

**U. P. Police Headquarters, Police Bhawan
Gomti Nagar Ext., Shaheed Path, Lucknow-226010**

REQUEST FOR PROPOSAL (RFP)

For

Selection of agency for Operation and Maintenance services in Police Bhawan (U.P. Police Headquarters, Lucknow).

Bid Ref No.: Equip Cell-9.-2020

E-Tender Portal: <http://entender.up.nic.in>

Critical Dates

Sl.no.	Particulars	Date	Time
1-	Publishing Date	16-05-2020	11-00 Hrs.
2-	Bid Submission Start Date	16-05-2020	11-00 Hrs.
3-	Bid Submission End Date	05-06-2020	17-00 Hrs.
4-	Bid Opening Date	06-06-2020	11-00 Hrs.

Place of opening of e-Bids:

U.P. Police Headquarters,
Gomti Nagar Extension,
Shaheed Path,
Lucknow-10

**This document contains - 43 Pages
(Cost of Tender Documents - Rs. 28,000/- incl. GST@12%)**

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e-Bid Notice

Online e-bids are invited from interested bidders for selection of Agency for Operation and Maintenance Services for UP Police Headquarters (Signature building) Gomti Nagar Extension, Lucknow

#	Work Description	Estimated Cost	Earnest Money Deposit	Tender Form Fee (including GST@12%)
1-	Operation and maintenance services for UP Police Bhawan (Signature building) Gomti Nagar Extension, Lucknow	Rs. 469.41 lakh	4,70,500,-	28000/-

The bid submission date is from 16-05-2020 at 11.00 AM to 05-06-2020 till 5.00 PM and e-bids shall be opened on 06-06-2020 at or after 11.00 AM. The details of submission for e-bids are available in the e-bid document uploaded on the e-tender portal <http://etender.up.nic.in>. UP Police Headquarters, Lucknow reserves the right to cancel any or all e-bids or annul the entire bidding process without assigning any reason thereof.

(Shubhra Bhaskar)
Addl. Supdt. of Police, Hqrs.
UP Police Headquarters,
Lucknow

e-Bid Ref No : Equip Cell-09.-2020

SECTION I: Letter of Invitation

Through this Request for Proposal (RFP), invited are e-Bids for the selection of Agency for Operation and Maintenance Services for UP Police Headquarters (Signature building) Gomti Nagar Extension, Lucknow.

Bidders are advised to study the e-Bid documents carefully.

1. Submission of e-Bids against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the e-Bid document with full understanding and its implications.
2. UP Police Headquarters, Lucknow may, at its own discretion, extend the date for submission of e-Bids. In such case all the rights and obligations of the Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
3. The e-Bid document is available on e-tender portal <http://etender.up.nic.in>. Interested Bidders May view, download the e-Bid document, seek clarification and submit these e-Bids online only on e-tender portal <http://etender.up.nic.in>, up to the date and time mentioned in the table below:-

a.	Availability of tender document on website	16-05-2020 from 11.00 Hrs. at e-procurement website http://etender.up.nic.in
b.	e-Bid submission start date and time (Submission of tender fee, EMD and other supporting documents in PDF/XLS format)	16-05-2020 from 11-00 Hrs.
c.	Bid submission end date and time	05-06-2020 upto 17.00 Hrs.
d.	Online Technical bids opening date and time	06-06-2020 at 11.00 Hrs.
e.	Venue of opening of technical & financial bids	UP Police Headquarters, Gomti Nagar Extension, Lucknow-226010
f.	Contact officer	IG (Prov./ Budget), UP Police Headquarters, Lucknow
g.	Cost of bidding document	Rs. 28,000/-

4. UP Police Headquarters, Lucknow reserves the right to cancel any or all the e-Bids or annul the e-Bid process without assigning any reason thereof.
5. All the required documents must be uploaded by the Bidders electronically in the PDF format. It is suggested that the PDF File should be made in grayscale using the minimum readable appropriate resolution so that the size of the file is minimized for fast uploading on the e-Bid portal <http://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee details, Annexure etc.) schedule packets can be clubbed together to make a single file. Attention is drawn towards requirement given in para-7 of Section-V; by which the checklist for technical bid given in Annexure-1 must be completed and made part of the above PDF File.

SECTION II: INSTRUCTIONS TO BIDDERS

1. DEFINITIONS

In this Contract, the following terms shall be interpreted as indicated below:

- 1.1. **"Bid"** means an offer made in pursuance of any invitation by procuring entity and includes any tender, proposal and quotation.
- 1.2. **"Bidder"** shall include prospective bidder and means an organization submitting the proposal in response to this Tender while "Prospective Bidder" means any person including a consortium (that is, association of several persons, or firms or companies) likely to be a bidder.
- 1.3. **"Consortium"** shall mean a group of separate businesses or business people joining together and cooperating to complete a project with each entity providing different operational expertise or components without which instant contract can not be completed; and who shall work together to perform this contract.
- 1.4. **"Contract"** means the Contract entered into between the **"UP Police Headquarters, Lucknow"** and the **"Bidder"** with the entire documentation specified in the Tender and the Tender response submitted by Bidder.
- 1.5. **"Contract Value"** means the price payable to the Bidder under this Contract for the full and proper performance of its contractual obligations.
- 1.6. **"Document"** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes, databases or any other electronic document as per IT Act etc.
- 1.7. **"Effective Date"** means the date which is specified in the Contract or LOI as specific date to commence the services.
- 1.8. **"GCC"** means General Conditions of Contract
- 1.9. **"Notice"** means a consent, approval or other communication required to be in writing under this Contract.
- 1.10. **"OEM"** means the **Original Equipment Manufacturer of any equipment / system / component** which is providing such goods and/or services to, and which are deployed in the UP Police Headquarters, Lucknow and covered under the scope of this Tender.
- 1.11. **"Purchaser"** shall mean Government of Uttar Pradesh acting through **UP Police Headquarters, Lucknow** and its successors and assignees.
- 1.12. **"Replacement agency or Replacement Service Provider"** means the organization replacing the bidder in case of contract termination for any reasons.
- 1.13. **"SCC"** means Special Conditions of Contract
- 1.14. **"Service Provider/Contractor/Agency"** means the bidder who is selected by the UP Police Headquarters, Lucknow at the end of this Tender process and with whom the contract is made and includes his heirs, executors, administrators or successors and permitted assignees as the case may be.
- 1.15. **"Services"** means the work to be performed by the Bidder pursuant to this Tender.

- 1.16. “**Sub-Contractor**” means the entity named in the contract for any part of the work or any person to whom any part of the Contract has been sublet with the consent in writing of the UP Police Headquarters, Lucknow and the heirs, legal representatives, successors and assignees of such person.
- 1.17. Any term not specifically defined above but appears in the tender document shall have same meaning as given in the UP Procurement Manual-2016.

2. THE BIDDING DOCUMENT

2.1 Availability of e-Tender Document

This e-tender document is available on the e-tender portal <http://etender.up.nic.in> to enable the Bidders to view and download the Bidding document, submit their e-Bids online up to the last date and time mentioned in e-tender document.

2.2 Cost of Bidding

- a) The Bidder shall bear all costs associated with the preparation and submission of e-bid; and UP Police Headquarters, Lucknow will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- b) The bidders shall have to pay tender document fee of Rs. 28,000/- (Rs. **Twenty Eight thousand only** inclusive of GST) through Demand Drafts of a Nationalized bank in favour of Additional Director General of Police, Headquarters, UP Police Headquarters, Lucknow. The scanned copy of the Demand Drafts must be submitted along with the bids but the original Demand Draft should be submitted to the UP Police Headquarters, Lucknow at the time of opening of the technical bids. This tender document fee of Rs. 28,000/- will be non-refundable to the bidders.

2.3 Earnest Money

- a) The bidder shall furnish as a part of the technical offer **an Earnest Money of Rs.4,70,500/- (Rs. Four lakh Seventy thousand Five hundred only)**. The Earnest money shall be in the form of bank draft of Nationalized bank in favour of the Additional Director General of Police, Headquarters, UP Police Headquarters, Lucknow. The scanned copy of the Demand Drafts must be submitted along with the bids but the original Demand Draft should be submitted to UP Police Headquarters, Lucknow at the time of opening of the technical bids.
- b) Any offer not accompanied by the Earnest Money Deposit will be rejected. No correspondence shall be entertained in this regard.
- c) In the event of the offer being accepted subject to provisions of the bid the said amount will not be appropriated towards the amount of Performance Security payable by him.
- d) In the event the L1 bidder does not accept the contract, EMD of such L1 bidder shall be forfeited.
- e) If any of the bidders withdraws e-Bid during the period of e-bid validity specified in the e-bid, then the EMD of such bidder shall be forfeited.
- f) Earnest Money shall not carry any interest under any circumstances.
- g) Exemption from Payment of Tender fees/ Earnest Money Deposit will be allowed to appropriate bidder/bidders as per rules/Government Orders issued by the UP State Government from time to time.

2.4 Contents of e-Bid Document

The nature and types of Bidding procedure, terms and conditions etc. are prescribed in the e-bid document. The e-bid document includes:

SECTION I : LETTER OF INVITATION
SECTION II : INSTRUCTIONS TO BIDDERS (ITB)
SECTION III : SCOPE OF WORK
SECTION IV : BIDDER'S ELIGIBILITY CRITERIA
SECTION V : TERMS AND CONDITIONS
SECTION VI : TECHNICAL PROPOSAL FORM
DECLARATION FOR PROPOSAL SUBMISSION FORM

The Bidders are expected to examine all the instructions, forms, terms and conditions, requirements and qualifications in the e-tender documents. Failure to furnish all the information required as per the Bidding documents; or; submission of an e-Bid not responsive to the e-tender document in any respect will be at the Bidder's risk and may result in the rejection of his e-Bid.

2.5 Clarifications of e-Tender Documents

A prospective Bidder requiring any clarification of the e-tender documents may raise their point of clarification to UP Police Headquarters, Lucknow at e-mail- "equipcellphq@gmail.com" till the 05-06-2020, 17.00 hrs.

2.6. Amendment of e-Tender Document

At any time prior to the deadline for submission of e-Bids, the UP Police Headquarters, Lucknow may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-tender document by amendments. Such amendments shall be posted/ uploaded on the e-tender portal <http://etender.up.nic.in> through corrigendum and shall form an integral part of the e Bid documents. The relevant clauses of the e-tender documents shall be treated as amended accordingly.

