
| 130 | DEEP FREEZER | | | 1 |
| 131 | CHEST COOLER | BLUE STAR | | 1 |
| 132 | VISI COOLER | BLUE STAR | | 1 |
| 133 | GEYSER | RACOLD | 35 LTR | 1 |
| 134 | GARBAGE CRUSHER | SHARP | | 1 |
| 135 | REFERGIRATOR | LG | 335 ltr | 1 |
| AV/TV & EPaBX EQUIPMENT | | | | |
| 136 | LED Television Set | Panasonic | | 19 |
| 137 | LED Television Set | Samsung | | 1 |
| 138 | Digital Telephony Multimedia exchange | | | 1 |
| 139 | ADVANCE PHONE - DIGITAL | NEC | | 15 |
| 140 | BASIC ANALOG PHONE | BEETAL | | 75 |
| 141 | SWITCHER | Altona | | 6 |
| 142 | HEADWORN WIRELESS MICROPHONE | Sennheiser | | 1 |
| 143 | HANDHELD WIRELESS MICROPHONE | Sennheiser | | 2 |
| 144 | CEILING SPEAKER | BOSCH | | 8 |
| 145 | POWER AMPLIFIER | Apart | | 2 |
| 146 | DSP | Nexia | | 1 |
| 147 | RECEIVER | Sennheiser | | 3 |
| 148 | AV RACK | Legrand | | 1 |

| | | | | |
|--|---|---------------------------|--|-----|
| 149 | THIN CLIENT PC | Thin PC | | 1 |
| 150 | TOUCH PANEL | APPLE | | 1 |
| 151 | CONTROL PROCESSOR | Crestron | | 1 |
| 152 | VC CAMERA | POLYCOM | | 4 |
| 153 | ANALOG CONFERENCE ROOM PHONE WITH DUAL EXTERNAL MIC | POLYCOM | | 1 |
| ACTIVE & PASSIVE NETWORKING | | | | |
| | A. DATA | | | |
| 154 | Cat 6 Cable Box | AMP / Beldan / Panduit | | 54 |
| 155 | Cat 6 Information outlet Blue | AMP / Beldan / Panduit | | 382 |
| 156 | Cat 6 Jack Panel Anguler | AMP / Beldan / Panduit | | 12 |
| 157 | Ca 6 Patch Cords 7ft Blue (Rack Side) | AMP / Beldan / Panduit | | 280 |
| 158 | Cat 6 Patch Cords3ft Blue (Field Side) | AMP / Beldan / Panduit | | 280 |
| 159 | Dual Face Plate | AMP / Beldan / Panduit | | 165 |
| 160 | Quad Face Plate | AMP / Beldan / Panduit | | 66 |
| | B. DATA REDUNDANT | | | |
| 161 | Cat 6 Cable Box | AMP / Beldan / Panduit | | 44 |
| 162 | Cat 6 Information outlet Blue | AMP / Beldan / Panduit | | 246 |
| 163 | Cat 6 Jack Panel Anguler | AMP / Beldan / Panduit | | 22 |
| 164 | Ca 6 Patch Cords 7ft Blue (Rack Side) | AMP / Beldan / Panduit | | 246 |
| 165 | 500 Pair MDF with Krone Module | | | 1 |
| | C. RACK & ACCESSORIES | | | |
| 166 | 42U Rack 800mm x 800mm Racks | APW/NETRACK' | | 2 |
| | D. Inter Rack Connectivity Copper & Fibre with accessories | | | |
| | | | | 1 |
| | E. PDU & ATS SWITCHES | | | |



| | | | | |
|-----|---|--|--|---|
| 167 | APC RACK ATS, 20A/208V, 16A/230V, C20 IN, (8) C13 (1) C19 OUT AP4423 | | | 3 |
| 168 | AP8853 Rack PDU 2G, Metered, ZeroU, 32A, 230V, (36) C13 & (6) C19 | | | 6 |

3.1.2 Electrical Systems

- Manage Compliance related to electrical system / PWD and handle visits of PWD inspectors if any. All the govt. fees will be borne by ReBIT.
- Liaison with MSEDCL for sanction load modifications if any, govt. fees will be borne by ReBIT.

3.1.2.1 LT Panel

- i. Checking of Door Operating Mechanism & Interlocking of all MCCB's.
- ii. Verification of Mechanical/Electrical Interlocking.
- iii. Verification of functioning of ventilator Fans and Filters.
- iv. General Cleaning of Dust, spider Web, Foreign Particles of the various parts of panel.
- v. Cleaning of panel with Vacuum Cleaner.
- vi. Verification of Tightening of Bolts at Bus Bars, Joints and Support.
- vii. Monitoring of Temperature of Joints of Bus Bar of PANELS.
- viii. Half yearly Thermography Audit, finding of hot spot and correction of same. Initial report of Thermography audit along with final audit of all hot spot to be submitted
- ix. Cleaning of panel components with CRC-20 once in year.
- x. Need to provide support on any electrical lease and licensing work/ Coordination with government Authority.
- xi. Calibration of all energy meter and provide its report once in year
- xii. Need to Submit Power quality analysis report once in year
- xiii. Provide support in upgradation of existing system
- xiv. Measuring the insulation resistance between incoming & outgoing terminals of each phase. Phase to phase and Phase to neutral
- xv. RCA report need to be submit whenever required.
- xvi. Need to maintain Critical spare part on site.
- xvii. Provide all System health check-up report.
- xviii. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- xix. AMC of Panel which includes tightening of Nut Bolt & checking of Wiring.
- xx. Servicing and testing of ACB/MCCB done as per schedule.
- xxi. Function testing of relays. metering and safeties (overloading, tripping etc.) if applicable
- xxii. Health check and overheating & charging current of capacitors if applicable
- xxiii. ACB or any relay/MCCB if burnt complete assembly required to be changed in Panel
- xxiv. All Spares parts/components & consumables
- xxv. Need to provide onsite training to all facility employee on quarterly basis.

3.1.2.2 Power Distribution Panel & All Electrical DB (LDB.RPDB, UPSDB & EMDB)

- i. General Cleaning of Dust, spider Web, Foreign Particles of the various parts of panel.
- ii. Cleaning of panel with Vacuum Cleaner
- iii. Verification of Tightening of Bolts at Bus Bars, Joints and Support.
- iv. Cleaning of panel components with CRC-20 once in year.
- v. Calibration of all energy meter and provide its report once in year.
- vi. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- vii. Electrical connection tightness / checking of vibrations.
- viii. Check & ensure for tightness, cables till breaker end, on either side
- ix. Visual Inspection to check any deformation.
- x. Check all power parameters like Input. Output
- xi. Tightness of all connection, if shut down possible.
- xii. Functional Checking of unit
- xiii. Checking of internal parts like display unit, indicators, lamps, switches, fuses , MCB,RCCB,ELCB,MCB, meters, CTs, transformers, front panel LED / LCD parameter display
- xiv. Check for any abnormal humming sound from Transformer
- xv. Finally ensure cleanliness inside unit.
- xvi. Ensure satisfactory functioning of system.
- xvii. Fault finding & attending break down maintenance.
All Spares parts/components & Consumables
- xviii. Need to provide onsite training to all facility employee.

3.1.2.3 Earth Pit

- i. Annual services and checking of earth resistance value/repair, replacements of all spares & labors.
- ii. Tightening of Connections at earth pit level & checking of wiring and submit the report.
- iii. Report shall capture all data/value/check points pertains to PPM.
- iv. Carry out earth pit testing and submit reports.

3.1.3 HVAC System

Maintain ambient temperature in office premise ranging from 21[°]c to 25[°] C.

3.1.3.1 Ductable AC

- i. Quarterly PM of AC Units as per OEM/Best Practices recommendations and submit the report.
- ii. Check the function of compressor including Insulation/continuity/resistance/current

- iii. Checks and repair/replace if found faulty or if variation observed or weak or abnormal.
- iv. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- v. Checking & Cleaning of condenser coil fins with jet water in every service
- vi. Check the function of control cards, digital display, and remote and rectify if required.
- vii. Check the function of expansion valves, relay, contactor, thermostat, capacitors, driers, safety switches, relief & solenoid valves and rectification/replace if required
- viii. Check motor winding, meggering value, replacement of bearing and rewinding if required
- ix. Inspection of starter panel and repair if required and replacement of control fuses, capacitors.
- x. Check the Insulation and proper fixing of refrigerant pipe lines and do minor rectifications.
- xi. Check for all defective, corroded parts/foundation supports and recommend to replace / rectify
- xii. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases, brazing work.
- xiii. Attend breakdown/Repairs of the components of the AC Units
- xiv. Cleaning of filters as and when required
- xv. Annual health checkup and efficiency test of AC Units and recommend to improve the efficiency.
- xvi. Annually inspect and replacement of all switches, thermostats and pressure control if found faulty or if variation observed or weak or abnormal.
- xvii. Replacement damaged ODU fan blade.
- xviii. Calibration of all equipment's whenever required.
- xix. Day to day routine maintenance and operation of the units.
- xx. Coating of tubes need to be done once in year.
- xxi. Repair & Replacement of Microprocessor/PCB/Handset/Display and compressor.
- xxii. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- xxiii. Check & inspect the back pressure and head pressure.
- xxiv. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- xxv. Indoor unit body condition.
- xxvi. Check & inspected the working of stabilizer & check the level of insulating oil & maintain it.
- xxvii. Carried out yearly Air balancing activity at premises & provide its report.
- xxviii. Check & Inspected the VAV operation & Its Maintenance, replace the spare if required.

- xxix. System upgradation support whenever required.
- xxx. Need to provide onsite training to all facility employee.

3.1.3.2 Cassette AC

- i. Quarterly PM of AC Units as per OEM/Best Practices recommendations and submit the report.
- ii. Check the function of compressor including Insulation/continuity/resistance/current checks and repair/replace if found faulty
- iii. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- iv. Check the function of control cards, digital display, and remote and rectify if required.
- v. Check the function of expansion valves, relay, contactor, thermostat, capacitors, driers, safety switches, relief & solenoid valves and rectification/replace if required
- vi. Check the Insulation and proper fixing of refrigerant pipe lines and do minor rectifications.
- vii. Check for all defective, corroded parts/foundation supports and recommend to replace/rectify
- viii. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases, brazing work.
- ix. Attend breakdown/Repairs of the components of the AC Units including drain pump
- x. Cleaning of filters as and when required
- xi. Annual health checkup and efficiency test of AC Units and recommend to improve the efficiency.
- xii. Annually inspect and replacement of all switches, thermostats if found faulty
- xiii. Calibration of all equipment's whenever required.
- xiv. Day to day routine maintenance and operation of the units.
- xv. Check & inspect insulation of suction & discharge line.
- xvi. Repair & Replacement of Microprocessor/PCB/Handset/Display and compressor.
- xvii. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- xviii. Carry out yearly Air balancing activity at premises & provide its report.
- xix. System upgradation support when required.
- xx. Need to provide onsite training to all facility employee.

3.1.3.3 VRF Units

- i. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- ii. Check the function of compressor including Insulation/continuity/resistance/current checks if found faulty and repair/replace if found faulty

- iii. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- iv. Checking & Cleaning of condenser coil fins with jet water in every service
- v. Check the function of control cards, relays, digital display, contactor, remote, thermostat and rectify/replace if required.
- vi. Check the function of expansion valves, driers, safety switches, relief & solenoid valves and rectification/replace if required
- vii. Check motor winding, mongering value, replacement of bearing and rewinding if required
- viii. Inspection of starter panel and repair if required and replacement of control fuses, capacitors.
- ix. Check the Insulation and proper fixing of refrigerant pipe lines and do minor rectifications.
- x. Check for all defective, corroded parts/foundation supports and recommend to replace/rectify
- xi. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases, brazing work.
- xii. Checking of drive belt & replace if necessary. Lubrication of bearings if necessary
Checking up of operation of Unit, Controller & condenser.· Combing of fins of condenser & Evaporator coil if necessary
- xiii. Repair\replacement of Expansion valve
- xiv. Attend breakdown/Repairs of the components of the AC Units - PCB and all electrical\electronic components, compressor , filter drier, Humidifier, Blower
- xv. Brazing of Pipes & insulation as required.
- xvi. Charging \ Top up of refrigerant, (In case of any leak or any other activity carried out)
- xvii. Chemical coil cleaning once a year.
- xviii. Cleaning of filters as and when required ,
- xix. Rewinding of condenser motors
- xx. Annual health checkup and efficiency test of AC Units and recommend to improve the efficiency.
- xxi. Annually inspect and replacement of all switches, thermostats and pressure control if found faulty or if variation observed or weak or abnormal.
- xxii. Repairs / replacements of Water piping & accessories, Ducting, Dampers, Duct lining, grilles, False ceiling.
- xxiii. Calibration of all equipment whenever required.
- xxiv. Replacement of Motor/Pump.
- xxv. Coating of tubes need to be done once in year.
- xxvi. Check & inspect the back pressure and head pressure.