It shall be the sole responsibility of the prospective Bidders to check the e-tender portal "<http://etender.up.nic.in>" from time to time for any amendment in the e-Bid document. In case of failure to notice the amendments, if any, the UP Police Headquarters, Lucknow shall not be responsible for any negligence on part of the Bidder.

In order to allow prospective Bidders a reasonable time to take the amendment into account for preparing their e-Bids, UP Police Headquarters, Lucknow at its discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be posted /up-loaded on the e-tender portal <http://etender.up.nic.in>.

3. PREPARATION & SUBMISSION OF e-Bids

3.1 Documents Constituting the e-Bid: The e-Bids prepared by the Bidder shall comprise of the following components:

- a) Technical proposal
- b) Financial proposal

3.2 Documents Establishing Bidder's Qualification

The Bidder shall furnish, as part of Technical Proposal, documents establishing the qualification to perform the Contract. The documentary evidence in support of the information furnished should be submitted by the Bidder electronically in the PDF format. The Bidder's eligibility criteria and selection procedure are defined in **Section IV** of e-Tender document.

The PDF file should be made in grayscale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-Bid portal.

3.3 Format and Signing of e-Bids

As directed in Para 5 of Section I, the Bidder shall prepare one electronic copy of all documents required for the e-Bid, signing manually each page by authorized person before converting them into PDF and uploading copy in the PDF format as a bidding document.

3.4 Submission of e-Bids

The e-Bid Submission module of e-tender portal <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online against the e-tender published by the UP Police Headquarters, Lucknow. Bid Submission can be done only from the Bid Submission start date and time till the e-Bid Submission end date and time given in the e-Bid. Bidders should start the Bid Submission process well in advance so that they can submit their e-Bid in time. The Bidders should submit their Bids adhering to the time of the server of e-tender portal. Once the Bid submission date and time is over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bids due to any reasons, the Bidders shall solely be responsible.

The bidder shall acquaint himself/herself with all features of UP State Government e-tendering portal (<http://etender.up.nic.in>) before submission of e-bids.

3.5 Deadline for Submission of e-Bids:

E-Bids must be submitted by the Bidders on e-tender portal <http://etender.up.nic.in>, not later than the date and time specified in this e-tender document.

The UP Police Headquarters, Lucknow may extend this deadline for submission of e-Bids by amending the e-tender document in accordance with Instructions To Bidders Clause 2.6.

UP Police Headquarters, Lucknow shall not consider any request for date-extension for e-Bid-submission on account of late downloading of e-tender (RFP) by any prospective Bidder. E-Bids should be uploaded on e-tender portal <http://etender.up.nic.in> on or before **05:00 PM on date 05-06-2020**

3.6 Late e-Bids

The server time indicated in the Bid Management window on the e-tender portal <http://etender.up.nic.in> will be the time by which the e-Bids submission activity will be allowed till the permissible date and time scheduled in the e-tender. Once the e-Bids submission date and time is over, the Bidder cannot submit his/ her Bid. Bidder has to start the e-Bid Submission well in advance so that the submission process passes off smoothly. The Bidder shall solely be responsible if his/ her e-Bids are not submitted in time due to any reasons.

3.7 Withdrawal and Resubmission of e-Bids

At any point of time, a Bidder can withdraw his /her e-Bid submitted online before the e-Bid submission end date and time.

3.8 Receipt and Opening of e-Bids by the UP Police Headquarters, Lucknow.

Bidders are advised to submit their e-bids in `Two-Bid" system with Technical and Financial bids separately on e-tender portal.

Please note that prices should not be quoted in the Technical Bid. The Prices should be quoted in the Financial Bid only. On receipt on e-tender portal, the technical proposals will be opened first by the Committee members in UP Police Headquarters, Lucknow.

UP Police Headquarters, Lucknow will open all e-bids, in the presence of bidders or their authorised representatives at **11:00 AM on date 06-06-2020** at UP Police Headquarters, Lucknow. The presence of bidder or his representatives on the stipulated date and time is mandatory as the bidder must present original documents as uploaded on portal in PDF format before the committee. No other channel of submitting original documents shall be accepted. The absence of bidder or his representatives shall be construed as non submission of original documents and the bid is liable to be rejected.

The bidder's representatives who are present shall sign a register /attendance sheet evidencing their attendance. In the event of the specified date of e- Bid opening being declared a holiday for the UP Police Headquarters, Lucknow, the e-Bids shall be opened at the appointed time and place on the next working day.

SECTION III: SCOPE OF WORK

The tender is for services to provide trained operators/ technicians for smooth operation of the plants and equipments and maintenance of all systems, plants, machines and equipments installed in the building. The details of work expected is enumerated in the succeeding paragraphs:-

1. Operators/ Technicians:

- 1.1 Trained and experienced men are required to be deployed for operating various systems, plants, machines, equipments installed in the building so as to ensure their smooth operation without causing any hindrance in the day to day functions in the building.
- 1.2 The successful bidder shall ensure that the operators deployed by him are certified or authorized by OEM wherever such authorization is a must so as to avoid disputes arising during maintenance, especially when OEM insists that the plants/ equipments should be operated by such qualified men.
- 1.3 The bid pertains to operation and maintenance. The operators shall be deployed not only for mere operation of the equipments but they shall perform daily maintenance work on the respective equipments. This necessarily requires that the operators deployed are well qualified, well trained and experienced. The bidder shall ensure this.
- 1.4 The checklists for daily maintenance work, wherever applicable and for maintenance at longer intervals which are to be performed by the operators shall be prepared and scrupulously followed by the operators. Such checklists should be displayed or properly filed as a signed paper document.
- 1.5 The technicians/ operators to be deployed by the bidder shall be well experienced and trained for the systems to which they are being deployed.
- 1.6 Various categories of operators required are as given below:-

Sn.	Description	Nature of work
1-	Electricians/ DG Operator	Rectifying electric faults and related electric upkeep, HT/ LT panels, Transformers, MCUs and control panels installed in electric and DG rooms. operating generator sets, tube well.
2-	HVAC	Overhauling of all HVAC components and accessories; checking and logging of all related data. Checking and maintaining of proper air flow, ventilation and exhaust; attending to complaints, cleaning of filters, cleaning of cooling coils. cleaning of filters of packaged ac unit
3-	Plumbers	Fixing of leakage/ seepage
4-	BMS (Bldg. management System)	BMS engineer is at the heart of the facility management in the building. He shall ensure continuous data feedback from all systems installed in the building; correct the sensor defects, data related interruptions; monitor control panel and direct corrective responses. Ensure compliance of the directions. Attending to all complaints about intercom, landline and internet connections.
5-	STP & WTP operators	Operating the plants and keeping them functional, maintain hygienic conditions around.

6-	Carpenters	fixing faults in wooden fixtures, door locks, furniture locks etc.
7-	Mason	Minor masonry works
8-	Painter	Minor painting works
9-	Chillers plant operators	Operating chillers plants, monitoring the parameters and maintaining the logs. Checking and monitoring of Package AC units catering to data servers.
10-	Fire fighting & Fire safety equipments operators	Regular monitoring and inspection of all fire fighting equipments and accessories. Manning the pump room, keeping all pumps operational and maintaining proper water pressure. Fixing all leakages, checking expiry dates of all fire extinguishers in FHC (Fire hose cabinets), replacing after due dates. Attending to false fire alarms and fixing them, checking fire alarm and PA system for malfunctioning and rectifying.
11-	Lift operators	Manning the machine room and attending to faults, ensuring smooth running of the lifts.
12-	Supervisors	Discharge all managerial responsibilities for entire operation and maintenance services. Should be a technical graduate.

1.7 The bidder shall deploy adequate number of operators/ technicians as enumerated in the above table. It is the responsibility of the bidder to ensure that all systems are kept operational efficiently throughout the contract period.

2. **Operation and Maintenance services:**

2.1 A list of equipments, machines, systems installed in Police Bhawan, along with their make, rating and quantity is given below, for which operation and maintenance services are required:-

Sn.	Item	Make	Rating	UOM	Qty.
(a.) Central Air conditioning Plant					
1	Chillers	York	525 TR	Nos	05
2	AHU	Edgetech	26000 CFM	Nos.	32
			32000 CFM	Nos.	04
			15000 CFM	Nos.	06
3	CAHU (Central AHU)	Edgetech	5000 CFM	Nos.	05
			3000 CFM	Nos.	02
4	FCU (Fan coil unit)	Edgetech		Nos.	06
5	VFD (Variable frequency drives)	Danfoss		Nos.	83
6	HRU (heat recovery unit)	Ostbergh/ Edgetech	25000 CFM	Nos.	04
7	Cooling Tower	Bell	725 TR	Nos.	04
8	Hot water Generator	Rapid Cool	500 KW	Nos.	04
9	Air Washer	Airflow	25000 CFM	Nos.	01
10	Scrubber	Waves	25000 CFM	Nos.	01
(b.) Electrical distribution systems					

11	Transformers	Crompton Greaves	2500 KVA	Nos.	03
12	HT Panel	ABB	33 KV	Nos.	01
13	Main LT Panel	Advance		Nos.	01
14	Sub LT Panel	Advance		Nos.	116
15	MCC Panel	Advance		Nos.	01
(c.) Diesel Generator Sets					
16	DG Set	Sterling & Wilson	2000 KVA	Nos.	03
		Sterling & Wilson	600 KVA	Nos.	01
17	Fuel Storage system with pumps			Set	01
18	DG sync panel	Sterling & Wilson		Nos.	01
19	DG Auxiliary Panel system	Sterling & Wilson		Set	01
(d.) Water treatment and supply system					
20	Hydro pneumatic pump system	XYLUM		Set	01
21	Bore well Submersible Pump	KSB	15 HP	No.	01
22	Domestic transfer pump	XYLUM		Nos.	04
23	Water tank		1 lakh ltr.	Nos.	03
24	STP	M/S Sityog	225 KLD	Set	01
25	WTP	M/S Sityog	9 LPS	Set	01
26	Sump Pump	XYLUM		Set	15
(e.) Fire fighting systems					
27	PA System	Bosch	Speaker	Nos.	3378
		Bosch	Amplifier	Nos.	65
28	Fire alarm system	Bosch	Detector	Nos.	6116
		Bosch	Fire alarm panel	Nos.	06
29	Diesel engine pump	Kirloskar Pumps	2850 LPM	Nos.	01
30	Electrical Pump	Kirloskar Pumps	2850 LPM	Nos.	03
31	Jockey Pump	Kirloskar Pumps	180 LPM	Nos.	02
(f.) Auditoriums and conference room equipments					
32	Stage lighting system	M/S Modern stage		Set	01
33	AV system in Auditorium	Bose		Set	01
34	AV system in conference room			Set	02
(g.) Lift (Covered under warranty period)					
35	Lifts	Thyssen Krupp		Nos.	18
36	UPS	Riello Power	200 KVA	Nos.	04
		Riello Power	225 KVA	Nos.	02
(h.) Building management system					
37	BMS	Honeywell		Set	01
(i.) Low voltage systems					
38	CCTV	Impulse	Camera	Nos.	150
39	Electronic Display system			Nos.	02

40	Data & Telephone system	Alcatel		Set	01
41	Access control system	Bosch		Set	01
(j.) Misc. Electrical systems and appliance					
42	Water cooler	Eureka forbes	80 Ltr.	Nos.	52
43	Geyser	Venus	15 Ltr.	Nos.	69
44	Ceiling Fan	Usha		Nos.	95
45	Precision AC	Stultz	10TR	Nos.	04
46	Split AC	Hitachi	2 TR	Nos.	10
47	Solar Power	M/S Tirupati		Set	01
48	Light Fixture (Int & Ext)		Bajaj	Nos.	
49	Switches and sockets				
50	Lighting devices and system				
51	Exhaust Fan	Airflow		Nos.	145
52	LPG gas supply system.	M/S GE Projects		Set	01

The bid for Operation and maintenance is floated with a view to preserve trouble free operation and achieve the best possible working life of equipment/ systems listed above. The maintenance work shall comprise of inspection, servicing and repairs. Daily inspection shall be performed for determining the actual condition; while continuous servicing shall be done to preserve the expected prescribed condition. The repair shall be resorted to restore the specified conditions. The scope of operation and maintenance work for which the instant bid is invited comprises of above aspects, specifically the work involves-

- 1- Daily maintenance – Inspection and servicing, minor repairs and reporting faults.
- 2- Periodic preventive maintenance – monthly, quarterly, half-yearly
- 3- Planned major preventive maintenance – Once in a year.
- 4- Breakdown maintenance – On call

2.2 The prospective bidder shall take systemic approach to entire work of operation and maintenance of the systems deployed in Police Bhawan so as to deliver an output with highest quality to make official dealings of the occupants of the Police Bhawan bereft of any discomfort, inconvenience or interruptions, keeping in view the important security related functions being performed by them.

2.3 At the broader administrative level, the bidder shall deliver the services as per following performance levels:-

- I. No complete breakdown of any system during the contract period.
- II. The speedy restoration of partial breakdowns.
- III. Adherence to preventive maintenance protocols as prescribed by the OEMs.
- IV. Compliance with daily checklist for all equipments with visual display for all times.
- v. Well laid out SOPs for all maintenance protocols.

- VI. Well established grievance handling mechanism for the staff deployed by the bidder.
- VII. Availability of expert technical guidance and support when need arises.
- VIII. Discipline, etiquettes and expertise of the staff deployed.
- IX. Adequate stocks of consumables; replaceable and spares to ensure immediate rectifications.

2.4 The quality output will depend on integrating the operational aspects and the maintenance aspects of each sub system. For this the prospective bidder shall deploy well qualified trained and experienced operators/ specialist operators/ technicians, that are capable of daily inspection, servicing and minor repairs for regular upkeep of the systems deployed; so that minor faults do not result in catastrophic breakdowns. The operators should be so trained and well versed with the system that they are in a position to foresee impending deterioration in the functioning of the system based on current readings. All the sub-system deployed in the building are connected and thus the bidder must build a perfect synergy between various sub systems deployed in the Police Bhawan.

2.5 THE DETAILS OF MAINTENANCE SERVICES REQUIRED ARE GIVEN BELOW:-

2.5.1- Central Air conditioning Plant:-

2.5.1.1 Chillers:

- A. Bidder shall carry out all operation and maintenance work as per the prescription of the OEM.
- B. He shall submit detailed plan with dates of preventive maintenance schedules (at least three) and major planned preventive services during the contract period.
- C. He shall strive to maintain operational efficiency and maximise energy efficiency.
- D. He shall timely identify the problems and rectify them before they result into major breakdown.
- E. The preventive maintenance schedule and day to day servicing among other things, includes the followings:-
 - E.1 Regular inspection of:-

<ul style="list-style-type: none"> i. Chillers, ii. Safety controls, iii. Checking oil and refrigerants, iv. Lube systems, v. Oil return systems, vi. Motor and starters, vii. Oil heater operation viii. Voltage and current imbalances 	<ul style="list-style-type: none"> ix. Flow switch operations x. Leakage testing xi. checking of fills of cooling towers for any blockage or scaling xii. checking of sprinklers of cooling tower for proper distribution of water xiii. Checking mechanical seal for any leakage of CDW and CHW Pumps. xiv. Checking of bearing for heating of CDW and CHW Pumps.
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E.2 Recording of :-

- I. Operative conditions
- II. Inspection reports
- III. Repairs and parts required
- IV. Service inspection report forms
- V. Chillers and system operations

E.3 The major planned preventive service shall include the following tasks:

- I. **Laboratory analysis of compressor oil** - to access internal mechanical condition of equipments and assist in making critical maintenance decision.
- II. **Motor insulation testing** - to identify insulation deterioration before motor failure and downtime.
- III. **Leak testing and repair** - to identify refrigerant leakage in the circuit; and avoid its loss and breakdown.
- IV. **Checking of compressor oil system-**
 - a. changing the compressor oil.
 - b. Changing oil filter and drier.
 - c. Checking oil heater
 - d. Checking all other oil systems components strainers.
- V. **Checking motor starter-**
 - a. Running diagnostic checks.
 - b. Cleaning contacts/ replacing contacts.
 - c. Meggering the motor.
 - d. Checking all motor terminal connection and tightening connections.
 - e. Checking overloads.
- VI. **Control Panels** -
 - a. Running diagnostic check of motor control panel.
 - b. Checking safety shutdown operation.
 - c. Checking all motor terminal connection and tightening connections
 - d. checking display data accuracy and set points.
- VII. **Condensers-**
 - a. Checking condenser water pressure drop.
 - b. Cleaning of condenser tubes.
- VIII. **Coolers-**
 - a. Checking water pressure drop.
 - b. Checking flow switch operation.
 - c. checking the refrigerant level
- IX. Conducting a leak check and identifying leak sources.
- X. Recording the condition of sight glasses.
- XI. Checking the refrigerant cycle to verify the proper operating balance.
- XII. Checking condenser water and chilled water heat transfer.
- XIII. Other items:-
 - a. Repairing insulation removed for inspection and maintenance
 - b. Cleaning equipments and surrounding areas after completion of work
 - c. Consulting with the operator.
 - d. Reporting deficiencies and suggest repairs.
 - e. Complete service inspection report forms.

XIV. The bidder shall arrange to attend to breakdown calls by the experts as and when required with response time of 6 to 8 Hrs.

XV. Spares, consumables and the labour shall be provided by the bidder.

2.5.1.2 HVAC system:

A. The HVAC air system includes the AHU and the entire air circuitry through which airflows; included are the following parts/assemblies:

- a. Ductwork, Fittings, and Branch Ducts
- b. Dampers
- c. Heat Exchangers
- d. Air Filters and Sound Traps
- e. Coils
- f. Elbows and Diffusers
- g. Grilles, VAVs, and MITs etc.

B. Bidder shall carry out all operation and maintenance work as per the prescription of the OEM.

C. He shall submit detailed plans with dates of monthly, quarterly preventive maintenance schedules and major planned annual preventive services during the contract period as prescribed by the OEM.

D. He shall strive to maintain operational efficiency and maximise energy efficiency.

E. He shall timely identify the problems and rectify them before they result into major breakdown.

F. The preventive maintenance schedule and day to day servicing among other things, includes the followings:-

- a. Inspecting fan assembly
- b. Inspecting belts and sheaves.
- c. Checking isolators
- d. Checking operation of fans
- e. Checking operation of dampers
- f. Energize fan motors:
 - i. Observe the fan(s) for smooth operation.
 - ii. Check the motor nameplate for the full load amp (FLA) rating.
 - iii. Check the current draw of each leg of each motor.

G. Variable frequency drives (VFD) –

Perform Inverter Drive Balance (Sweep Balance) and reset Lockout Frequencies in the VFD program.

- i. Check doors and latches
- ii. Energy recovery wheel – Check configuration
- iii. Perform air balance, check the limits of temperature and pressure.
- iv. Correct belt tension, check sheaves for fan vibration.
- v. Inspect :

1. Cabinet
2. Door hardware and gaskets
- 3- Panels
- 4- Hoods and louvers
- 5- Bird screen
- 6- Moisture eliminators
- 7- Outdoor air hoods
- 8- Fan Segments

vi. Lubrication:

1. of fan bearings
2. checking condition of extended lubrication lines
- 3- Lubricating fan segments and motors
- 4- Checking condition of mounted hardware, motor base and motor.

vii. Maintaining and replacing filter segments

viii. Cleaning Dampers and checking hardware

ix. Cleaning Coil segment

x. Cleaning condensate drain pan, trap and line

xi. Clean energy recovery wheel

2.5.2- Electrical distribution system:-

2.5.2.1 Transformer-

- A. Bidder shall carry out all operation and maintenance work as per the prescription of the OEM.
- B. The bidder must strictly follow the daily maintenance schedule as prescribed by the OEM and record the inspections in daily checklist.
- C. He shall submit detailed plans with dates of preventive maintenance schedules quarterly and half yearly; and major annual planned preventive service during the contract period.
- D. He shall strive to maintain operational efficiency and maximise energy efficiency.
- E. He shall timely identify the problems and rectify them before they result into major breakdown.
- F. The preventive maintenance schedule and day to day servicing among other things, includes the followings:-
 - i. Regular inspection
 - ii. Testing and reconditioning
 - iii. Maintain insulation in good condition
 - iv. Removing slackness in the coils
 - v. maintenance procedure shall consist of the followings:
 1. Core and windings
 - Visual inspection
 - Tightening of loose nut and bolts
 - Ensure no sludge deposited
 - Remove slacking of windings by tightening clamping screws
 - check winding temperature twice a day
 2. Off circuit tap switch