- xxvii. Check & inspected the gas pressure of VRF if found maintain proper pressure by gas charging.
- xxviii. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- xxix. Indoor unit body condition.
- xxx. Check & inspected the working of stabilizer & check the level of insulating oil & maintain it.
- xxxi. Carried out yearly Air balancing activity at premises & provide its report.
- xxxii. System upgradation support whenever required.
- xxxiii. Need to provide onsite training to all facility employee.

3.1.3.4 Kitchen Exhaust Blower

- i. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- ii. Lubrication of all bearings wherever found necessary and replace the defective bearings
- iii. Check for all defective, corroded parts/foundation supports and recommend to replace/rectify.
- iv. Check for proper air flow and rectify the obstacles
- v. Check and replace defective V-belts & check proper function & rectification if required
- vi. Checking the components for normal running conditions such as vibration, Noise etc.
- vii. Check motor winding and meggering value and rewinding if required. Lubrication and replacement of bearing, adjust of pulley, shafts and alignment
- viii. Inspection of the safety and operating controls for proper operation. Inspection of electrical starters, replacement of start & run contactors, capacitors & re crimp lugs as required.
- ix. Inspect and adjust all safety control, required.
- x. Attend breakdown/Repairs of the components of kitchen exhaust blower
- xi. Chemical cleaning of kitchen exhaust hood annually.
- xii. Rectification of any obstruction inside kitchen exhaust duct.
- xiii. Replacement of kitchen exhaust Motor within 24 hrs if burnt.
- xiv. Repairs / replacement of electrical main incoming switch (Switch fuse unit), Main incoming cable, fuses, control transformers & indicating lamps.

3.1.3.5 Precision Air Conditioning

- i. Quarterly Dry Service with blower & yearly 1 Wet Service with jet pump need to carried out.
- ii. Check & inspected the pressure of refrigerant & if found less than normal, carryout leak test & fulfil the refrigerant after rectification the system.



- iii. Checking the suction and discharge pressure of the unit.
- iv. Cleaning of blower and condenser fan.
- v. Checking ground connections.
- vi. Checking and tightening of nuts & bolts.
- vii. Replacement of panels, Motors, Compressor Oil, N2, O2.
- viii. Check Indoor unit body condition.
- ix. Checking of the backup electrical power outlet/ MCB.
- x. Provide support in system upgradation
- xi. Bi monthly PM as per OEM/Best Practices recommendations and submit the report.
Report shall capture all data/value/check points pertains to PPM
- xii. Checking of drive belt & replace if necessary.
- xiii. Greasing/Lubrication of bearings.
- xiv. Checking up of operation of Unit, Compressor Controller & condenser, Combing of fins of condenser & Evaporator coil if necessary.
- xv. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases.
- xvi. Cleaning up of Unit, Air Filter, cooling coil & condenser coil with water
- xvii. Cleaning of humidifier bottle, electrodes, water supply strainer and drain inside the machine.
- xviii. Measurement of current of each individual equipment.
- xix. Checking of all electrical components for loose connections and tightening if necessary.
- xx. Checking of all the overload relay settings and repair/replace if found faulty
- xxi. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- xxii. Checking of refrigeration piping for any gas leakages & gas charging as required.
Checking of refrigeration system and pressure readings
- xxiii. Checking of pulleys, alignment, motor mounts, condenser fan mounts etc. and repair/replace if found faulty
- xxiv. Checking of panel insulation, temperature readings, Microprocessor controllers for operation and repair/replace if found faulty
- xxv. Repair/Replace all internal parts in PAC like compressor & its parts, motors and its parts, bearing/pulley/base/fan blades, control cards, digital display unit, PCB, indicators, lamps, switches, fuses, compressor, expansion valves, fan/blower motor rewinding, V belts, bearing, relays, thermostat, humidifier bottle, dehumidifier, capacitors. Filter drier, start & run contactors, re crimping lugs. Sheet Metal Panels found against Manufacturing Defect or due to lack of workmanship, shall try & repair the defective item / equipment.
- xxvi. Chemical coil cleaning once a year

- xxvii. Brazing of pipes & required insulation work during any repairing work
- xxviii. Annual health checkup of compressor oil and efficiency test of AC Units and recommend to improve the efficiency.
- xxix. Inspect all switches, thermostats and pressure control and repair/replace if found faulty.
- xxx. Insulation/continuity/resistance/current checks to be conducted for all motors and compressors if any abnormality in found during operation. Replacement of humidifier to include in AMC.
- xxxi. Replacement of any parts including Compressor, Condenser, Evaporator, Cooling/Heating Coils-due to Operational Error, Voltage Fluctuation (Spikes & Harmonics, Phase Failure & Phase Unbalancing),
- xxxii. Calibration of any measuring part.
- xxxiii. Any repairing related to water supply and drain line connections.
- xxxiv. Repair & Replacement of imported controls, pressure switches, gauges, modulating valves, modulating motors, microprocessors & BMS.

3.1.4 UPS

(Currently UPS is under Defect Liability Period till mid of April 2021, AMC of UPS will start from April 2021 onwards) However service provider has to coordinate and sync up with OEM for UPS related maintenance activity and ensure UPS is up & running all the time.

3.1.4.1 UPS Unit

- i. 24/7 - 365 days Support.
- ii. 2 hrs Response, Resolution 4 Hrs until unless any major dependency.
- iii. Cleaning the UPS System's with vacuum cleaner / blower & keep the system with dust free.
- iv. Visual Inspection to check any deformation.
- v. Checking and Adjustment (If needed) of Power parameters like input/output, DC voltage & Current
- vi. Checking and Adjustment (If needed) of Control parameters on PCB's.
- vii. Checking Tightness of all connection. (Shutdown Maintenance).
- viii. Functional Checking up of Inverter, Rectifier & Static section with approval, Performance operational test of the UPS system including unit transfer & Re transfer (Redundant System)
- ix. Install or perform Engineering Field Change Notices (FCN) as necessary.
- x. All UPS spares.

- xi. Quarterly PM including annual Shutdown PM activity as per OEM/Best Practices recommendations
- xii. Harmonic testing analysis and measurements once in year.
- xiii. Six monthly Battery impedance testing.
- xiv. Quarterly Battery discharge test with permission with connected load.
- xv. Provide detailed report along with History and report shall capture all data/value/check points pertaining to PPM.
- xvi. Replacement of defective capacitors, if purchased from OEM only and installation will be in OEM Scope
- xvii. Six monthly basic capacitor health checkup.
- xviii. Detailed checkup during annual shut down
- xix. Check and repairing of Annunciation Panel which includes checking of wiring & Display if applicable.
- xx. Need to provide onsite training to all facility employee.

3.1.4.2 Battery Monitoring System

- i. Quarterly Checking of Battery Cell voltages & physical condition,
- ii. Internal connections,
- iii. Cabinet earthing, temperature, float voltage
- iv. Battery Impedance test needs to be carry out on each quarter
- v. Report submission without delay.
- vi. All Spares parts/components & Consumables except mentioned as exclusion.
- vii. Check & Inspect the connectivity of Battery monitoring system with BMS system
- viii. Need to provide onsite training to all facility employee.

3.1.4.3 Inverters /Emergency Lighting UPS

- i. 24/7 - 365 days Support.
- ii. 2Hrs Response, Resolution 4 Hrs. until unless any major dependency.
- iii. Cleaning the UPS System's with vacuum cleaner / blower & keep the system with dust free.
- iv. Visual Inspection to check any deformation.
- v. Checking and Adjustment (If needed) of Power parameters like input. Output, DC voltage & Current.
- vi. Checking and Adjustment (If needed) of Control parameters on PCB's.
- vii. Checking Tightness of all connection. (Shutdown Maintenance).
- viii. Functional Checking up of Inverter, Rectifier & Static section approval, Performance operational test of the UPS system including unit transfer & Re transfer (Redundant System) and battery discharge test.



- ix. All UPS spares except mentioned in Exclusion.
- x. Four Quarterly PM including annual Shutdown PM Activity and submit the report. Report shall capture all data/value/check points pertains to PPM.
- xi. Quarterly Battery impedance testing
- xii. Quarterly Battery discharge test with battery backup time checking.
- xiii. Provide Detailed report along with History
- xiv. Replacement of defective capacitor if under warranty.
- xv. De & Re commissioning and shifting activity.
- xvi. Check Individual Battery Voltage & Battery Health check-up on Quarterly basis,
- xvii. Check Alarm & Warning status of inverter on Quarterly basis.
- xviii. Provide System upgradation.
- xix. Need to provide onsite training to all facility employee.

3.1.5 Kitchen Equipment

- i. Any number of breakdown calls, four numbers of routine inspections & preventive maintenance to keep the machine/s operating & functioning well.
- ii. Best & quick service to The Customer & keep machine/s in operating condition & provide all the possible help needed for the operation of the machine/s within 24 hours of receiving of complaint.
- iii. All spares required for the repairs of the machine/s will be supplied by vendor.
- iv. Client will be granting permission to carry the faulty parts of the machine/s to the service center for repairs if on-site repairs are not possible. In most cases Vendor will provide the replacement of that part to keep machine/s functioning regularly. In this case the period needed for repairing will be informed to the customer in writing in advance.
- v. The site should be as per specification required for the machine/s. The Machine/s should be used by well-trained operators only.
- vi. If any faulty spare taking out for repairing & need to keep provision of alternate spare at site
- vii. The exchange of Compressors, Polycab Cabling, Welding, Rubber Gaskets, and Electrical & Mechanical Parts PCB, SS Body Parts, Glass, Blades, Pump Motor, will be Covered.
- viii. Need to provide onsite training to all facility employee.

3.1.6 Fire & Safety systems

- i. Submission of Fire Form B twice in a year
- ii. Need to provide onsite training to all facility employee.
- iii. Coordinate with govt. bodies for getting Fire NOC; govt. fees will be borne by Client.



- iv. Upgradation software /licenses as per system requirement.
- v. Carry out Fire evacuation mock drill after every 6 months for all employees.

3.1.6.1 Fire alarm system

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Replacement of defective accessories i.e. all types of detectors, PCB/Control cards, loop card, MCP, modules and graphics software, power supply unit and papers.
- iii. Software-Reloading of Software (provided the software CD, Program Backup & Dongle is made available at site to vendor) in case of a System Crash.
- iv. Cleaning of all detectors should happen within a quarter as per IS standard and also to address by cleaning 50% and above (High Traffic zones) dust level detectors under monthly PPM. 25% of the installed detectors must be checked on its functionality, address etc. in a year.
- v. Therefore, 100% check is completed for every 4 years.
- vi. Vendor to use Aerosol spray to test the function of smoke detectors and Hair dryer (or) shielded lamp to test the function of heat detectors.
- vii. Ensure each smoke detector is within its sensitivity range by using test methods recommended in IS standard and share the results with recommendation.
- viii. Provide the count and location details in the monthly MIS report for the smoke detector (AFC and BFC) cleaned during the PPM activity to track if all the detectors are getting cleaned on quarterly basis.
- ix. Vendor to provide the count and location details in the monthly MIS report for the smoke detector (AFC and BFC) checked for its functionality, address to track if 25% of the detectors are getting tested on annual basis.
- x. Generate MIS report on monthly basis by categorizing the events like dust alarm, real alarm, maintenance, drill, MCP pull etc. with detectors numbers and provide recommendation to minimize the incidents & publish the dash board by 5th of every month, for the previous month.
- xi. Smoke detector dust percentage status - Prior and post cleaning to be recorded and mentioned on service reports with recommendation (if any) wherever feasible.
- xii. Required checks to be carried out for FAS batteries on monthly basis and to be captured on service report.
- xiii. Replacement of battery. Vendor must recommend for replacement as and when needed.
- xiv. For every corrective maintenance, service report must be provided.
- xv. RCA to be shared along with permanent corrective action plan for all repeated events & troubles

- xvi. Audibility of all hooters should be checked across the floors, and in case of any low or no sound then recommendation for repair or replacement of defective hooter or installation of new hooters to be given. Decibel levels checks on quarterly basis should be 75dB or 80dB max as per allowable range for human ear,
- xvii. Adequate spares should be kept in stock for immediate replacement (list must be shared with client).
- xviii. During the monthly PPM functionality and integration with FAS Panel testing for all the AHU Fire Damper to be done, recommendation for repair / replacement of defective actuator, controller to be given.
- xix. Performance check of the hooters shall be done along with the performance check of MCP.
- xx. Check all access door shall release when fire alarm activated. Check Operational readiness of system during mains failure.
- xxi. Check & inspect the operation of Response indicators, if required repair & replace the same.
- xxii. Checking/Serviceing of major equipment's such as pressure gauge, panels including contactor, valves, main alarm panel, auxiliary panels etc.
- xxiii. Check & Inspect the connectivity of Fire system with BMS system.
- xxiv. Carry out fine-tuning to optimize the control parameters, software programming and interface signals to optimize the performance of the designated system with regards to comfort, safety and security.
- xxv. Need to take backup of system as on when required.
- xxvi. All system health checkup & testing reports with SOP.
- xxvii. Need to provide Fire Safety training to all employee.

3.1.6.2 Sprinkler System

- i. Quarterly preventive maintenance as per OEM Best practice and FM Global guidelines and submit the report. Report shall capture all data/value/check points pertains to PPM.
- ii. Checking of the functionality of all Parts related to Sprinkler Systems.
- iii. Cleaning & servicing the branch pipe, nozzles etc.
- iv. Sprinkler Bulb-Serviceing and replacement in case of a malfunction.
- v. Control valves, various components / consumable of Sprinkler systems.
- vi. Checking ensure pipes to be free from leakage.
- vii. Checking of sprinklers & pipelines for leakage's if any.
- viii. Check the function of pressure gauges, valves, relays and timers and report for repair/replace if any.
- ix. Repair & Replacement the branch pipe, nozzles etc.
- x. Rectification of sprinkler lines as and when needed.

3.1.6.3 High Sensitivity Smoke Detectors (HSSD)

- i. Check & Inspect the connectivity of Fire system with BMS system.
- ii. Provide support in upgradation of existing system
- iii. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- iv. Graphics Software-Reloading of Software (provided the software CD, Program Back & Dongle is made available at site to vendor) in case of a System Crash.
- v. HSSD Panel-Card / Board failure during operation, Aspiration Tube.
- vi. Clean HSSD Filter & Replace if required.
- vii. Includes all accessories HSSD including power supply units, Rigid pvc tubing along with flexible probes for sampling along with supports, aspiration tubes, capillary tubes & termination nozzles.
- viii. Functionality testing of all the HSSD system.

3.1.6.4 Water Leak Detection system (WLD)

- i. Check fault circuit of each WLD zone by actually disconnecting wire by removing a detector
- ii. Check & Inspect the connectivity of Fire system with BMS system.
- iii. Provide support in upgradation of existing system
- iv. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- v. Report shall capture all data/value/check points pertains to PPM.
- vi. Checking Water leak detection panel-Card / Board failure during operation,
- vii. Detection Module-Device Failure to communicate consistently, Sensor-Device Failure to communicate consistently
- viii. Functionality testing of the system.

3.1.6.5 Fire Extinguisher

- i. Provide support in upgradation of existing system.
- ii. Fire extinguisher operation & working training.
- iii. High pressure test whenever required.
- iv. Fire extinguisher refilling whenever required.
- v. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- vi. Service report to be submitted with Type Fire Extinguishers Weight, Regulator.
- vii. Checking of Valve Hose & Horn, Trolley Wheels oiling and repair/replacement.
- viii. Repair and replace of Gas Cartridge Powder checking Water Level, Mechanical Foam, Pressure Gauge, Other Accessories if required
- ix. Repair & Replacement Pneumatic Heat Detector Tube, Hose, Horn & wheel.

3.1.6.6 NOVEC 1230 (GSS)

- i. Check operation of NOVAC 1230 System Abort Switch, Release switch & response indicators.
- ii. Check the operation of NOVAC 1230 System in Auto & Manual mode.
- iii. All system health checkup & testing reports with SOP.
- iv. Provide support in upgradation of existing system.
- v. Operation & working training of Novac 1230.
- vi. Check & Inspect the connectivity of NOVAC system with BMS system.
- vii. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- viii. Service report for the same needs to be submitted.
- ix. Check the nozzle / cleaning of the nozzles ,
- x. Check the GSS panel and the alarms, check the pressure gauge and other accessories.
- xi. Check the condition of detectors, panel indication lamps, remote switches, relays, solenoid coils.
- xii. Periodic inspections should be carried out for the NOVEC gaseous suppression system.

3.1.6.7 Fire Damper

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Check the operation & status of fire damper during fire alarm activate.
- iii. Check & Inspect the connectivity of damper with BMS system.
- iv. Actuate and cycle dampers as a part of the smoke detector testing (per NFPA-72).
- v. Remove fusible links for testing and reinstall afterward. If replacing the fusible link, be sure to use a link of the same size, temperature and load rating.
- vi. Verify that the damper frame and blades are not damaged or rusted.
- vii. Check the damper frame for damage and remove or repair immediately.
- viii. Remove any obstructions that prevent the damper from closing fully.
- ix. Document inspections and testing. Include the location, date, inspector and description of deficiencies and repairs
- x. Repair of controller.

3.1.7 Rodent Repellent System

- i. Check all RRP Band status & change the Band on quarterly basis.
- ii. Check & Inspect the connectivity of Rodent system with BMS system.
- iii. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- iv. Checking Rodent system panel-Card / Board failure during operation,
- v. Detection Module-Device Failure to communicate consistently, Satellite-Device Failure to communicate consistently
- vi. Functionality testing of the system.

3.1.8 Public Address system

(This includes amplifiers, Zone Console unit, Speakers and Goose Neck Mike and power supply accessories)

- i. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- ii. Report shall capture all data/value/check points pertains to PPM.
- iii. During the monthly PPM functionality and testing of all the field equipment, Control Console-Equipment, amplifiers, Zone Console unit, Speakers and Goose Neck Mike, power supply accessories and all other accessories associated with the PA system installed to be checked for proper operation, any defect in the device to be immediately reported to SO / Site FM team with proper recommendations to resolve the same.
- iv. Audibility of all speakers should be checked across the floors, and in case of any low or no sound then recommendation for repair or replacement of defective speaker or installation of new speaker to be given.
- v. Decibel levels checks on quarterly basis should be 75dB or 80dB max as per allowable range for human ear.
- vi. Need to provide onsite training to all facility employee.

3.1.9 CCTV system

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Check CCTV ON Line status.
- iii. Check CCTV recording Status.
- iv. Check for the view of recording in Live and Playback mode.
- v. Check for Power Supply, focusing angle of Cameras.
- vi. Check whether back up is maintained of recordings for specific period.
- vii. Checking the positioning and functioning of cameras and storage system.
- viii. Signal strength and video clarity of each camera to the NVR, monitors.
- ix. Rotational speed and clearance of PTZ cameras.
- x. CCTV cameras cleaning.
- xi. Check cable connectors, termination on quarterly basis.
- xii. Take system backup.
- xiii. Check all the functionalities of software.
- xiv. System Health checks.
- xv. Provide support in upgradation of existing system.
- xvi. A quarterly maintenance Chart need to maintain.
- xvii. Remove dust and dirt from the camera enclosures (Inside & outside) exterior using a soft brush or a lint A solvent which is harmless to the finishes of metal and plastic may be applied to more stubborn stains.



- xviii. Examine the exterior of the enclosure for any signs of damage or loose cable glands and rectify any faults found.
- xix. Examine the printed circuit boards for signs of overheating, dry joints and/or damaged tracks
- xx. The software/license/Up gradation etc. Of Surveillance System shall be carried out from time to time.
- xxi. All Spares parts/components & Consumables.

3.1.10 Access Control System & Visitor Management system

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Assist in operational issues of access control system.
- iii. Maintenance of Access control system & VMS Server.
- iv. Attending points raised after Vulnerability Assessment and Penetration testing (VAPT) test by ReBIT team and ensure system is working normal condition.
- v. Check ACS operations Visual Inspection of DAC/Readers/Switches for defects, corrosion, and dirt.
- vi. Check Voltage, check feruling, Reader/Door name sticker, Cable terminations, check door alignment, check magnetic lock, Reader, Armature plate, LED indication.
- vii. Check AC wiring segregated from, other electrical cable.
- viii. Check ACS server.
- ix. Check ACS controller layout on control panel.
- x. Check door lock time and respond time.
- xi. Check Battery Backup time of ACS.
- xii. Check integration of ACS with FAS.
- xiii. Check manual operations with Break glass unit/Emergency release switch.
- xiv. Check door release with software.
- xv. Check the report required report generation.
- xvi. Check the status of access door while force opening.
- xvii. Check all doors are auto release in case of fire alarm activated.
- xviii. Check the operation of access card printer & provide its cartridge.
- xix. Check the operation of Panic bar.
- xx. Check the operation of Piezo buzzer.
- xxi. Check the door operation if door kept open for long time.
- xxii. Check the status of HID access card readers.
- xxiii. Troubleshooting for access card printing issue & Access card existing software.
- xxiv. Upgradation of system by latest software/antivirus/license etc.
- xxv. Software backup.
- xxvi. Health check report.



- xxvii. Quarterly Preventive Maintenance and submit the report.
- xxviii. Check for Physical condition, all connections and controls. Adjust if required.
- xxix. Check power supply/control cables termination of Visitor management module with camera & badge printer (Paper), import tool (import cardholder & credential data).
- xxx. Check for field terminations for corresponding software.
- xxxi. Troubleshooting, Fault finding including cabling & rectification in the system
- xxxii. Repair & maintenance of System and Operating Software.
- xxxiii. Visual checking of VMS graphical presentation.
- xxxiv. Checking of history chart of pop up messages and analysis their reason.
- xxxv. Need to take VMS Back up once in a quarter.
- xxxvi. Upgradation of system by latest software/antivirus/license etc.
- xxxvii. Check Multifunction Energy Meter (Modbus) communication with BMS.
- xxxviii. Maintain the data sheet of the equipment of VMS.
- xxxix. Maintain System Report generation.
 - xl. Need to provide onsite training to all facility employee.
 - xli. Provide support in integration & maintenance of Visitor management system.
 - xlii. Check and resolve operational issues of Access card printer/Visitor card printer etc.

3.1.11 BMS

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Manage and maintain IBMS server.
- iii. Support ReBIT team for Vulnerability Assessment & Penetration Testing (VAPT) and attend all point reported by ReBIT team
- iv. Upgradation of software / license with latest software as and when released.
- v. Maintain field controllers, supervisory controller, temperature sensors, humidity sensors, pressure sensors, BMS & application software. 4-times visits at interval of 3-months and submit the report
- vi. Check for Physical condition, all connections and controls. Adjust if required.
- vii. Check power supply/control cables termination, system controllers, devices like valves, sensors, switches etc.
- viii. Check for field terminations for corresponding software controllers.
- ix. Check for DDC control chambers.
- x. Check for command status, temperature sensor & parameters.
- xi. Ensure all Indications & alarm system operation
- xii. Troubleshooting, Fault finding including cabling & rectification in the system
- xiii. Repair & maintenance of System and Operating Software.
- xiv. Visual checking of BMS graphics of all integrated equipment and their command to equipment.
- xv. Checking of all AI, DO, DI and AO command of equipment.



- xvi. Checking of history chart of pop up messages and analysis their reason.
- xvii. Need to take BMS Back up once in a quarter.
- xviii. Upgradation of system by latest software/antivirus/license etc.
- xix. Check Multifunction Energy Meter (Modbus) communication with BMS.
- xx. Maintain the data sheet of the equipment of IBMS.
- xxi. Need to provide onsite training to all facility employee.

3.1.12 EPABX / PASSIVE /ACTIVE NETWORKING:

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Assist in operational issues of EPABX system and passive networking.
- iii. Maintenance & troubleshooting of EPABX and passive network equipment's – cabling, rack cabinets, patch cables, etc. Configuration of EPABX as and when required.
- iv. Breakdown maintenance call has to be attended on the days of its reporting.
- v. The EPABX system maintenance should be efficient and reliable.
- vi. Check, Service, Repair the telephones attached with EPABX system.
- vii. Attending to service calls for trouble shooting and maintenance by Engineer/Technician to inspect performance of the exchange/ extension etc. and to take action accordingly.
- viii. All Spares parts/components & Consumables.
- ix. Standby system needs to be arranged at the time of breakdown by service provider.
- x. Provide support in upgradation of existing system.