- | | |
|------------------------------------|--|
| 3. Conservator | <ul style="list-style-type: none"> - Oil sampling for contamination - Periodic cleaning inside of conservator - Maintaining oil level |
| 4. Plain oil gauge | <ul style="list-style-type: none"> - cleaning gauge glass - replacing open glass |
| 5. Magnetic oil gauge | <ul style="list-style-type: none"> - During conservator cleaning, inspect and clean float type oil gauge. - Check alarm and trip contacts |
| 6. Silica gel dehydrating breather | <ul style="list-style-type: none"> - Check if silica gel requires changing - Decide inspection frequency based on humidity and load fluctuations - to remove moisture, heat crystals of silica gel as prescribed - Remove dust from oil - Remove dirty oil. - maintain oil level with fresh oil - Check inside of connecting pipe between breather and conservator for rust and cleanliness, paint if necessary |
| 7. Buchholz head relay | <ul style="list-style-type: none"> - mechanical inspection – check for defect in mercury switch, replace if defective. - During Operation, If there is an alarm, Check if gas is collected, Analyze gas chemically and take corrective actions as prescribed. |
| 8. Explosion Vent | <ul style="list-style-type: none"> - Inspect the diaphragm, replace if damaged |
| 9. Gaskets | <ul style="list-style-type: none"> - Check for shrinking of gaskets, tighten of bolts, fastener of gasket joints and replace leaky gaskets. |
| 10. Pipe Works | <ul style="list-style-type: none"> - Inspect sealed joints, Misalignments & Align & reseal if needed. |
| 11. Temperature Indicators: | <ul style="list-style-type: none"> - Check temperature indicators for correct readings, recalibrate, if needed. - In annual maintenance, check oil in the pockets holding thermometer bulbs and replenish if required, replace damaged glasses, fasten capillary tubing. |
| 12. Paint work | <ul style="list-style-type: none"> - During annual maintenance, inspect paint work, carry out necessary painting or retouching. |

2.5.2.2 HT Panels-

- A. Bidder shall carry out all operation and maintenance work as per the prescription of the OEM.

- B. The bidder must strictly follow the daily maintenance schedule as prescribed by the OEM and record the inspections in daily checklist.
- C. He shall submit detailed plans with dates of preventive maintenance schedules quarterly and half yearly; and major annual planned preventive service during the contract period.
- D. He shall timely identify the problems and rectify them before they result into major breakdown.
- E. The preventive maintenance schedule and day to day servicing among other things, includes the followings:-

1- visual inspection and checks :-

- a.) for locating effect of high temperature on main circuits
- b.) for locating traces of partial discharge on insulating material parts.
- c.) for locating traces of leakage current on insulating material parts.
- d.) of surfaces of the contact systems
- e.) of correct mechanical and electrical operation of switching devices actuating, interlocking, protection and signalling devices.
- f.) Check all switchgear accessories and auxiliary devices
- g.) Check for partial discharges on surfaces of equipment at operating voltages.
- h.) Check the contact systems and detect signs of overheating.

- F. If irregular conditions are detected, the relative repair/replacement measures must be taken. All repair works of switchgear surface damage, switchgear in general, testing of withdrawable parts, checking of auxiliary switch settings on withdrawable parts, testing interlock conditions etc. must be carried out as per OEMs maintenance instructions in the manual.

2.5.2.3 Main LT Panel, sub LT Panels and fixtures-

- A. Bidder shall carry out all operation and maintenance work as per the prescription of the OEM.
- B. The bidder must strictly follow the daily maintenance schedule as prescribed by the OEM and record the inspections in daily checklist.
- C. He shall submit detailed plans with dates of preventive maintenance schedules quarterly and major annual planned preventive service during the contract period.
- D. He shall timely identify the problems and rectify them before they result into major breakdown.
- E. The preventive maintenance schedule and day to day servicing among other things, includes the followings:-

E.1) Daily inspection and servicing:-

- I. keep equipment clean at all times, remove any accumulation of dust and dirt.
- II. Replace badly burn out contacts and parts.
- III. Check all bolts for tightness.
- IV. check :-
 - a) All bus bar connection
 - b) All power link connection

- c) Power and control drawout terminals.
 - d) Control wire connections
 - e) Power wire connections.
 - f) All wiring for wear and cuts, replace if necessary
 - g) Indication of arcing or overheating or insulation breakdown; replace any defective parts.
 - h) Check circuit breakers for moisture greasing, terminal connection condition
 - i) Check all MCCB, ACB and switchgear are working properly.
 - j) check all light fixtures including switch sockets, MCBs and RCCBs.
- v. If irregular condition are detected, the relative repair/replacement measures must be taken. All repair works of switchgear surface damage, switchgear in general, testing of withdraw able parts, checking of auxiliary switch settings on withdraw able parts, testing interlock conditions etc. must be carried out as per OEMs maintenance instructions in the manual.

E.2) Quarterly maintenance schedule:-

For all MCCB, ACB, Switchgear, all panels, provide the details of any faulty damaged part for replacement,

E.3) Planned annual major maintenance schedule:- (as per OEM prescription)

- i. Panel maintenance
- ii. VCB (vacuum circuit breaker)
- iii. ACB (Air Circuit Breaker)
- iv. PLC (Program logic control)
- v. meters

2.5.2.4 Bus ducts and rising mains -

- A. Check for any moisture or signs of wetness or dripping onto the bus ducts or on to the connection boxes. seal of cracks of openings that allow moisture to enter bus ducts or connection boxes.
- B. Clean any dust or rags using brush or vacuum cleaners.
- C. Carefully inspect all visible electrical joints and terminals.
- D. Visually check connections to be certain that they are clean and secure.
- E. Check the insulation resistance.
- F. Thorough inspection of bus ducts once during contract period or after any severe electric short circuit and ground fault.

2.5.2.5 Diesel Generator Sets and synchronisation panel:-

- A. Bidder shall carry out all operation and maintenance work as per the prescription of the OEM.
- B. The operator shall adhere to normal starting and shut down procedures as prescribed by the OEM.
- C. Daily inspections (during operation):
 - a. Engine oil level
 - b. Radiator coolant level
 - c. Fuel pump governor oil
 - d. Acid level of battery
 - e. Engine belt tension
 - k. Engine oil pressure
 - l. Noise
 - m. Starting difficulties
 - n. Loss of power
 - o. Misfire

- | | |
|---------------------------|--------------------------------|
| f. battery terminal clamp | p. High fuel consumption |
| g. Radiator cover | q. Black exhaust smoke |
| h. Leakage | r. Blue or white exhaust smoke |
| i. AVR | s. Knocking of engine |
| j. RPM – 1500 | t. Erratic function |

D. The bidder shall follow the service schedule including prescription for changing/ cleaning/testing/ flushing of parts, components, consumables, accessories, mixtures, sub-systems, belts etc. depending on hours of running as prescribed in the maintenance manual of OEM. It must be noted that if the Prime DG Sets do not complete the prescribed run in hrs., then periodic maintenance as prescribe for standby engine must be followed. Typically for **prime engines** the schedule to be followed is given below:-

- i. 1st 100 hrs.
- ii. Every 250 hrs.
- iii. Every 2500 hrs.
- iv. Every 7500 hrs.
- v. Every 15000 hrs.
- vi. Every 30000 hrs.
- vii. Every 45000 hrs. – Major overhaul and service exchange engine components.

For **Standby duty engines** the schedule to be followed is:

- i. Monthly.
- ii. 03 months.
- iii. Every 500 hrs. or 06 months
- iv. Every 1000 hrs. or 12 months

- E. All bolts, hose clips, terminal connection, pipes and joints must be checked for tightness and leaks regularly.
- F. Since the DG Sets in Police Bhawan are not generally required to be operated for longer durations, engine should be run on no load for 10 min. weekly.
- G. Once during the contract period the DG Sets should be run on a variable dummy load, building up gradually from zero to maximum over a 04 hrs. run to burn off accumulations of carbon in the engine and the exhaust system.
- H. Fuel cost to be borne by the procuring entity.

2.5.2.6 DG synchronization panel

Check the functioning of all the modules/ circuits/ monitors/ communication network, signals like voltage, load, frequency, speed etc., contactors including Line Voltage Monitor (LVM), Auto mains failure, DG synchronization controller, ACBs, Protective relays, temperature scanner etc. during all DG operations as

listed in the preceding paragraphs whether on power failure or as a maintenance requirements. Rectify/ replace malfunctioning devices, components, circuits, software etc.

2.5.3 Water treatment and supply system

Entire water distribution system comprises of clean treated water supply from ground to all the offices in the building as well as treating the sewage discharge for use in green areas etc. All the plants/ equipments have been listed in table in para 2 of this section.

For all the equipment and accessories and the network:-

- A. Bidder shall carry out all operation and maintenance work as per the prescription of the OEM.
- B. The operator shall adhere to normal starting and shut down procedures as prescribed by the OEM.
- C. Daily inspections (during operation):
 - 1- Pump maintenance
 - i. Check coolant level in mechanical seal, replenish
 - ii. Check position of volute and discharge NRVs
 - 2- Air compressor maintenance
 - i. Check for unusual noise/ vibrations
 - ii. Inspect all safety guards
 - iii- Check all pressurize components, rust, cracks and leaks
 - iv. Check for lubricant leaks
 - v- maintain oil level in the oil sump
 - vi- Check oil for contaminations, drain and refill with appropriate oil
 - 3- Gear box maintenance:
 - i- Check gearbox oil level, replenish if necessary
- D. Preventive maintenance:

The bidder shall strictly adhere to the maintenance schedule as prescribed by the OEM in its maintenance manual. Broadly the preventive maintenance schedule is as listed below:-

After 1st 100 Hrs. – Air compressor maintenance
After 1st 200 Hrs. – Gear Box maintenance
After 1st 250 Hrs. – Pump maintenance
- Motor maintenance
-Air compressor maintenance

After 1st 500 Hrs. – Air compressor
After 1st 1000 Hrs. – Air compressor
Gear Box
After 1st 2000 Hrs. – Air compressor
After 1st 5000 Hrs. – Pumps

2.5.3.1 WTP:

A. Daily Tasks:-

- i. Check and record water level in storage tanks
- ii. Check instrumentations for proper signal

- iii. check chlorine solution used, record amount
- iv. Check salt used, record amount.
- v. check, record and clean residuals

B. Weekly tasks:-

- i. Record pumping rate
- ii. Conduct weekly security checks

C. Monthly tasks:-

- i. Take appropriate monthly water quality samples
- ii. Inspect well heads
- iii. Operate all valves inside the treatment plant and pump house. Maintain continuous log throughout the year.
- iv. Inspect, clean and repair control panel in pump house and treatment plant.
- v. Inspect and clean all chemical feed lines and solution tanks

D. Major planned preventive maintenance:

- i. Calibrate chemical feed pumps after overhaul.
- ii. Review emergency response plans.
- iii. Inspect storage tanks for defects and sanitary deficiencies.
- iv. Clean storage tanks.
- v. Flush the distribution system and check fire hydrant valves.
- vi. Identify and evaluate distribution system leaks.