3.1.13 Audio Visual & Video Conferencing

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Checking and adjustment of controls/ LEDs/LCD.
- iii. Check& Inspect the AV, TV & VC system Projector.
- iv. Cleaning and servicing of projector, Lens cleaning, replacement if projector lamp after exceeding lamp hour.
- v. Check, Inspect, Repair AV, TV & VC system Interactive white board.
- vi. Check, Inspect, Repair AV, TV & VC system Audio amplifier, Speakers, camera, mic, receiver.
- vii. Check, Inspect, Repair AV, TV & VC system LCD/LED flat panel.
- viii. Check, Inspect, Repair AV, TV & VC system Digital Signage player.
- ix. Ensure proper functionality of Video Conferencing equipment's and provide end to end support for VC connectivity whenever required.
- x. Hot spare replacements will be utilized while equipment is out for repair. As part of services, the Vendor will warehouse hot spares and repaired equipment until needed.



- xi. The vendor will provide a quarterly report of all trouble-tickets reported with the resolution details with completion time included.
- xii. Support for any new AV makes and models that DCPS may standardize in the future.
- xiii. Provide System Health check report.
- xiv. Troubleshooting of wireless communication.
- xv. All Spares parts/components & Consumables.

3.1.14 Additional Conditions of Contract

- a. The scope of work includes maintenance, management support and service of ReBIT office premises at Navi Mumbai. All the devices as per Asset List provided in this RFP in the ReBIT office premises as part of the physical Infrastructure shall be maintained and managed. Successful bidders shall be required to undertake end to end services, hereafter referred as 'Service Provider'.
- b. The Service Provider shall provide the services under the maintenance support of existing equipment's/components at Office No. 502, Building No.1, Mindspace Juinagar, Navi Mumbai to enable smooth and uninterrupted operations of ReBIT office premises at Navi Mumbai for period of 2 years.
- c. During the period of maintenance contract, no payment whatsoever towards replacement of parts, spares or consumables etc. shall be entertained. The service provider will hand over the complete system fully functional back to the ReBIT on the completion of work.
- d. During the course of maintenance contract, the firm will coordinate with the Facility Manager on regular basis for effective execution of various activities concerning the servicing of all system as per the details / particulars of maintenance schedule.
- e. The Service provider shall deploy experienced manpower for carrying out preventive/breakdown maintenance and should have adequate qualification and experience. The service provider will also deploy a senior Manager (having knowledge of all the systems) as and when required who will visit the site at least once in a month, to take up periodic maintenance and to ensure that the works are being accomplished as they are required under the condition of contract.
- f. The service provider shall carry out maintenance activity after office hours and on weekends. So as to avoid operational disruptions to office activities. Breakdown maintenance to be carried out as per SLA.

- g. The service provider will support facility manager for preparing Planned Preventive Maintenance schedule and carry out maintenance activity accordingly.
- h. The service provider will maintain the logbook for the maintenance works carried out as given under scope of Work (Point No. 3.3)
- i. After each maintenance / testing, the details will be entered in the log book (maintenance) register along with the testing date and results achieved. The entry in the registered will be countersigned by the ReBIT Authorised representative / Facility manager.
- j. Without taking prior approval form the Facility manager, no fitting / material will be removed for the purpose of repairs. It will be service provider's responsibility to provide alternate serviced temporary arrangements for such items removed during the period of repair. The item will be repaired and into position so as endure that the system remains fully functional all the time.
- k. The firm shall maintain essential spare parts for critical systems such as fire & safety systems / PAC / UPS / Inverter to avoid un-availability of essential spares during breakdown.
- l. The system shall be maintained in working condition all the time until completion of contract.
- m. The demonstration on the working of system shall be given, once in quarter to Facility Manager / Technical team of ReBIT. And training to technical staff to be arranged whenever asked for.
- n. All materials to be used for repair and replacement of parts shall be of same / equivalent make from reputed make and of ISI make.
- o. Service Provider has to maintain back to back agreement with OEM for critical equipment maintenance and ensure availability of spares. Service provider must share copy of agreement with OEM whenever asked for.

3.2 Personnel

- 1. All staff deployed for doing maintenance activity should have adequate experience in similar equipment maintenance.



2. Must be fully trained in the proper use of the required equipment, tools and tackles to perform all maintenance tasks.
3. Must perform duties in a professional and courteous manner.

3.3 Invoicing

Vendor shall raise invoice (“Invoice”) for the maintenance Services for each quarter after completion of quarterly service tasks. Subject to any dispute ReBIT shall pay the entire amount of the Invoice within 60 days of receipt of each Invoice.

3.4 Account Management

Team Structure & Escalation Process

There should be Single Point of Contact/Account Manager to contact for any immediate issue/breakdown ReBIT maintenance schedule / breakdown maintenance

Any issues/breakdown that will impact business continuity and cause a significant disruption of service will be escalated to the vendor’s senior management team. As a part of the RFP response you are required your account management structure that will support this account.

Escalation Matrix to be shared with ReBIT.

3.5 Meeting Cadence

1. Operations team to attend the monthly meeting to discuss all sites related issues and updated MOM to be shared accordingly.
2. Operations team to attend month end SLA meeting with the respective site SPOC’s for the SLA scoring and minutes of meeting (MOM) to be reviewed and discussed.

3.6 Service Level Agreement

ReBIT will validate the vendor’s services on a quarterly basis by:

1. Regular system inspection/check on the system operations; and
2. Reviewing the maintenance service log prepared by the Vendor; and
3. Compliance & Reporting Procedure & Penalties for Breach

| S.No. | Items | Target | Deviation from Target | Penalties in case of breach in SLA |
|-------|---|---|--|---|
| 1 | Submission of preventive/breakdown maintenance report to ReBIT. | Report for the maintenance to be submitted within weeks' time of work done | Delay beyond weeks' time | 0.1% quarterly bill for every days delay on incremental basis. |
| 2 | Monthly / Quarterly scheduled maintenance & reporting measures timely maintenance of the equipment's installed at premises. | 100% of schedules maintenance should be carried out as per maintenance plan submitted by service provider. Any scheduled maintenance needs to be planned and intimated to ReBIT at least 2 working days in advance. | Any deviation of the scheduled maintenance & reporting from the actual target schedule | 1% of the quarterly bill for the every single instance of the non-compliance. |
| 3 | Fire & Suppression System | Refilling of fire suppression cylinders in case of discharge during any incident | Refilling within <= 10 days | No Penalty |
| | | | Refilling within >10 days <= 20 days | 1% of the quarterly bill |
| | | | Refilling within >20 days <= 30 days | 2% of the quarterly bill |

The selected bidder shall be liable to a penalties in case of breach in SLA up to a maximum of 10% (ten percent) of the contract / bid value.

3.6.1 Maintenance Schedule & Breakdown Response Time and resolution Time

| S.No. | Equipment Name | Preventive Maintenance visits | Breakdown Calls | Agreed Response Time | Agreed Resolution Time |
|-------|-----------------------------------|---------------------------------|-----------------|----------------------|---|
| 1 | UPS | Quarterly | Any Numbers | 2 Hours | 4-6 Hours & 7-8 Hours incase of major Breakdowns |
| 2 | Battery Monitoring System | Monthly apart from Quarterly PM | Any Numbers | 2 Hours | 4-6 Hours & 7-8 Hours incase of major Breakdowns |
| 3 | PAC | Quarterly | Any Numbers | 2 Hours | Minor Complaints Immed. 24 Hrs. system processing. 48 Hrs. Major breakdown |
| 4 | Cassette AC | Quarterly | Any Numbers | 2-4Hours | 4-8Hours depending on the severity unless major component needs replacement |
| 5 | Ductable AC | Quarterly | Any Numbers | 2-4Hours | 4-8Hours depending on the severity unless major component needs replacement |
| 6 | BMS | Quarterly | Any Numbers | 2-4 Hrs | Any emergency problem will be attended to within 2 hours and resolved within 24 hours. |
| 7 | Inverters /Emergency Lighting UPS | Quarterly | Any Numbers | 2-4hours | 4-8Hours depending on the severity unless major component needs replacement subject to Availability of Spares at the site |
| 8 | Kitchen Exhaust Blower | Quarterly | Any Numbers | 2-4Hours | 4-8Hours depending on the severity unless major component needs replacement |

| | | | | | |
|----|---|-----------|-------------|---|--|
| 9 | FAS (Fire alarm System) | Quarterly | Any Numbers | Critical (severity1) 4hrs ,Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |
| 10 | Sprinkler | Quarterly | Any Numbers | 2 Hrs | Critical (severity1) 24hrs, Major (severity2) 48 hrs AND Minor (severity3) 72hrs. |
| 11 | Earth Pit | Quarterly | Any Numbers | 2 Hrs | 4 hrs turn around for minor break downs, 4-8Hours depending on the severity unless major component needs replacement |
| 12 | VRF | Quarterly | Any Numbers | 2-4Hours | 4-8Hours depending on the severity unless major component needs replacement |
| 13 | LT Panel | Quarterly | Any Numbers | 2 Hours | Minor Breakdowns - 4 hrs & Major Breakdowns - 8 hrs. subject to Availability of Spares at the site |
| 14 | PA system (This includes amplifiers, Zone Console unit, Speakers and Goose Neck Mike and power supply accessories.) | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |

| | | | | | |
|----|--|-----------|-------------|---|--|
| 15 | HSSD | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |
| 16 | Water Leak Detection System | Monthly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |
| 17 | Fire Extinguisher | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs |
| 18 | NOVEC 1230 (GSS) | Quarterly | Any numbers | 2-hours | 4 Hours for Minor Issues and 4 - 6 Hours for major issues subject to Availability of Spares at the site |
| 19 | Power Distribution panel & All Electrical DB (LDB.RPDB,UPSDB & EMDB) | Quarterly | Any Numbers | 2hours | 4-8Hours depending on the severity unless major component needs replacement subject to Availability of Spares at the site |
| 20 | Rodent System | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to |

| | | | | | |
|----|--------------------------|-----------|----------------|--|---|
| | | | | hrs AND Minor (severity3) 24hrs. | Availability of Spares at the site |
| 21 | Kitchen Equipment | Quarterly | Any Numbers | 4-8Hours depending on the severity unless major component needs replacement | Resolution time depend of availability of spares. |
| 22 | Fire Damper | Quarterly | Any Numbers | 4-8Hours depending on the severity unless major component needs replacement | Resolution time depend of availability of spares. |
| 23 | Access Control System | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |
| 24 | CCTV | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |

| | | | | | |
|----|------------------------------------|-----------|-------------|---|--|
| 25 | EPBAX / ACTIVE /PASSIVE NETWORKING | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |
| 26 | Audio Visual & Video Conferencing | Quarterly | Any Numbers | Critical (severity1) 4hrs, Major (severity2) 8 hrs AND Minor (severity3) 24hrs. | Critical (severity1) 24hrs ,Major (severity2) 48 hrs AND Minor (severity3) 72hrs subject to Availability of Spares at the site |
| 27 | Visitor Management System | Quarterly | Any Numbers | 2 Hrs | Any emergency problem will be attended to within 2 hours and resolved within 24 hours. |

3.7 Compliance Audit Checklist

The service provider is obligated to have the following documents/certificates ready to provide to ReBIT upon request for compliance and auditing purposes on a monthly process.

| Sr No | Title | Type | Particulars of Statutory Details |
|-------|---------------------------------------|---------------------|---|
| 1 | Contract Labour Licence / Application | Contract Labour Act | Copy of Contract Labour Licence or Application along with security deposit details in Form IV |
| 2 | Commencement / completion of Contract | Contract Labour Act | Copy of commencement / completion of contract in Form VI-A |

| | | | |
|----|--------------------------|-------------------------------------|---|
| 3 | Service Certificate | Contract Labour Act | Service certificate issued to employee by contractor on the termination of employment |
| 4 | Employment Cards | Contract Labour Act | Employment card (Form X / XIV) issued to each worker by contractor within 3 days of the employment of the worker enlisting particulars of worker. |
| 5 | Register of Workmen | Contract Labour Act | Register of Workmen in Form XIII which contains details of Contractor, Principal Employer & Contract Employees. |
| 6 | Attendance / Muster Roll | Contract Labour Act | Maintained by contractor giving details about employee's attendance viz. present / absent days / leave /holiday status |
| 7 | Register of Wages | Contract Labour / Minimum Wages Act | Wage register in prescribed format displaying details of wages |
| 8 | Register of Deductions | Contract Labour Act | Register of Deduction showing details of deductions made from wages |
| 9 | Register of Fines | Contract Labour Act | Register of Fines for details of any Fines imposed. |
| 10 | Register of Advances | Contract Labour Act | Register of Advances depicting details of Advances taken. |
| 11 | Register of Overtime | Contract Labour Act | Register of Overtime maintained for any overtime done and display overtime hours. |
| 12 | Wage slips | Contract Labour Act | Sample copies of Payslips in the prescribed format |
| 13 | Overtime Limit | Contract Labour Act | Overtime not to exceed as mentioned in the Act |
| 14 | Overtime Rate | Contract Labour Act | Overtime paid double the rate of gross wages |
| 15 | No. of employees on site | Contract Labour Act | Employees working on site are lesser or equal to the number mentioned in License |

| | | | |
|----|---|------------------------------|---|
| 16 | Contract Labour Returns | Contract Labour Act | Half yearly returns filed in Form XXIV (in duplicate) by contractor not later than 30 days from the close of the half year. |
| 17 | Principal Employer Attestation on Muster roll and Salary Register | Contract Labour Act | Has the Principal Employer certified the disbursement of wages done to the contract employees as per Contract Labour rules against each entry |
| 18 | ESI Registration Code | Employee State Insurance Act | Proof of having ESI registration |
| 19 | ESIC online monthly register | Employee State Insurance Act | ESIC online monthly register in PDF format with employees details working on site during the month with contribution verification on random basis |
| 20 | ESI challan / SBI Token | Employee State Insurance Act | ESI challan for the previous month OR Token of payment made to SBI of current month |
| 21 | Date of ESI challan payment | Employee State Insurance Act | Copy of ESI challan paid on or before 21st of every month |
| 22 | LWF registration | Labour Welfare Fund | Labour Welfare Fund registration copy |
| 23 | LWF challan | Labour Welfare Fund | Copy of paid Labour Welfare Fund Challan (in applicable month) |
| 24 | Date of LWF payment | Labour Welfare Fund | Labour Welfare Fund paid within 15 days of completion of eligible month |
| 25 | In-Out Register | Other | In-out register to crosscheck of Actual Attendance i.e. In & Out timings, Overtimes and Weekly off details of every employee. |
| 26 | Weekly Off | Min Wages | Weekly Off observed for every SIX days of working |
| 27 | Exemption | Minimum Wages | Exemption to maintain computerized records Under Minimum Wages Act |
| 28 | Notice required to be displayed at work site | Minimum Wages | Notices required to be displayed at work site, under Minimum Wages Act, showing rates of wages, hours of work, wage periods, date of payment of unpaid wages, |

| | | | |
|----|--------------------------------|---|--|
| | | | Name and addresses of inspector in English, Hindi and in a local language |
| 29 | Minimum Wages | Minimum Wages | Compliance as per latest Minimum Wages |
| 30 | Salary Payment - Date | Payment of Wages Act | Is the date of payment mentioned, are the salaries paid on or before 7th/10th of every month |
| 31 | Proof of Payment | Payment of Wages Act | The Copy of Bank Transfer / Copy of Cheque brought for verification & tallying with Net Pay of Salary Register |
| 32 | Bonus Register & Bonus Returns | Bonus Act | Bonus Register in Form C & Bonus Annual Returns in Form D |
| 33 | PF Regn Code | Provident Fund Act | Proof of having PF registration |
| 34 | PF Contributions | Provident Fund Act | PF challan for the previous month OR Token of payment made to SBI of current month |
| 35 | PF On Time | Provident Fund Act | PF challan paid on or Before 15th of every month |
| 36 | PF online monthly register | Provident Fund Act | PF online monthly register ECR copy in PDF format with employees details working on site during the month with contribution verification on random basis |
| 37 | EDLI Exemption | Provident Fund Act | Copy of EDLI Exemption produce for verification |
| 38 | EDLI Monthly Return | Provident Fund Act / Employee's Deposit Linked Insurance Scheme | Form 7 IF (Applicable if PF Trust is in place under Section 17) |
| 39 | Form 11 | Provident Fund Act | Produce for all Employees. |

| | | | |
|----|-----------------|-----------------------------|---|
| 40 | Prof Tax | Professional. Tax | PT Registration & Monthly Challan |
| 41 | Minimum Leaves | Shops and Establishment Act | Whether minimum leaves entitled availed as per Shops Establishment Rules. (Leave register and Leave card) |
| 42 | Monthly Summary | Other | Monthly Summary under PF / ESI / LWF in Karma Format |

3.8 Manpower and Staffing

1. Service Provider will ensure that they deploy trained, experienced and competent employees. The Provider shall also ensure that their employees employed at the ReBIT premises are physically fit to carry on the work under this agreement and are not suffering from any chronic or contagious disease. However, this does not prevent ReBIT to get the Provider's employees medically examined, if required, by the Medical officer of ReBIT choice at Provider's expense and the Provider shall be bound to remove such of their employees who is declared unfit by ReBIT, based on the medical report.
2. Service Provider shall, in addition to complying with the Agreement, comply in all respects and at all times with the provisions of statutes, rules and regulations applicable to them and/or to their employees, including but not limited to the Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, Employees State Insurance Act, Employees Provident Fund and Miscellaneous Provisions Act and in particular the Provider shall, if required, obtain the requisite license under the Contract Labour (Regulation and Abolition) Act 1970 and the rules made there under. Provider shall maintain necessary documentary evidence of their compliance with applicable laws, rules, regulations, notifications, etc. and shall, upon ReBIT's request, produce forthwith to ReBIT for inspection, verification, etc.
3. Service Provider shall ensure that the Provider's employees while on the premises of ReBIT or while carrying out their obligations, maintain cleanliness & decorum, abide by safety guidelines and adhere to general discipline laid down by ReBIT or its authorized agents as per the scope of work mentioned below and ReBIT shall be the sole judge as to whether or not the Provider and/or their employees have observed the same. In case of any differences of Opinion,



the same shall be mutually resolved and any non-compliance shall be strictly acted upon.

4. Service Provider shall personally and exclusively supervise or employ sufficient supervisory personnel exclusively to supervise the work of their employees so as to ensure that the service rendered under this agreement is carried out in conformity with this SOW and to the full satisfaction of ReBIT.
5. Provider shall ensure that the Service Provider's employees strictly observe such work timings as advised by ReBIT from time to time.
6. Service Provider shall ensure that no employees of the Provider remains on ReBIT premises after completion of working hours prescribed by ReBIT, without the prior written permission of ReBIT.
7. The Provider shall always employ an experienced staff at ReBIT Premises as per maintenance schedule.
8. Any indecent behaviour / suspicious activities of the staff shall be viewed seriously and a suitable penalty shall be levied on the Service Provider. The Service Provider is also required to submit the list of workers with photo ID for gate pass entry in the premises.
9. Service Provider to specify whether all the employees of Provider are on the payroll of Provider or sub contracted.
10. Service Provider shall be solely responsible for the credentials/ act of his staff / workers.
11. Service Provider shall ensure all vendors use necessary Personal Protection Equipment while performing the job requirements.

3.9 EHS- Environment Health & Safety

1. Participate in Emergency Evacuation procedures including crisis management and business continuity.
2. Service Provider should adhere to all EHS procedures.
3. Service Provider to ensure all vendor use necessary Personal Protective Equipment's (PPE) and should ensure Lockout Tag out Control (LOTO) is installed in all critical location policy.

3.10 Others

1. Liaise with all AMC Suppliers and ensure that AMC calendars are followed strictly and preventive maintenance schedules are followed.



2. Train all Supervisor/In charges and team members in the building on BCMP and EHS requirements.
3. Ensure all personnel of Supplier will wear adequate Personal Protection Equipment's (PPE)
4. Maintain system wise documents/files for preventive maintenance/breakdown.

3.11 General Scope & Conditions

1. Within the premises of ReBIT, the Service Provider will not do anything whatsoever which in the opinion of ReBIT may be or becomes nuisance, annoyance or danger which may adversely affect property, or reputation of ReBIT.
2. The Service Provider will not use the name of ReBIT in any manner either for credit arrangements or otherwise and it is agreed that ReBIT shall not in any way be responsible for the debts, liabilities or obligations of the Provider and/or their employees.
3. Service Provider shall commence performing any service as agreed to be provided under this SOW only after the necessary work permit is obtained.
4. The Service Provider will ensure that the existing operations are not affected during the transition.
5. If, during the tenure of this SOW, ReBIT decides to relocate from any of the locations listed to a new location, Parties shall amend this SOW to include the new location and to incorporate any other point of agreement between the Parties. Amendment shall be carried out by way of a written document signed by authorized representatives of both Parties.

3.12 Compliance

1. Provider shall, comply in all respects and all times with the provisions of all rules and regulations applicable to them and/or to their employees, whether listed in this contract or not, including but not limited to the Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, Employees State Insurance Act, Payment of Bonus Act, Payment of Gratuity Act, Employees Provident Fund, Maternity Benefit Act, State Specific Shops & Commercial Establishments Act, State specific Labour Welfare Fund Act and State specific



Industrial Establishments (National and Festival Holidays) Act and Miscellaneous Provisions Act, etc. Provider shall, if required, obtain the requisite license under the Contract Labour (Regulation and Abolition) Act 1970 and the rules made there under and abide by the applicable regulatory requirements. In addition, Provider shall abide by the applicable Employee Health and Safety Guidelines and Lockout Tag out Guidelines as per the industry standards and applicable legislations.

2. For such works that require attention 24 hours a day 7 days in a week, if Provider's staff are required to work for more than 1 hour of the prescribed working hours in a day, Provider shall pay to such staff overtime wages for the extra hours at the rate provided. Over time work is restricted and to be followed as per the Shops & Establishment act of the respective States.] If a resource works on national and festival holidays, extra wages and/or compensatory holiday shall be provided to the resource by the Service Provider in accordance with the applicable Law.
3. Provider will need to attend compliance audit organized by the ReBIT HR compliance team quarterly and produce forms, registers, returns, registration certificates, license, and other records, relating to the resources deployed in ReBIT
4. Provider shall submit Declaration of Compliance and Contribution Statement in the format provided in Exhibit / Attachment respectively on monthly basis to the ReBIT Facilities Manager.

3.13 Service Level

The detailed requirements by ReBIT and the Service level indicators as to each category of services are provided. Service Provider shall comply with Service Level while providing maintenance services. The Service Level Schedule, appended herewith is tentative and can be changed based on the requirements of a location as required by the Facility Manager.

3.14 Uniform for contractor Workers and Staff

1. The Contractor is required to provide suitable uniforms, safety shoes, socks and caps, head covers/Caps, gloves etc. (2 sets each) with name badge every year for all staff employed and on duty for maintenance work.
2. It is the responsibility of the Contractor to arrange and ensure that the uniforms and clothes are properly washed and ironed at Contractor's own expense.



3. The Contractor is responsible for best turnout of the workmen including regular haircut and nail trimming.

3.15 Warning Signage

All regulatory warning signage should be ensure on equipment's etc. Caution signage should be displayed as required like hot surface, hot water source, do not use wet hands etc. (For more details refer Safety Signage Standard)

3.16 Insurance

The Service Provider must maintain the insurance set out below from the Date of Commencement and until the end of the Term in a form appropriate to the Contractor's activities and on terms and with a reputable insurer acceptable to the Principal

1. Public Liability Insurance or the local equivalent if different (naming the Principal as an additional insured) in respect of accidents or incidents arising out of or in the course of or caused by the performance of the Services; and
2. Workers Compensation Insurance as required by law; and
3. Professional Indemnity Insurance for not less than the amount set out in respect of legal liability arising from a breach of professional duty whether owed in contract or otherwise (if applicable); and
4. Comprehensive motor insurance for the vehicles that it uses in providing the Services (if applicable)
5. Adequate insurance to cover tools and equipment brought onto and/or used on the Property by the Contractor (if applicable);
6. The Contractor's insurance shall be primary and ensure the Principal's insurance, if any, is secondary and non-contributory.
7. The Service Provider must provide evidence of the terms, currency and renewal (within seven days of the due date for renewal) of the insurances referred to above to the Principal as requested by the Principal.