2.5.3.2 STP

1- Bar screen chamber:

- i. Check and clean bar screen at frequent interval
- ii. Ensure no large gaps are formed due to corrosion of screen
- iii. Replace corroded unserviceable bar screen immediately.
- iv. Weekly remove debris and muck.

2- Oil And Grease/Grit Trap:

- i. Check and clean trap at frequent intervals
- ii. Remove both settled solids (at bottom) and the floating grease.
- iii. Do not allow solids to get washed out of the trap
- iv. Do not allow oil and grease to escape the trap
- v. Redesign the trap if solids and grease escape on a regular basis, despite good cleaning practices.

3- Equalization Tank:

- i. Keep air mixing on at all times
- ii. Ensure that the air flow/ mixing is uniform over the entire floor of the tank. Adjust the placement of diffusers and the air-flow rate as needed.
- iii. Keep the equalization tank nearly empty before the expected peak load hours (otherwise it will overflow)
- iv. Check and clean clogged diffusers at regular intervals
- v. Manually evacuate settled muck/ sediments at least once in a year

3- Aeration Tank:

- i. Maintain correct level of biomass concentration
- ii. Ensure there is uniform aeration and mixing over the entire area of the tank.
- iii. Ensure there is no local violent boiling/ bubbling or excessive foaming
- iv. Replace ruptured membranes

- v. Inspect dead zones on the sewage surface. Clean/ replace block membranes.
- vi. Ensure there is no black coloration of fluid.
- vii. Ensure discharge of sludge recirculation into the aeration tank is visible and can be monitored.

4- Secondary Clarifier/ Settling Tank:

- i. Check the settled biomass is thickened, in order to produce a thick underflow.
- ii. Inspect cut off time for electric suction pump.
- iii. Inspect the outflow from the clarifier is clear supernatant water.
- iv. Check solids are not carried over with decanted water.
- v. Check there is no excessive turbulence in clarifier.
- vi. Force-flush the sludge line of the clarifier at frequent intervals, so that the pipe remains clear at all times, and incidence of choking is minimized.

5- Clarified Water Sump:

- i. Look after aeration,
- ii. Inspect the tank periodically for sediments.
- iii. Remove sediments as required.

6- Pressure Sand Filter (PSF):

- i. Backwash once in a shift for 5 to 10 minutes, irrespective of the actual amount of pressure loss.
- ii. Ensure there is no excessive pressure drop across filter.
- iii. Ensure proper filtration efficiency.
- iv. Check for "Mud balls" formed in filter or discrete sand particles have agglomerated, leading to poor filtration.

7- Activated Carbon Filter (ACF):

- i. Check and replace exhausted carbon granuals.
- ii. Periodically back wash.
- iii. Check if treated water has a smell or colour. replace filter if needed.
- iv. Check if black carbon particles appearing in outlet. Replace filter with carbon of proper granularity
- v. Check if outlet water needs further disinfecting. Carryout if needed.

8- Excess sludge handling:

- i. Check filter cloths and clean.
- ii. Check if filtration process is slow, if yes, replace filter cloths.
- iii. Check if Filter press does not dewater the slurry sufficiently quickly
- iv. Check if Dewatering is very slow, put a filter of correct fabric.

2.5.4 Fire fighting systems

A.	Automatic Fire Detection & Fire Alarm System.	
a.	Daily Checks -	Checks to ensure system is operating in both manual and auto mode.
		Rectify and record any faults if found.
b.	Weekly Checks	Manual checking
		Check battery and voltage conditions.
		Rectify and record any faults.
c.	Monthly Checks	Simulate fire and fault conditions on all zones / Loop.
		Check that power supply, indicator, alarm outputs etc are operating correctly.
		Test 20 percent of all detectors over as many zones as possible such that all detectors will be check over a 3 month period.
		Test interlocking circuits to ancillary equipment

		Check and cleaning of dust and moistures at each detector head. Check and Cleaning of optical fire detectors regularly
d.	Yearly Checks	Carry out functional and visual inspection as given below:- 1. Check of LED display 2. Visual check of mounting. 3. Visual check for damage 4. Check the monitoring range has not been restricted, for instance, by shelves of similar installation 5. Triggering with hot air 6. Triggering with test aerosol 7. Triggering with CO testing labs. 8. Monitor the error codes on malfunctioning of false alarm, take correct step, exchange detector if necessary
B.	Fire Hydrant & Sprinkler System & Motor Pump System of Fire Fighting System.	
1)	Fire Hydrant System:	
i.	Continuously	a. Checking of the hydrant system section wise to check the Butterfly Valve, Air Release Valve operations as well as Main ring; continuously, if required.
ii.	Daily	a. Checking of electrical connection to the electrical fire pump. b. Checking of pressure gauge. c. Checking of all hydrant pumps and auto setting etc.
iii.	Fortnightly	a. Greasing of Fire Hydrant Valve, Butterfly valves, Pumps and motors etc. if required. b. Checking of coupling and rubber washer etc.
iv.	Monthly	a. All Hose pipe checking & pressure testing for any leakage
v.	Quarterly	a. Complete trial of Fire Hydrant System.
2)	<u>Wet risers System:</u>	
i.	Continuously	a. Checking of the Wet riser section wise to check the Butterfly Valve, Air Release Valve operations as well as Main ring; continuously, if required.
ii.	Daily	a. Checking of electrical connection to the electrical fire pump. b. Checking of all Wet riser pumps and auto setting etc. c. Checking of pressure gauge. d. Check modular monitor system for pipe leakage indications, replace if needed.
iii.	Fortnightly	a. Checking rubber ring of every Wet riser valve. b. Checking of coupling and rubber washer etc. c. Greasing of Wet riser System, Butterfly valves, Pumps and motors etc. if required
iv.	Monthly	a. All Hose pipe checking & pressure testing for any leakage
v.	Quarterly	a. Complete trial of Wet riser System.
3)	<u>Hose Reel System:</u>	
i.	Daily	a. Check nozzle, gate valve (replace if required).
ii.	Once in contract period	a. Hydraulic testing (Burst test).
C.	Fire Pump Maintenance (Valid for all pumps installed in the building) :	
i.	Daily checks	a. Hourly record of suction and delivery pressure, discharge quantity, check input to the pump driver, take corrective steps. b. Check : Bearing temperature Oil level Stuffing box leakage/ temperature Cooling water inlet and outlet temperature c. Check noise and vibration level, take corrective action for cavitations, air lock , bearing failure, chocking of impeller or casing, similar operating troubles
ii.	Periodical checks (Quarterly)	a. Measure bearing temperature, set at maximum safe working temperature b. Check bearing lubricant, flush the bearings or charge with fresh lubricant, if lubricant is contaminated or blackened c. Check Stuffing box leakage d. Check pump unit alignment e. Calibrate the measuring instruments f. Check sufficient quantity of suitable lubricant is in stock for use
iii.	Planned major preventive maintenance.	a. Complete overhauling of pump, replace burnout parts b. Thoroughly clean bearings and lubricate

		c. Correct clearance between impeller and casing rings, impeller and wear plate etc.
		d. Check pump components for abnormal corrosion or erosion, replace
		e. Check auxiliary pipe lines and their functioning for scaling and leakage etc.
		f. Recalibrate measuring instruments, gauges etc.
		g. Carry out full running test to check faults in performance, draw comparison with original performance
		h. Check piping supports, remove unwarranted stress on pumps.
D.	Fire Extinguishers:	
	The bidder shall prepare a complete computerized record of all fire extinguisher installed in the building along with entire technical data including filling and expiry dates. He shall share the system and its continuous updation and coordinate with officer specially deputed from fire service hqrs.	
i.	Daily checks	Check and if required replace: a. Nozzle b. Pressure gauge c. Cap leakage d. Discharge pipe
ii.	Periodical checks (Quarterly)	a. Testing of discharge pipe b. Checking of holes made in caps c. Greasing of caps
iii.	Annual maintenance.	a. Refilling b. Hydraulic testing c. Replacement of discharge pipes/ nozzles if required.
E.	Mains :	a. To test Hydrant mains with a pump delivering at its maximum pressure, with all hydrant valves closed and, thereafter, a running test with two or more hose lines. This checks the efficiency of the pump as well as the tightness of the hydrant mains b. To oil and operate all cut-off valves, if necessary. c. To overhaul Cut-off valves annually to remove sludge and other-foreign matter collected in the valve seating.
F.	Hydrants :	a. To examine all hydrants systematically to ensure that valves and spring catches are maintained in good condition and all brass parts polished. b. To paint stand posts annually.
G.	Hose Pipes and Nozzles:	a. To inspect all hose boxes/hose stations externally to ensure that the equipment installed therein is intact. Further, to clean the hose boxes/hose stations internally and externally. b. To discard any hose becoming Inefficient through use, neglect or from any other cause.
H.	Sprinkler System	a. Complete trial of Sprinkler system. b. To check the pressure to ensure sprinklers work properly as designed. c. To go through sprinkler system's zones & make sure all the valves are operating correctly. d. To check the system to ensure your landscape is getting proper amount of water. e. To inspect all valves controlling the sprinkler system water supply to ensure that they are locked in the open position. f. To check sprinklers for damage, corrosion or accumulations of grease, paint, or other deposits and replace where such conditions would impair the operation of the sprinkler system. g. To conduct main drain test to ensure that the water supply available to the sprinkler system has not deteriorated. h. To test electric fire pump if installed at full rated capacity i. Greasing of deluge valves and washers.
I.	Manual call points	a. Routine checking of manual call points b. Resetting of MCP c. Replacement of glass, switches, if broken
J.	Fire control room	a. Checking of connections b. Replacement of switches c. Routine checking of repeaters