3.17 ReBIT Business Continuity Plan Requirement

SERVICE PROVIDER'S BUSINESS CONTINUITY PLAN

1. CONTENT OF THE SERVICE PROVIDER'S BUSINESS CONTINUITY PLAN



- 1.1 The Service Provider will ensure that the Service Provider's Business Continuity Plan will include
 - 1.1.1 Details of how the Service Provider and the Service Provider Affiliates will implement the Service Provider's Business Continuity Plan;
 - 1.1.2 Details of how the Service Provider's Business Continuity Plan inter-operates with any other business continuity plan or disaster recovery plan of Client or any member of Client's Group.
 - 1.1.3 Details as to how the invocation of any element of the Service Provider's Business Continuity Plan may impact on the operation of the Services and a full analysis of the risks to the operation of the Services;
 - 1.1.4 Identification of all reasonably possible failures of or disruptions to the Services;
 - 1.1.5 Business Continuity Strategy (which includes Client Priority tasks/services);
 - 1.1.6 Communication plan(s);
 - 1.1.7 Details of how the Service Provider and Service Provider Affiliates deal with loss of Location(s) and loss of Service Provider/Service Provider Affiliates' buildings;
 - 1.1.8 Details of how the Service Provider and Service Provider Affiliates deal with loss of people due to industrial action, transport disruption etc.;
 - 1.1.9 Details of how the Service Provider and Service Provider Affiliates deal with loss of Service Provider's System and loss of Client's Operating Environment;
 - 1.1.10 details of how the Service Provider and Service Provider Affiliates deal with loss of external dependencies (which could include Client or additional third party suppliers);
 - 1.1.11 the processes, activities, responsibilities and service levels of the Service Provider and service Provider Affiliates that will need to be complied with in business-critical emergency situations;
 - 1.1.12 Procedures for reverting to normal service.
- 1.2 At a Country level, the Service Provider's Business Continuity Plan will also include
 - 1.2.1 Minimum contingency resources (staff, IT, telephones, etc.);
 - 1.2.2 Emergency management/recovery team;
 - 1.2.3 Contingency site/location(s) identified (to cater for loss of building);
 - 1.2.4 IT systems recovery/backup arrangements (to cater for loss of Key IT systems, not necessarily loss of building);



1.2.5 Loss of people due to communicate disease (eg Pandemic).

As governed by the local regulations, suppliers providing goods and services to ReBIT and Client will be required to conduct background checks of their personnel. The suppliers shall be responsible to perform the background checks, prior to placement of the personnel and consistent with the requirements below

1. The service provider must maintain records demonstrate Pre-assignment and periodic random drug tests of any Contract Workers, to the full extent permitted by local law.
2. Background checks related to the employment, education and any required licenses or certifications of any Contingent to the full extent permitted by local law.
3. Criminal Record Check to ensure that Contract Workers do not pose a safety or security risk to Client sites, property or personnel.

Rating its compliance with these background check requirements for each individual placed within Client properties.



4. Evaluation Process

4.1. Evaluation Process and Criteria

The objective of the evaluation process is to evaluate the bids received to select the best fit solution at a competitive price based on technical and commercial parameters. The evaluation will be undertaken by a Committee formed for the purpose by ReBIT. The decision of ReBIT regarding the evaluation and selection of the Bidder would be final.

For the purpose of the evaluation and selection of Bidder, a two-stage evaluation process will be followed. First of all, the Bidder has to comply with the "Minimum Eligibility Criteria" as detailed earlier in the RFP, to qualify and participate in the Commercial Bid evaluation process. Those bidders who qualify the "Minimum Eligibility Criteria" will only be eligible to participate in 'the Commercial Bid' process.

The bidders have to submit 'the Pre-Qualification' Bid and 'the Commercial' Bid simultaneously in separate sealed covers. The Bidder has to submit 'Pre-Qualification Bid' keeping in view the information / criteria mentioned in this document in a sealed envelope by the date and time stipulated as in this document.

'Pre-Qualification Bid' will contain the exhaustive and comprehensive details. The Pre-Qualification Bid shall **NOT** contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Bid would be disqualified and would NOT be processed further.

The selection process consists of the following two considerations

1. Minimum Eligibility Criteria (Pre-Qualification)
2. Commercial Bid Evaluation

Other possible criteria to be reviewed include a Consultant's/Vendor's references and any outstanding legal suits or actions. ReBIT does not represent that these are the sole criteria, and reserves the right to adjust selection criteria at any time until final Consultant/Vendor selections are made.

4.2. Evaluation of Pre-Qualification Bids

ReBIT shall evaluate the bidders on the basis of pre-qualification criteria defined in section 3.2 of this RFP. The bidder's meeting the minimum eligibility criteria defined in section 3.2 shall be considered for further Evaluation.

4.3. Evaluation for Commercial Bid

The Commercial Bids of only the technically qualified bidders will be opened for evaluation in the presence of the bidder's representatives.

1. The bidder with the lowest quoted annual gross contract value (X), shall be declared as the Lowest Final Financial Bid / Lowest Price Bid / Best Value Price Bid (i.e. L1).
2. The Bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment.
3. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
4. The bid price will include all taxes and levies except service tax / GST (when applicable) and shall be in Indian Rupees.
5. Any conditional bid would be rejected.
6. Errors & Rectification Arithmetical errors will be rectified on the following basis "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

Commercial bid valuation shall be considered as below in case of any kind of discrepancy

1. If there is a discrepancy between words and figures, the amount in words shall prevail,
2. If there is discrepancy between unit price and total price, the unit price shall prevail,
3. If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT.

In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.

ReBIT reserves the right to re-negotiate any terms (Price / Technical) further with the successful Bidder.



4.4. Final Evaluation

The bidder who is technically qualified and is L1 in the financial bid evaluation process shall be declared successful for award of the project.

If two or more bidders have same value of commercial bid, then the reverse auction process will be conducted.

Post selection of the Bidder, ReBIT shall return the Earnest Money Deposit (EMD) to the unsuccessful bidders within 30 days of formal declaration of results.

ReBIT may call for any clarifications / additional particulars required, if any, on the minimum eligibility criteria / commercial bids submitted. The Bidder has to submit the clarifications / additional particulars in writing within 2 working days. The Bidder's offer may be disqualified, if the clarifications / additional particulars sought are not submitted within the specified date and time.



5. Submission Terms and Conditions

1. Bidders are expected to examine the specifications, schedule of delivery, and all instructions. Failure to do so will be at the bidder's risk
2. Each Bidder shall furnish the information required in the RFP
3. The Contract/Purchase Order will be awarded to that responsible Bidder whose submittal, conforming to the Request for Proposal, will be most advantageous to ReBIT, price and other factors considered
4. ReBIT reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, and to accept any portion of or all items proposed if deemed in the best interest of ReBIT to do so
5. A signed purchase order or contract furnished to the successful Bidder results in a binding contract without further action by either party.
6. Any interpretation, correction or change of the Proposal Documents will be made by Addendum. Interpretations, corrections and changes of the Proposal Documents made in any other manner will not be binding, and Bidder shall not rely upon such interpretations, corrections and changes. ReBIT will not be responsible for oral clarification
7. ReBIT may, in its absolute discretion, seek additional information or material from any of the bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response
8. Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly
9. If ReBIT, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then ReBIT reserves the right to communicate such response to all bidders.
10. ReBIT may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to improve or clarify any response.
11. ReBIT will notify all short-listed bidders in writing or by mail as soon as practicable about the outcome of their RFP. ReBIT is not obliged to provide any reasons for any such acceptance or rejection.



12. No payment of any kind will be provided to the Bidder, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.
13. All quotes should be submitted initially on the most complete basis and with the most favourable financial terms available. The selected Bidder's proposal may, at ReBIT option, be made part of the final purchase contract and all representations in the Bidder's proposal may be considered commitments to provide the services as described.
14. ReBIT reserves the right to change the schedule or issue amendments to the RFP at any time. ReBIT also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be notified individually to each participating Bidder.

Submission Related Confidential / Proprietary Information Any restrictions on the use or inspection of material contained within the proposal and any resulting contract shall be clearly stated in the proposal itself. Confidential/proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. Co-mingling of confidential / proprietary and other information is NOT acceptable. Neither a proposal, in its entirety, nor proposal price information will be considered confidential / proprietary. Any information that will be included in any resulting contract cannot be considered confidential.

5.1. General Submission Requirements

1. Contract / Agreement Submit a copy of any contract / agreement you will require to be executed at time of award.
2. Non-disclosure Agreements Submit a copy of any non-disclosure agreements you would require to be executed as part of the evaluation process.
3. Bidders are not permitted to submit more than one bid. The cost of bidding and submission of the bids is entirely the responsibility of the bidders, regardless of the conduct or outcome of the tendering process.
4. The bids not submitted in the prescribed format with EMD DD or incomplete or after due date in any sense are liable to be rejected. ReBIT reserves the right to accept or reject any bids without assigning any reason and ReBIT's decision in this regard will be treated as final.
5. EMD should be the part of Pre-Qualification bid envelope.
6. Bids shall remain valid for a period of 6 months (180 days) after the date of bid opening or as may be extended from time to time. ReBIT holds the right to reject



a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

7. The bids shall be submitted in English language.
8. All prices shall be expressed in Indian Rupees only.
9. Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.
10. Contacting ReBIT - From the time of bid opening to the time of Contract award, if any Bidder wishes to contact ReBIT for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact ReBIT with a view to canvas for a bid or put any pressure on any official of ReBIT may entail disqualification of the concerned Bidder or its bid.

5.2. Period of Validity of Bids / Responses

1. Prices and other terms offered by bidders must be firm for an acceptance period of 180 days from date of closure of this RFP.
2. In exceptional circumstances ReBIT may solicit the bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.
3. ReBIT, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

All tenderers are requested to submit the tender documents (Pre-Qualification BID and COMMERCIAL BID) duly filled in with complete and correct information along with relevant documents at the following address

“Reserve Bank Information Technology Pvt Ltd (ReBIT)

502, Building No. 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400607”

Tender documents received by ReBIT after due date and **time as per outline in RFP Schedule as mentioned in 3.1 above** shall not be considered and hence rejected.



5.3. Contract Award and Execution

1. ReBIT reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favourable terms the bidders can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to ReBIT.
2. The general conditions and specifications of the RFP and the successful Bidder's response, as amended by agreement between ReBIT and the Bidder, will become part of the contract documents. Additionally, ReBIT will verify Bidder representations that appear in the proposal. Failure of the Bidder to meet the mandatory requirements or criteria may result in elimination of the Bidder from competition or in contract cancellation or termination.
3. Failure of the successful Bidder to comply with the above requirement, shall constitute sufficient grounds, among others, if any, for the annulment of the award of the contract.
4. The Bidder selected as the apparently successful Bidder will be expected to enter into a contract with ReBIT. If the selected Bidder fails to sign and return the contract within fifteen (15) business days of delivery of the final contract, ReBIT may elect to cancel the award and award the contract to the next-highest-ranked Bidder.
5. No cost chargeable to the proposed contract may be incurred before the Bidder has received a fully executed contract
6. ReBIT will not reimburse the Bidder for non-business hour work (weekends and evenings), travel, lodging, meals or other business costs. Bidder needs to ensure that these costs are included in their RFP response.

5.4. Performance Bank Guarantee

The successful Bidder shall at his own expense deposit with the "Reserve Bank Information Technology Pvt Ltd 502, Building No. 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400607"

1. within thirty (30) working days of the date of notice of award of the bid, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of relevant Annexure-C Performance Bank Guarantee format,



for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract by the Bidder.

2. Without prejudice to the other rights of the ReBIT under the Contract in the matter, the proceeds of the performance bank guarantee shall be payable to ReBIT as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. ReBIT shall notify the Bidder in writing of the invocation of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default.
3. The Performance Bank Guarantee may be discharged upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. The Performance Bank Guarantee shall be valid till the end of the contract.
4. The Performance Bank Guarantee shall be returned after satisfactory performance post 180 days of rollout.
5. The Performance Bank guarantee shall be denominated in Indian Rupees (INR) and shall be by bank guarantee.
6. The Performance Bank Guarantee will be valid till the end of the contract. Failure of the successful Bidder to comply with the above requirement, or failure of the Bidder to enter into a contract within 15 working days from the issue of the purchase order or within such extended period, as may be specified by ReBIT shall constitute sufficient grounds, among others.
7. In case of breach, there shall be a cure period of 5 calendar days. In case, if the issues are not resolved, the Performance Bank Guarantee would be invoked anytime thereafter as per the discretion of ReBIT.

5.5. Inquiries and Questions

Inquiries and questions regarding the proposal document, scope of services, response format/content or the terms and conditions shall be submitted via e-mail to procurement@rebit.org.in by the date and time as mentioned above. All responses from ReBIT to all inquiries shall be sent via email to all bidders who attend the pre-bid meeting.

Bidders need to register for the Pre-Bid meeting by emailing the aforementioned contact with "ReBIT Office Premises RFP - Pre-Bid Meeting Registration" in the subject line. Only one representative from each Bidder will be allowed to participate in the Pre-Bid meeting. The Pre-Bid meeting is an in-person meeting. Due to ongoing scenario the pre-bid shall be conducted



via audio/video conference details about the conference shall be provided to the interested participants. There will be video or audio conference bridge for it shall be shared separately. All responses from ReBIT to all inquiries shall be sent via email no later than close of business, **April 24, 2020.**



6. Payment Terms

- A) No advance amount will be paid to service provider.
- B) Annual Maintenance contract payments would be released by ReBIT on quarterly basis.
- C) A penalty of INR 10,000 (Ten Thousand only) for each instance of deficiency in services will be imposed on the vendor by the ReBIT. The list of deficiencies is as under
 - Failure to carry out maintenance as per schedule
 - Failure to provide service report after carrying out maintenance work
 - Failure to resolve service complaints within an agreed time. Failure to maintain environment, health and safety standards Non-adherence to the service specifications and other terms specified in the contract
- D) In levy of penalty, the decision of the ReBIT shall be final.
- E) The penalty shall not exceed 10% of the total bid value.

6.1. Taxes and Insurance

The quoted prices shall be deemed to be inclusive of all taxes, duties, cess etc. Applicable GST / service tax shall be paid in first running bill & subsequent running bills shall be entertained only after producing proof of payment of service tax/GST to the concerned authority for previous month already paid to the Contractor.

Notwithstanding the foregoing, ReBIT shall not bear any liability in respect of

- 1. Personal taxes on the personnel deployed by the Contractor, his Sub Contractor and Agent, etc.
- 2. The Corporate Taxes, any other taxes on income in respect of Contractor and his Sub-Contractor and other Agents, Indian or foreign based.
- 3. Any other taxes/ duties/ levies.
- 4. If the service tax is replaced by GST or given other name, the same treatment shall be given to that tax as is proposed for Service Tax.

6.2. Payment of Taxes

- 1. The Contractor shall be fully and exclusively responsible for the payment (and liable for all consequences in the event of default) of any and all taxes, duties, cess, levies, VAT, service tax, works contract tax etc. now or hereafter imposed, increased or modified from time to time in respect of the above job and all

contributions and taxes for un-employment compensation, insurance and old age pensions and amenities now or hereafter imposed by any law of the Government/local bodies which are imposed with respect to or covered by the wages, salaries or other compensation paid to the persons employed by the Contractor. ReBIT shall have no liability whatsoever concerning the employees/labourers of the Contractor. The Contractor shall keep ReBIT indemnified against all losses or damage or liability arising out of or imposed in the case of employees.

2. The Contractor agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties, octroi, royalties etc. now or hereafter imposed, increased, or modified, and all sales tax duties, octroi, royalties etc. now in force and thereafter increased, imposed or modified from time to time in respect of works and materials and all contribution and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Governmental authority or other local authorities which are imposed with respect to or covered by the wages, salaries, or other compensations paid to by the persons employed by the Contractor or by his sub-Contractor and Reference No. Directorate of Income Tax (Systems) 95 the Contractor shall be responsible for the compliance with all obligations and restrictions imposed by the Labour Law or any other applicable law and the Contractor further agrees to comply, and to secure the compliance of all subcontractors, with all applicable Central, States, Municipal and local laws and regulations and requirements of any Central, State or Local Governmental or other agency or authority. Contractor further agrees to defend, indemnify and hold harmless from any liability or penalty which may be imposed by the Central, State or local authorities by reason of any violation by Contractor or sub-Contractor of such laws, regulations or requirements and also from all claims, suits or proceedings that may be brought against ReBIT arising under growing out of, or by reason of the work provided for by this contract, whether brought by employees of the sub-Contractor by third parties, or by Central or State Government authority of any administrative sub-division thereof, or other local authorities.

6.3. Insurance

1. The Service Provider shall at his own cost and initiative take out and maintain at all times until the expiry / termination of the Contract, insurance policies in



respect of workmen engaged by him for providing services under this Contract, in order to keep himself as well ReBIT fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in Workmen's Compensation Act, 1923. Should the Service Provider fail to take insurance as provided for in the foregoing paragraph, ReBIT shall be entitled (but without any obligation to do so) to take such insurance at the cost and expense of the Contractor and without prejudice to any other rights or remedies of ReBIT in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Contractor.

2. Service Provider shall at his own expenses carry and maintain insurance with reputable insurance companies to the satisfaction of ReBIT as follows

Employees State Insurance Act

1. The Contractor agrees to and does hereby accept full and exclusive liability for the compliance with obligations imposed by the Employees State Insurance Act, 1948, as amended from time to time and the Contractor further agrees to defend, indemnify and hold ReBIT harmless from any liability or penalty which may be imposed by Central, State or local authority by reason of any asserted violation by Contractor or sub-Contractor of the Employees" State Insurance Act. 1948, and its amendments and also from all claims, suits or proceedings that may be brought on by reason of the work provided for by this contract whether brought by employees of the Contractor, the sub-Contractor or his employees by third parties or by Central or State Govt. authority or any administrative sub-division thereof, or other local authorities.
2. The Contractor agrees to fill in with Employees" State Insurance Corporation, the Declaration Forms and all forms which may be required in respect of the Contractor's or sub-Contractor's employees. Who are employed in the work provided for or those covered by ESI from time to time under the Agreement. The Contractor shall deduct and secure the agreement of the sub-Contractor to deduct the employees" contribution as per the first Schedule of the Employee's State Insurance Act from wages and affix the Employee's Contribution card at wages payment intervals. The Contractor shall remit and secure the agreement of the sub-Contractor to remit to the State Bank of India, Employee's State Insurance Corporation. Accounts, the employer's contribution as required by the Act, the term employer being understood as the Contractor.
3. The Service Provider agrees to maintain all cards and records as required under the Act in respect of employees and payments and the Contractor shall secure the agreement of the sub-Contractor to maintain such records. Any expenses,



incurred for making contributions or maintaining records whether by Contractor or his sub-Contractor shall be to the Service Provider's account.

4. ReBIT shall retain such sum as may be necessary from the total contract value until the Contractor shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, and its amendments from time to time have been paid.

Workman's Compensation & Employer's Liability Insurance

1. Insurance shall be effected for all the Contractor's employees engaged in the performance of this contract. If any of the work is sublet, the Contractor shall require the sub-Contractor to provide Workman's Compensation and employer's responsibility insurance for the latter's employees if such employees are not covered under the Contractor's Insurance.

Any other Insurance required under Law or Regulations or by ReBIT

2. Contractor shall also carry and maintain any and all other insurance which he may be required under any law or regulations from time to time. He shall also carry and maintain any other insurance which may be required by ReBIT.

6.4. Labour Laws & Safety Regulations

Labour Laws

1. No staff below the age of 18 (eighteen) years shall be employed on the work.
2. The Contractor shall not pay less than what is provided under law to labourers engaged by him or his sub-Contractors on this work, for work done other than on item rates basis.
3. The Contractor shall at his expenses comply with all labour laws and keep the ReBIT indemnified in respect thereof.
4. The Contractor shall exclusively be liable for non-compliance of the provision of any Acts, laws, rules and regulations having bearing over engagement of labour / workers(s), directly or indirectly for subject work under this Contract.



7. General Instructions

Bidders must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the provisions stipulated in this RFP will be accepted unless approved in writing by ReBIT. However, whilst fully complying with the RFP requirements, Bidders are encouraged to provide any suggestions and solutions that may achieve a more cost-effective value-for-money approach to fulfilment of requirements.

Submission of a Proposal shall be deemed to constitute an acknowledgement by the Bidder that all obligations stipulated by this RFP will be met and unless specified otherwise, the Bidder has read, understood and agreed to all the instructions provided in this RFP. Any Proposal submitted will be regarded as an offer by the Bidder and not as an acceptance

7.1. Other Terms and Conditions

1. All the proposals / declarations / assertions made by Bidder should be on their letter head.
2. The successful Bidder and ReBIT will have to bear their respective legal charges at the time of signing Agreement(s).
3. Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT).
4. ReBIT reserves the right to accept or reject any bid or scrap the RFP/Tender without assigning any reason thereof and ReBIT' s decision in this regard will be treated as final.
5. Ownership of this RFP The content of this RFP is a copyright material of ReBIT. No part or material of this RFP document should be published in paper or electronic media without prior written permission from ReBIT.
6. Neither the contract nor any rights granted under the contract may be assigned or otherwise transferred, in whole or in part, by the Bidder without advance written consent of ReBIT and any such assignment or transfer otherwise made by the Bidder shall be void and of no effect.
7. Bidder is not authorized to assign the RFP to any other entity without ReBIT's prior written approval. Sub-Contractor, if any, must be clearly identified in proposal bid grid.



8. Bidder is not authorized to float the RFP for appointment of General Contractor for execution of work or to any other entity without ReBIT's prior written approval.
9. Bidder is not authorized to participate in any manner directly/indirectly in the RFP of Appointment of General Contractor for execution of work.

7.2. Force Majeure

The Bidder or ReBIT shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the Bidder shall promptly notify ReBIT in writing of such conditions and any change thereof. Unless otherwise directed by ReBIT in writing, the Bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

7.3. Earnest Money Deposit

Bidder will submit demand draft/PBG/pay order drawn in favour of ReBIT payable at Mumbai towards Earnest Money Deposit (EMD) for Rs. 1,00,000/- (Rupees One Lakh only). The EMD of unsuccessful Bidders shall be returned within 15 days from the declaration of the disqualification of the respective Bidder. No interest shall be paid on the EMD. The EMD of the successful Bidder shall be returned after the successful Bidder furnishes the Performance ReBIT Guarantee. Offers made without the Earnest money deposit will be rejected. The amount of Earnest money deposit would be forfeited in the following scenarios:

1. in case the Bidder withdraws the bid prior to validity period of the bid for any reason whatsoever;
2. in case the successful Bidder fails to accept and sign the contract as specified in this document for any reason whatsoever; or
3. In case the successful Bidder fails to provide the performance bank guarantee within 30 days from the date of placing the order by the ReBIT or signing of the contract, whichever is earlier, for any reason whatsoever.



7.4. Arbitration

In the event of any dispute or differences between the parties relating to the “Contract or LOI (Letter of Invitation) whichever is issued later” the same shall be referred to arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India.

In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

7.5. Limitation of Liability

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect. Special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected Bidder (Consultant) and ReBIT (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by Consultant/vendor from ReBIT for the event that gave rise to such liability, as of the date such liability arose, during contract period.

7.6. Confidentiality

1. The Bidder shall treat all documents, information, data and communication of and with ReBIT as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement, if applicable.
2. The Bidder shall not, without ReBIT’ s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of ReBIT in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure Agreement (if applicable)
3. The Bidder shall not, without ReBIT’ s prior written consent, make use of any document, data or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract



4. Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of ReBIT and shall be returned (in all copies) to ReBIT on completion of the Bidder's performance under and in accordance with the Contract, if so required by ReBIT.

7.7. Ownership of Documents and Data

1. ReBIT shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.
2. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by ReBIT, the Bidder shall deliver to ReBIT all documents provided by or originating from ReBIT and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by ReBIT at no additional cost
3. The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents.

7.8. Notification of Awards

The acceptance of a bid, subject to contract, will be communicated in writing at the address supplied by the Bidder in the bid response. Any change of address of the Bidder, should therefore be promptly notified to:

The Chief Executive Officer
Reserve Bank Information Technology Pvt Ltd. (ReBIT),
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706

7.9. Contact

Recipients are required to direct all communications related to this RFP, through the below nominated point of contact only:

Email: procurement@rebit.org.in

8. ANNEXURE

8.1. Annexure A: Performance Bank Guarantee

Strictly Private and Confidential

Chief Executive Officer,

Reserve Bank Information Technology Pvt Ltd (ReBIT),

502, Building No.1, Mindspace Juinagar,

Nerul, Navi Mumbai - 400706.