K.	Public Address System	a. Checking of working of public address system installed in each room at every floor of all towers
		b. Checking of amplifiers, routers, Speakers, Mikes installed at different locations.
		c. Checking of sound quality and maintain optimum sound level
		d. Check and correct noise distortions

2.5.5 BMS Systems:

1. A list of systems that can be monitored or controlled by a BMS is given below:

- i. Heating, ventilation, and air conditioning
- ii. Access control
- iii. Fire alarm system
- iv. Lifts, elevators etc.
- v. monitoring of Gensets,
- vi. Fire system,
- vii. Sumps, water tank,
- viii. Diesel Tank,
- ix. Cooling tower)
- x. Control Panel
- xi. PA system
- xii. Alarm Monitor

2. The BMS architecture to monitor above mentioned systems consists of building controllers, command display front end software, configuration software, monitors, Printers, different controllers (Zone controllers and rapid zone controllers), thermostats, sensors, I/O devices, along with connectivity, rapid link and browser etc. The bidder shall check and maintain both software and hardware components in perfect order to ensure efficient functioning BMS System. BMS System being a key to keep the system of Police Bhawan running efficiently. Proper maintenance and updates of BMS is essential for better performance and reliability. Among other things the bidder shall undertake the followings:-

- i. Evaluation of current applications programs
- ii. Improvements in system applications
- iii. Software upgrades
- iv. Diagnostic and preventative maintenance on hardware components
- v. Repairs and replacements for worn or failed components

2.5.6 AV Systems:

- A. Perform regularly all system diagnostics/ audio video tests. Record the results.
- B. Take corrective actions like adjustments, connections, calibrations, reconfigurations etc.
- C. Check equipment installations and setups for their correctness.
- D. Electronic gadgets and equipments alongwith incidental equipment/ accessories shall be inspected and maintained as per respective maintenance manuals issued by OEMs.
- E. Update software periodically.
- F. In case of any fault, repair/ replace the component/ cards/ sub-assembly, hardware etc. Hardware are:
 1. VC equipments
 2. Mixer
 3. Switcher
 4. Sound processor
 5. Network controller
 6. Amplifier
 7. Sub-woofer
 8. Speakers
 9. HDMI to STP converter
 10. PTZ Camera
 11. Microphones

2.5.7 Telephone System:

Bidder shall ensure upkeep of the entire system- call handling, telephone call processing; and maintain it strictly following maintenance manual of OEM. A list of Main Hardware/ Software is as below:

1. M3 Cabinets
2. Batteries
3. Servers
4. Alcatel OS6450
5. Alcatel switches
6. INTIP3 (Interconnecting on IP network)
7. ACT 28 (Extensions, PRA Card connectivity)
8. GPA2 (General purpose auxiliary board for different speech processing functions)

2.5.8 Network System:

Bidder shall ensure upkeep of the entire network system. Main Hardware/ Software includes:

1. Racks
2. Jack Panel
3. RJ I/O Modules with faceplate
4. Cat-6 cable
5. Network Switches

2.5.9 Other systems and equipments:

The detailed maintenance plans/ requirements have been given only for major equipments/systems. The maintenance procedure for certain equipments listed in table in para 2 of this section have not been fully described. For all such equipments also, bidder shall follow instructions given in the maintenance manual of the OEM and shall ensure that all these equipments are maintained properly and function well throughout the contract period. The bidder shall note that the word "equipment" or "system" or any other word describing an equipment or a system shall include all incidental equipments/ sub systems/ assemblies including various gauges, indicators, accessories, hoses, pipes, valves, couplings, regulators, VAV (variable air volume) systems, cables, connectors, switches and includes standby systems and other accessories; the maintenance of which also forms part of the scope of work.

SECTION IV: BIDDER'S ELIGIBILITY CRITERIA

- a) Bids should comprise of following sections:
- Technical Bid
 - Financial Bid

Both the bids must be submitted separately on e-tender portal <http://etender.up.nic.in>. Prices should not be quoted in the Technical Bid. The prices should be quoted in the Financial Bid only.

- b) The bidder should submit upload the following documents for technical eligibility of the tender and originals should be submitted at the time of opening of bid at U.P. Police Headquarters, Lucknow on scheduled date and time, failing which bid may be rejected:-

- 1- The prospective bidder must produce the certificate of registration under Companies Act-1956/2013 or the Indian Partnership Act, 1932 or The Indian Factories Act, 1948 or Any other relevant Act. The prospective bidder shall substantiate this by producing copy of memorandum of association/ article of association/ certificate of incorporation; statement in register of firms, showing names of partners and copy of partnership deed (attested copy); registration number and date; PAN/ GST registration in case of proprietary firms along with full address; REGISTERED CONSORTIUM AGREEMENT wherever applicable.
- 2- The prospective bidder should have average annual turnover of INR 1.5 crores in last three FY (ending 31st March 2019), copy of audited financial statements and letter from statutory auditor or Chartered Accountant have to be enclosed.
- 3- The prospective Bidder should have valid ISO 9001:2015 certification, copy of valid certificate from authorized agency has to be enclosed.
- 4- The prospective bidder must have successfully completed 'Operation and Maintenance work' (as defined in the scope of work of this document) during last 07 years ending 30th April 2020, fulfilling below mentioned criteria:-
 - a. experience of managing minimum 03 Operation and Maintenance works; each work costing not less than Rs. 1.88 Crores
 - OR
 - b. experience of managing minimum 02 Operation and Maintenance works; each work costing not less than Rs. 2.35 Crores
 - OR
 - c. experience of managing minimum 01 Operation and Maintenance work costing not less than Rs. 3.76 Crores

The 'Operation and Maintenance work' for which instant tender is floated has two components;

I. Providing technical manpower for operating the plants, machines and equipments in Police Bhawan

AND

II. Periodic/ major maintenance of plants machines and equipments in Police Bhawan.

The relevant experience of having successfully completed the above mentioned works shall only be considered during evaluation.

Wherever the word 'Similar works' appears in this document, it shall mean above mentioned two components. The experience in similar works may be in the State/ Central Government or Public undertaking or private organization/installations. Documentary evidence (copies of client certificate/ purchase order/ contract) has to be enclosed.

- 5- The prospective Bidder should have an office in Lucknow or an undertaking to be submitted with a commitment that bidder will set up an office in Lucknow within 03 weeks of issuance of LOI/ Contract.
- 6- The prospective bidder should submit a notarized affidavit on a minimum Rs. 10.00 stamp paper that the bidder has not been black listed / debarred / prohibited by any State /Central Government Departments / Organizations. The e-Bids of the black-listed bidders or those not submitting the required affidavit shall be rejected.
- 7- The bidder should have a positive net worth as on 31st March 2019 (positive net worth individually for members of consortium). A copy of CA certificated confirming the same should be enclosed.
- 8- Scanned copy of Bank drafts for Tender fee and Earnest money deposit should be uploaded on e-tender portal as a part of technical document.
- 9- The bidder should have a PAN number, Certified copy of the PAN card should be attached with the technical bid
- 10- The bidders should deploy staff with written and oral knowledge in English and Hindi. An undertaking should be submitted by bidder.
- 11- The bidder should have a GST number, Certified copy of the GST registration should be attached with the technical bid.

SECTION V: Terms and Conditions

V.(1) Standard Terms and Condition

1. Prices

The total Prices quoted by the Service Provider should be inclusive of GST. GST percentage should be mentioned in separate column of the price Bid format.

2. Period of Validity of Offer

The offer shall remain valid for 90 days after the date of offer opening prescribed by UP Police Headquarters, Lucknow. Any offer valid for a shorter period shall be rejected by UP Police Headquarters, Lucknow as nonresponsive.

3. Scope of Work

The Scope of Work shall be as per requirement of UP Police headquarters, Lucknow, the procuring entity, as mentioned in Section-III (Scope of Work).

4. Submission of Offer

The Bidder should submit their e-bid duly signed and stamped by the authorized Signatory on each and every page of the documents.

5. Discount

The Bidder is advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.

6. Withdrawal of Bids

No bid may be withdrawn in the interval between the last date of receipt of bids and the expiry of the bid validity date. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

7. Evaluation of Offers

The Bidder will upload their e-bid within stipulated time. The selection will be based on the proven competence of technically qualified bidder and the lowest bid. The checklist for technical evaluation is given as Annexure-1 to this Tender document. The bidder shall scrutinize the list of documents sought in the checklist and shall submit every document mandatorily; failing which bid is liable to be rejected. The bidder shall complete the checklist alongwith page nos. corresponding to the PDF file and make it the part of technical bid.

8. Right to negotiate

The negotiation, if required shall be carried out only with the technically qualified lowest Bidder by UP Police Headquarters, Lucknow.

9. Award Criteria

- (i) The UP Police Headquarters, Lucknow will determine to its satisfaction whether the Service Provider that is selected as having submitted the lowest evaluated responsive offer, meets the criteria specified, and is qualified to perform the contract satisfactorily.
- (ii) The bidder shall quote the basic price and GST separately. GST rate must conform to Government stipulations. Lowest (L-1) cost will be evaluated based on the total cost quoted against Financial Bid (BOQ).
- (iii) The UP Police Headquarters, Lucknow will award the contract /order to the lowest evaluated successful Service Provider whose offer has been determined to be responsive to all the conditions of the contract and meeting the Technical specification.

10. Acceptance of the Bid

UP Police Headquarters, Lucknow does not bind itself to accept the lowest or any bid, and reserves the right to:-

- (a) Reject any or all offers without any reason
- (b) Accept any offer of Service Provider without assigning any reason and also reduce or extend the period of contract without assigning any reason.
- (c) Accept any offer of Service Provider, who is capable to handle the project and or whose offer is viable.

11. Notification of Award

- (i) UP Police Headquarters, Lucknow will notify the successful bidder in writing by letter/e- mail/ fax, that its offer has been accepted.
- (ii) The notification of award will constitute the formation of the Contract.

12. Signing of Contract

- (i) As soon as the UP Police Headquarters, Lucknow notifies the successful bidder whose offer has been accepted through a letter of intent (LOI). UP Police Headquarters, Lucknow will send the Service Provider the Contract Form, incorporating all the conditions of the contract between the parties i.e. UP Police Headquarters, Lucknow and successful bidder.
- (ii) Within 7 days of receipt of the Contract Form, the successful Service Provider shall execute, sign and date the Contract and return it to the UP Police Headquarters, Lucknow.

13. Performance Bank Guarantee

- (i) The Bidder shall submit a Bank Guarantee (BG) of 05% of contract value valid for 30 days beyond Scheduled time for completion of work within 07 days of signing the contract agreement. The Performance Bank Guarantee will be discharged by the UP Police Headquarters, Lucknow and returned to the Bidder upon the written request as promptly as possible following the date of its validity or completion of the Bidder's performance obligations under the contract.

V.(2): Specific Terms & Conditions to deliver services

- 1. Since the UP Police Bhawan is a High Security Zone and Sensitive Institution, therefore, trained personnel will be appointed through the accredited skill development scheme or recognized institution in the campus, who can understand the sensitivity of the said courtyard and conduct the work.
- 2. The bidder shall quote the price inclusive of consumables and spares as per standard maintenance practices followed and/ or as prescribed by the maintenance manual of respective OEMs. The costs incurred towards any visits by specialist in pursuance of maintenance work shall also be borne by bidder.
- 3. The room/space, electricity, water connection will be provided free of cost by the procuring entity to the successful bidder.
- 4. The bidder shall furnish full list of consumables and spares that he shall keep in inventory. He must have adequate inventory at all times. Police Headquarter reserves the right to cause an inspection of such inventories for quantity, make and /or genuineness.
- 5. The bidder must always use only genuine, certified/ prescribed consumables and spares. A breach shall invite liquidated damages.
- 6. In case, certain equipments or components are to be taken to other locations for repair, the bidder shall furnish suitable bank guarantee.

7. Notwithstanding any definition given anywhere, for the purposes of this tender, 'Consumables' mean the items, materials that are used up in the process; generally the items for which an OEM shall not extend any warranty; for example lubricants, cotton waste, engine and compressor oils, salts, chemicals, cleaning agents, bulbs and tube lights and minor replaceable like broken indicator glasses or sealing etc.; whereas, "Replaceable" shall mean those items, components, parts which are not consumables but need to be replaced over the life of the equipments. For example bearings, belts, gaskets, couplings, pistons and piston rings, Bushes etc. The 'repairable' shall mean such assemblies that can be repaired without complete replacement, for example various malfunctioning gauges, indicators etc. The 'spare part' shall mean such items which are needed to replenish the replaceable.
8. The bidder shall bear the full cost of consumables and repairs of repairable.
9. The bidder shall bear the cost of replacement of material up to Rs. 50,000/- (Fifty thousand only) at any point of time of contract, cumulatively up to a maximum of Rs. 6.00 lakhs (Rs. Six lakhs only) during the contract period. Any single replacement costing more than Rs. 50,000/- shall be borne by the Procuring entity subject to approval from the committee appointed to examine appropriateness of the expenditure. Wherever the replacement is on account of negligence on the part of bidder, the total cost of replacement/repair shall be borne by the bidder and such amount shall not be included in the Rs. 50,000/- limit mentioned above.
10. Replacements of Capital nature shall be borne by UP Police Headquarters, Lucknow subject to approval by a committee specifically appointed for this purpose.
11. The bidder shall also provide workers at least 02 sets of neat clean approved uniforms. The bidder shall get an identity card signed and issued by the office of Additional SP Headquarter, PHQ for each employee. The employees shall always carry on person the valid I-Card while working in the premises. The bidder shall provide all men with required protective gears for their safety.
12. Any damage and/or loss caused to any equipment/fittings, etc. shall be borne by the bidder at his own cost immediately without any burden on department.
13. All equipment and items handed over by Police Bhawan building Administration to the bidder shall remain at the risk and in the sole charge of the bidder. The bidder shall be responsible for any loss or damage thereto, arising from any cause other than the wear and tear and shall deliver in proper condition at the time of expiry of the agreement during exit period.
14. Responsibilities of the Bidder in respect of local laws, employment of works etc.
- 14.1 The Bidder shall fully indemnify UP Police Headquarters, Lucknow against any claims of whatsoever nature arising due to the failure of the Bidder in discharging any of his responsibilities. The following are the responsibilities of the Bidder in respect of observance of local laws, employment of personnel, payment of taxes etc.
- 14.2 The Bidder at all times during the continuance of this contract shall, in all his dealings with local labour for the time being employed on or in connection with the work, have due regard to all local laws and customs and shall abide by Statutory privileges granted to women employees.

- 14.3 The Bidder shall comply with all applicable State and Central Laws, Statutory Rules, Regulations etc. such as Payment of Wages Act, Minimum Wages Act, and Workmen Compensation Act, Employer's Liability Act, Industrial Dispute Act, Employers Provident Act, Employees State Insurance Scheme, Contract Labour (Regulation and Abolition) Act 1970, Payment of Bonus & Gratuity Act and other Acts, Rules and Regulations for labour as may be enacted by the Government during the tenure of the Contract and having force or jurisdiction at Site. The Bidder shall also give to the local Governing Body, Police and other relevant Authorities all such notices as may be required by the Law.
- 14.4 The Bidder shall pay all taxes, fees, license charges, deposits, tolls, royalties, commission or other charges which may be liable on account of his operations in executing the contract.
- 14.5 Bidder shall be responsible for provision of Health and Sanitary arrangements (more particularly described in Contract Labour Regulation & Abolition Act), Safety precautions etc. as may be required for safe and satisfactory execution of contract. He shall observe all safety precautions with respect to safety and security of workmen deployed by him to carry out the services under this tender by providing them with proper and adequate safety gears, protective equipments, tools and systems.
- 14.6 The Bidder shall ensure that no damage is caused to any person/property of other parties working at site. If any such damage is caused, it is responsibility of the Bidder to make good the losses or compensate for the same.
- 14.7 The Bidder shall arrange, coordinate his work in such a manner as to cause no hindrance to other agencies working in the same premises.
- 14.8 All safety rules and codes applied by the U P Police Headquarters, Lucknow at site shall be observed by the Bidder without exception. The Bidder shall be responsible for the safety of the equipment/ material and works to be performed by him and shall maintain protective gear, tools, equipments or other protection necessary for the purpose. Bidder shall also take such additional precautions as may be indicated from time to time with a view to prevent pilferage, accidents, fire hazards. Due precautions shall be taken against fire hazards and atmospheric conditions. Suitable number of Clerical staff, watch and ward, store keepers to take care of equipment/materials and construction tools and tackles shall be posted at site by the Bidder till the completion of work under this contract.
- 14.9 The Bidder shall arrange for such safety devices as are necessary for such type of work and carry out requisite site tests of handling equipment, lifting tools, tackles etc. as per prescribed standards and practices.
- 14.10 Bidder has to ensure the implementation of Health, Safety and Environment (HSE).

15. Insurance

- 15.1 It is the sole responsibility of the Bidder to insure his materials, equipment, workmen, etc. against accidents and injury while at work and to pay compensation, if any, to workmen as per Workmen's compensation Act.
- 15.2 If due to negligence and or non-observation of safety and other precautions by the bidder, any accident/injury occurs to the property/manpower, the Bidder shall have to pay necessary compensation and other expense.
- 15.3 The Bidder shall take necessary precautions and due care to protect the material, while in his custody, from any damage/loss due to theft or otherwise. The Bidder shall submit necessary documents for lodging/processing of insurance claim. UP Police Headquarters, Lucknow will recover the loss from the Bidder, in case the damage /loss is due to carelessness / negligence on the part of the Bidder.

16. STRIKES & LOCKOUT

16.1 The Bidder will be fully responsible for all disputes and other issues connected with his labour. In the event of the Bidder's labour resorting to strike or the Bidder resorting to lockout, U P Police Headquarters, Lucknow shall have the right to get the work executed through any other agencies and the cost so incurred by U P Police Headquarters, Lucknow shall be deducted from the Bidder's bills/deposits. Further, U P Police Headquarters, Lucknow reserves the right to terminate the contract in case of any strike/lockout of the Bidder.

16.2 For all purposes whatsoever, the employees of the Bidder shall in no case be deemed to be in the employment of U P Police Headquarters, Lucknow.

17. Duration and extension of the contract

17.1 The term of this Contract shall be initially for a period of **01 year** from the effective date of signing of contract or date mentioned in LOI whichever is earlier.

17.2 The U P Police Headquarters, Lucknow reserves the right to grant any extension to the contract term above mentioned. The decision to grant or refuse the extension shall be at the discretion of U P Police Headquarters, Lucknow and such extension of the contract, if any, shall be at the same prices and terms and conditions as in the existing contract. Upper limit for the extension of contract shall be 03 months.

18. Service level agreements and targets

18.1 This section is agreed by UP Police Headquarters, Lucknow and Bidder as the key performance indicator for the service.

18.2 The following section reflects the measurements to be used to track and invigilate firm's performance on a regular basis. The targets shown in the following tables are for the period of contact.

18.3 **Service level and priorities:** Broad description of performance indicators and problems to be addressed is given below:-

Problem Type/Level	Performance measure / problem reported	Uptime
Severity 4:	<u>Outage</u>	99.99%
	BMS System shutdown	
	Power Shut down	
	All the DGs shut down	
	Centralized Air conditioning- Shut down	
	All sources of Water supply, WTP shut down	
	Main server room – Power or AC Shutdown	
	Shut down of Fire fighting / detection systems	
	All elevators – Shut down or non-functional-non reporting of problems (Elevators under warranty)	
	Video conferencing on IXth floor, Telephone and network connectivity to control rooms.	
Severity 3:	<u>Critical failure</u>	99.95%
	Critical damage to Building, Structure/Facade	
	Fire fighting / detection not amounting to total shutdown	
	Centralize air condition – partial shutdown electrical supply systems (not amounting to shutdown)	
	Water Supply shut down to any part of the building	

	Chocking of Sewerage / drainage.	
	50% Elevators of Police Bhawan building are Non-functional	
	Serious manpower indiscipline	
	Training facilities, board room, conference room, meeting room – functional problems	
	Total Telephone and Network System down	
	AV Systems –functional problems	
	Access control and CCTV System - functional problems	
	Partial non functioning of BMS	
	Lighting/ UPS points	
Severity 2	<u>Urgencies</u>	
	Partial blockage in drainage/sewerage/water supply systems	99.93%
	Issues with common Areas & Amenities. Minor problems in Central air conditioning, BMS/electrical / fire fighting & detection systems.	
	Plumbing	
	Watering of indoor plants, seedlings, saplings etc.	
Severity 1	<u>Monitoring of failures</u>	99.90%
	Material shifting	
	Minor undisciplined behaviour by Staff	
	Repairing of damaged flooring, ceiling, walls etc	

18.4 Service Level Arrangements (SLAs)

Severity Levels and time allowed for attending to the problems under each level of severity.