Dear Sir,

PERFORMANCE BANK GUARANTEE - Appointment OF Annual Maintenance Contract services for ReBIT

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into an Agreement dated (Hereinafter, referred to as "the said Agreement") with you (ReBIT) for Appointment of annual maintenance service provider as detailed in the scope given in the RFP document, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (In words and figures), being 10% of the Contract Price (TCO) of Rs... (In words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under

1. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (In words and figures) without any demur.
2. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.
3. This Performance Bank Guarantee shall continue and hold good for thirty (30) days after the completion of the contract period i.e. (date), subject to the terms and conditions in the said Agreement.
4. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Agreement until thirty (30) days after the completion of the contract period for the Total Solution as per said Agreement.
5. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
6. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.

7. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Agreement.
8. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
9. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (ReBIT).
10. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.
11. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.
12. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein

Our liability under this Performance Bank Guarantee shall not exceed Rs... (In words and figure);

This Performance Bank Guarantee shall be valid only up to (Date, i.e., thirty (30) days after completion of the contract period); and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (Date i.e. thirty (30) days after completion of the contract period).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the abovementioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated this Day 2020.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

8.2. Annexure B: Minimum Eligibility Bid Formats

To

Chief Executive Officer, *Reserve Bank Information Technology Pvt Ltd (ReBIT)*,

Office No. 502, Building No. 1,

Mindspace Juinagar, Nerul, Navi Mumbai – 400706..

Sir,

Subject Managed Service Provider for Annual Maintenance Service for premises located at Unit 502, Raheja Mindspace Juinagar, Navi Mumbai,

The undersigned bidders, having read and examined in detail all the bidding documents in respect to Pre-Qualification Bid of Managed Service Provider for Maintenance Services covering Electrical, HVAC, UPS, Fire & Safety equipment etc. for Unit 502, Raheja Mindspace Juinagar Navi Mumbai do hereby propose to provide our services as specified in the RFP.

1. Pre-Qualification Response

We hereby confirm that our bid complies with the pre-qualification criteria as per section 3.1 of the RFP.

2. Deviations

We hereby declare that all terms and conditions mentioned in RFP are acceptable to us without any deviation and all the services shall be performed strictly in accordance with the bid documents.

3. Bid Security

We have enclosed a bid security in the proforma as per the bid security form in the form of a bank guarantee or crossed demand draft for a sum of INR 100,000. This bid security is liable to be forfeited in accordance with the provisions of bid documents.

4. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

5. We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.

6. It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name

Designation

Seal

Date

Place

Business Address

8.3. Annexure C: Pre-Qualification Bid Formats

To

Chief Executive Officer, *Reserve Bank Information Technology Pvt Ltd (ReBIT)*,

Office No. 502, Building No. 1,

Mindspace Juinagar, Nerul, Navi Mumbai – 400706

Sir,

Sub Managed Service Provider for Annual Maintenance Services for at Unit 502, Raheja Mindspace Juinagar, Navi Mumbai - Pre-Qualification Bid

1. We, the undersigned bidders, having read and examined in detail all the bidding documents for providing Annual Maintenance Services covering Annual Maintenance of Electrical, HVAC, UPS, Inverter, Fire & safety Equipment's Services etc. for at Unit 502, Raheja Mindspace Juinagar, Navi Mumbai do hereby propose to provide our services as specified in the RFP.

2. Technical Response

We confirm having submitted the information as required by you in your Request for Proposal document. In case you require any other further information/documentary proof in this regard for evaluation of our bid, we agree to furnish the same in time to your satisfaction.

3. Deviations

We hereby declare that all terms and conditions mentioned in RFP are acceptable to us without any deviation and all the services shall be performed strictly in accordance with the bid documents.

4. Validity of this Bid

We agree that the bid shall remain valid for a period of 180 days from the last date of submission of bids and it shall remain binding upon us with full force and virtue.

5. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

6. We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.

7. It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,
Yours faithfully

(Signature of the Authorised signatory of the Bidder)

Name

Designation

Seal

Date

Place

Business Address

Bidder's Details Form

| S no | Details Required | Response |
|------|--|----------|
| 1 | Name of the Company/ Bidder | |
| 2 | Year of establishment of the Company/Bidder | |
| 3 | Head Office Address | |
| 4 | Telephone No. (with STD Code) | |
| 5 | E-mail Address | |
| 6 | Name of the key representative for this contract | |

Sub-contractor Details

| S no | Details Required | Response |
|------|--|----------|
| 1 | Name of the Company/ Sub-contractor | |
| 2 | Year of establishment of the Company/ Sub-contractor | |
| 3 | Head Office Address | |
| 4 | Telephone No. (with STD Code) | |
| 5 | E-mail Address | |

| | | |
|---|------------------------|--|
| | | |
| 6 | Area of Specialization | |

Note In case of more than one sub-contractor please submit details in additional sheets in the above format.

As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

(Signature of the Authorised signatory of the Bidder)

Name

Designation

Seal

Date

Place

Business Address

Bidders Experience

| S.No | Information Sought | Information |
|------|--|-------------|
| 1 | Client's name | |
| 2 | Assignment/Job name | |
| 3 | Name and Contact Details of the Client | |

| | | |
|----|--|--|
| 4 | Scope of Services as provided under the contract | |
| 5 | Current Status | |
| 6 | Duration of Assignment/Job (months) | |
| 7 | Approx. value of the contract (in Rupees) | |
| 8 | Approx. value of the Assignment/job provided by your firm under the contract (in Rupees) | |
| 9 | Start date (month/year) | |
| 10 | Completion date (month/year) | |
| 11 | Copy of Work Order or Client Certificate or Certificate from Company Secretary | |
| 12 | Any other Supporting Document | |

Signature of Bidder

Date

Place

Note

Using the above format, please provide information on each assignment separately for which the bidder was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out services similar to the ones requested under this RFP.

8.4. Annexure D: Commercial Bid Formats

Note: Shouldn't be part of Pre-Qualification bid submission. Should be submitted in separate sealed envelope.

Commercial Bid Submission Letter

To

Chief Executive Officer, *Reserve Bank Information Technology Pvt Ltd (ReBIT)*,

502, Building No. 1, Mindspace Juinagar,

Nerul, Navi Mumbai – 400706.

Sir,

Sub Managed Service Provider for Annual Maintenance Services for at Unit 502, Raheja Mindspace Juinagar, Navi Mumbai -Financial Bid

1. We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect to Selection of Managed Service Provider for Annual maintenance Services which include Annual Maintenance of Electrical, HVAC, UPS, Inverter, Fire & safety equipments for Unit 502, Raheja Mindspace Juinagar, Navi Mumbai, do hereby propose to provide our services as specified in the RFP.
2. Price and Validity All the prices mentioned in our bid are in accordance with the terms as specified in the bidding documents. All the prices and other terms and conditions of this bid are valid for a period of 180 days from the last date of submission of bids.
3. We do hereby confirm that our bid prices include all applicable direct or indirect taxes (Central or State or Local), rates, duties, charges and levies (Central or State or Local), except service tax / GST (when applicable).
4. We have studied the clause relating to Indian Income Tax and hereby declare that if any applicable direct or indirect taxes (Central or State or Local), rates, duties, charges and levies (Central or State or Local), except service tax / GST (when applicable) is altered under the law, we shall pay the same.

5. Deviations: We hereby declare that all terms and conditions mentioned in RFP (all sections, Annexures and Corrigendum) are acceptable to us without any deviation and all the services shall be performed strictly in accordance with the bid documents.

6. Bid Price: We declare that our bid prices are for the entire scope of the work as specified in the Requirements specified in the bid documents.

7. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

8. We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.

Thanking you,

Yours faithfully

(Signature of the authorised representative of the Bidder)

Name

Designation

Seal

Date

Place

Business Address

Priced Bill of Material

NAME OF WORK Managed Service Provider for Annual Maintenance contract services for covering Electrical, HVAC, UPS, Fire & safety Systems, Audio Visual System, Access Control System, etc. for Unit 502, Raheja Mindspace Juinagar, Navi Mumbai

Price Bid

A. First Year of Service

| S.No. | System | Total Rs.,/Annum |
|-------|---|------------------|
| 1 | Electrical Equipment's | |
| 1.1 | LT Panel | |
| 1.2 | Power Distribution panel & All Electrical DB (LDB.RPDB,UPSDB & EMDB) | |
| 1.3 | Earth Pit | |
| 2 | HVAC | |
| 2.1 | Cassette AC | |
| 2.2 | Ductable AC | |
| 2.3 | VRF | |
| 2.4 | Kitchen Exhaust Blower | |
| 2.5 | Precision Air Conditioning | |
| 3 | UPS (From April'21 Onwards) | |
| 3.1 | UPS Unit | |
| 3.2 | Battery Monitoring System | |
| 4 | Inverter/Emergency Lighting UPS | |
| 5 | Kitchen Equipment | |
| 6 | Fire & Safety systems | |
| 6.1 | FAS (Fire alarm System) | |
| 6.2 | Sprinkler | |
| 6.3 | PA system (This includes amplifiers, Zone Console unit, Speakers and Goose Neck Mike and power supply accessories.) | |
| 6.4 | High Sensitivity Smoke Detectors | |
| 6.5 | Water Leak Detection System | |
| 6.6 | Fire Extinguisher | |

| | | |
|------|---|--|
| 6.7 | NOVEC 1230 (GSS) | |
| 6.8 | Rodent Repellent System | |
| 6.9 | Fire Damper | |
| 6.10 | CCTV System | |
| 6.11 | Access Control System & Visitor Management System | |
| 6.12 | BMS | |
| 7 | EPBAX | |
| 8 | Audio Visual & Video Conferencing | |
| | Total Cost for a Year ((in rupees including GST) | |

B. Second Year of Service

| S.No. | System | Total Rs.,/Annum |
|-------|---|------------------|
| 1 | Electrical Equipment's | |
| 1.1 | LT Panel | |
| 1.2 | Power Distribution panel & All Electrical DB (LDB.RPDB,UPSDB & EMDB) | |
| 1.3 | Earth Pit | |
| 2 | HVAC | |
| 2.1 | Cassette AC | |
| 2.2 | Ductable AC | |
| 2.3 | VRF | |
| 2.4 | Kitchen Exhaust Blower | |
| 2.5 | Precision Air Conditioning | |
| 3 | UPS (From April'21 Onwards) | |
| 3.1 | UPS Unit | |
| 3.2 | Battery Monitoring System | |
| 4 | Inverter/Emergency Lighting UPS | |
| 5 | Kitchen Equipment | |
| 6 | Fire & Safety systems | |
| 6.1 | FAS (Fire alarm System) | |
| 6.2 | Sprinkler | |
| 6.3 | PA system (This includes amplifiers, Zone Console unit, Speakers and Goose Neck Mike and power supply accessories.) | |
| 6.4 | High Sensitivity Smoke Detectors | |
| 6.5 | Water Leak Detection System | |

| | | |
|------|--|--|
| 6.6 | Fire Extinguisher | |
| 6.7 | NOVEC 1230 (GSS) | |
| 6.8 | Rodent Repellent System | |
| 6.9 | Fire Damper | |
| 6.10 | CCTV System | |
| 6.11 | Access Control System & Visitor Management System | |
| 6.12 | BMS | |
| 7 | EPBAX | |
| 8 | Audio Visual & Video Conferencing | |
| | Total Cost for a Year (in rupees including GST) | |

C: Abstract for 2 years

| Amount per annum for the 1st year) in ₹ | Amount per annum for the 2 nd year) in ₹ | Gross Total for 2 years in ₹ |
|---|---|------------------------------|
| A | B | C = A + B |
| | | |

Bidder is required to give a break up of each service provided. Travel cost, Service cost and any other cost and chargers should be included in the price bid. No additional charges or cost should be charged to ReBIT

Note

1. In case of calculation error, the rate Rs./month/person shall be considered the base rate for evaluation of the bid.
2. Evaluation shall be done based on the scheduled manpower given in the priced bill of material. However, ReBIT may increase or decrease the manpower as per office requirement and payment will be made on the actual manpower utilized on agreed rates, terms & condition of the contract.
3. Management Fees and other Costs will be paid pro rata every month (dividing the yearly amount by 12)
4. The quarterly payment will be made after deducting the penalty, if any.
5. The quoted prices shall be inclusive of all taxes/duties except service tax / GST (when applicable)