Severity Levels	Impact of Severity	Response Time	Recovery Time	Status Update to the authorities of the institute during continuance of the problem	Penalty
4	Severe impact on operation of the department; unable to operate	Immediate- on logging of the problem	Within 01 Hr.	Every half an hour	05 % of proportionate monthly value of total contract; for the 1st instance, subsequent severity 4 level Problems shall attract additional penalty at 1% per instance upto maximum 03 additional instances. Beyond which the contract is liable to be terminated.

3	Operation of facilities are degraded but, yet able to operate (with backup measure)	If problem is logged before 1700 hours- to be attended on the same day and if logged after 1700 hours – to discuss with authorities of Police Bhawan whether to attend the problem on the same or next day.	Within 4 hours	Every hour	04 % of proportionate monthly value of total contract; for the 1st instance, subsequent severity 3 level Problems shall attract additional penalty at 1% per instance upto maximum 04 additional instances. Beyond which the contract is liable to be terminated.
2	Low impact on Police Bhawan operations through detrimental but not an immediate area of concern	Problem to be attended within same day or next working day after logging.	Within 06 hours	in Every 02 hours	03 % of proportionate monthly value of total contract for each instance
1	Zero Impact on Police Bhawan operations. Required for improvement or value addition to services	Problem to be attended to during course of preventive maintenance (as & when)	Within 08 Hrs.	in Every 04 hours	02 % of proportionate monthly value of total contract for each instance

19. Escalation matrix

1. The bidder must resolve the issues within the time frame decided in the SLA. If the authorities in Police Headquarter or originator of the problem/ request is of the opinion that the issue has not been resolved completely or adequately, further escalation to higher authorities as designated by the bidder shall be approached. There must be at least 03 further levels to which unresolved issues can be raised, till the issue is resolved to the satisfaction of Police Headquarter. The bidder must submit such escalation matrix with hierarchical authorities, help lines, escalation procedure, response time etc.
2. The issues are not limited only to downtimes, but also include analytical results/ observations in terms of percentage uptime, availability of consumables, availability of common spares, use of genuine spares, conduct of employees, degradation of performance levels after maintenance etc.
3. Unsatisfactory response even after escalation shall attract penal clauses- liquidated damages, termination of contract, for unacceptable delays in responses, degradation in performance of the systems etc.

20. Payment schedule

Service provider will raise the bill on monthly basis to Procuring entity. The payment shall be made on a monthly basis after due verifications. The monthly

amount shall be equivalent to 1/12th of total contract value subject to statutory deductions; and other deduction, if any. Service provider shall raise bills for Operation and Maintenance services in the proforma provided by U P Police Headquarters.

21. Exit Management Plan

21.1 An Exit Management plan shall be furnished by Bidder in writing to the UP Police Headquarters, Lucknow within 90 days from the date of signing the Contract, which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, and Service Level monitoring.

- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Service Provider including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- ii. Plans for provision of contingent support to Project and Replacement Service Provider for a reasonable period after transfer.
- iii. Exit Management plan in case of normal termination of Contract period
- iv. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
- v. Exit Management plan in case of termination of the Bidder

21.2 Exit Management plan at the minimum must adhere to the following:

- i. Three (3) months of support to Replacement Service Provider post termination of the Contract
- ii. Complete handover of the Planning documents, bill of materials, technical specifications of all equipments, change requests if any, reports, documents and other relevant items to the Replacement Service Provider/ UP Policeheadquarters, Lucknow.
- iii. Certificate of Acceptance from authorized representative of Replacement Service Provider issued to the Bidder on successful completion of handover and knowledge transfer

21.3 In the event of termination or expiry of the contract, or Service Period , both Bidder and UP Police Headquarters, Lucknow shall comply with the Exit Management Plan.

21.4 During the exit management period, the Bidder shall use its best efforts to deliver the services.

22-Sub Contract:

- i. The equipments and systems listed in the table in para 2 of Section III are branded, new equipments. The maintenance services of them are OEM dependent; and require the services of specific manufacturers or authorized agencies. The bidder shall produce documents of authorization from OEMs in the name of bidder's firm for all or part of equipments / systems installed in the building. Else, the bidder shall enter into agreement to get the maintenance services performed by such specific manufacturers or authorized agencies. The successful bidder shall produce a proof of such undertakings to the satisfaction of procuring entity within 03 weeks of LOI.
- ii. The bidder shall ensure that the sub contractor(s) appointed is competent, professional, experienced and is authorized for services to be rendered.
- iii. The bidder shall be responsible for proper performance by such sub contractor and shall be liable for any non performance or breach arising out of such

- sublettings. The procuring entity shall not be responsible in any way towards such sub contractors.
- iv. Nothing in this contract or any agreement hereunder shall relieve the bidder from its liabilities or obligations under this contract.
 - v. The bidder shall not terminate the contract/agreement with the sub contractor without any prior consent of UP Police headquarters. In the event that such a contract is terminated, the bidder shall be solely responsible for continuation of services by arranging the suitable replacement to the satisfaction of UP Police headquarters.
 - vi. Save as provided in para (i) above, the bidder shall not, without the consent in writing of UP Police Headquarters appoint any sub contractor for performances of services under this contract.

23- Exclusion of the services:

- i. Major capital replacements as per para V(2), clause-10 of Section V.
- ii. Fuel for DG Set.

V.(3): Special Conditions of Contract (SCC)

1. Liquidated Damage

- 1.1. If the Bidder fails to deliver stipulated services as per the contract, during the time period(s) specified in the Contract or there is breach of contract, UP Police Headquarters, Lucknow without prejudice to its other rights and remedies under the Contract, **deduct from the Contract price, liquidated damages upto maximum of 10% of contract value.**
- 1.2. The UP Police Headquarters, Lucknow may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the right of UP Police Headquarters, Lucknow to claim such amount against the Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the Work or from any other obligations and liabilities under the Contract.
- 1.3. Delay/damages not attributable to the Bidder will be considered for exclusion for the purpose of computing liquidated damages.

2. Termination

The UP Police Headquarters, Lucknow may, terminate this Contract in whole or in part by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:-

- 2.1. Where the UP Police Headquarters, Lucknow is of the opinion that there has been such Event of Default on the part of the Bidder / Bidder's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract.
- 2.2. Where it comes to the attention of UP Police Headquarters, Lucknow that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with

the interests of the UP Police Headquarters, Lucknow, in relation to any of terms of the Bidder's Bid, the Tender or this Contract.

- 2.3. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the UP Police Headquarters, Lucknow shall reserve the right to take any steps as are necessary to ensure Business continuity
- 2.4. Termination for Insolvency: The UP Police Headquarters, Lucknow may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the UP Police Headquarters, Lucknow
- 2.5. The Bidder may, subject to approval by the UP Police Headquarters, Lucknow, terminate this Contract before the expiry of the term by giving the UP Police Headquarters, Lucknow a prior and written notice 60 days in advance indicating its intention to terminate the Contract.
- 2.6. Based on Service Provider's performance on efficiency in rectification of default and preventing their recurrence, UP Police Headquarters, Lucknow may form an opinion for termination of Contract at once notwithstanding the above Clause 2.5

3. Consequence of Termination

- 3.1 In the event that the UP Police Headquarters, Lucknow or the Bidder, terminates this Agreement pursuant to and depending on the event of default, payment due, if any, shall be decided by the UP Police Headquarters, Lucknow as per the services provided by the Bidder that have been accepted by the UP Police Headquarters, Lucknow or its authorized representative(s).

Checklist for technical bid (to be filled by the bidder)

Sn.	Description	Page No.
1.	The prospective bidder must produce the certificate of registration under Companies Act-1956/2013 or the Indian Partnership Act, 1932 or The Indian Factories Act, 1948 or Any other relevant Act. The prospective bidder shall substantiate this by producing copy of memorandum of association/ article of association/ certificate of incorporation; statement in register of firms, showing names of partners and copy of partnership deed (attested copy); registration number and date; PAN/ GST registration in case of proprietary firms along with full address; REGISTERED CONSORTIUM AGREEMENT wherever applicable	
2.	Average annual turnover of INR 1.5 crores in last three FY (ending 31st March 2019), (copy of audited financial statements and letter from statutory auditor or Chartered Accountant have to be enclosed)	
3.	Copy of valid ISO 9001:2015 certification.	
4.	The prospective bidder must have successfully completed 'Operation and Maintenance work' (as defined in the scope of work of this document) during last 07 years ending 30th April 2020, fulfilling below mentioned criteria:- a. experience of managing minimum 03 Operation and Maintenance works; each work costing not less than Rs. 1.88 Crores OR b. experience of managing minimum 02 Operation and Maintenance works; each work costing not less than Rs. 2.35 Crores OR c. experience of managing minimum 01 Operation and Maintenance work costing not less than Rs. 3.76 Crores	
5.	Bidder has office in Lucknow (Documentary proof) OR Commitment to set up an office in Lucknow within 03 weeks of issuance of LOI/ Contract (Letter of undertaking)	
6.	Notarized affidavit on a minimum Rs. 10.00 stamp paper that the bidder has not been black listed / debarred / prohibited by any State /Central Government Departments / Organizations.	
7.	CA certified copy of Positive net worth as on 31st March 2019.	
8.	Scanned copy of Bank draft for Tender fee on portal AND Original copy of Bank draft for Tender fee OR Exemption certificate, if any	
9.	Scanned copy of Bank draft for Earnest money deposit on portal and Original copy of Bank draft for Earnest money deposit OR Exemption certificate, if any	
10.	Certified copy of PAN card	
11.	Copy of GST Registration	
12.	Undertaking pertaining that staff to be deployed, shall be well conversant in English and Hindi.	
13.	Documents of authorisation from OEMs (as listed in table 2.1 of Section III) in the name of bidder's firm for all or part of equipments / systems installed in the building. OR An undertaking that bidder shall enter into agreement with such all specific manufacturers (OEMs) (as listed in table 2.1 of Section III) or authorised agencies for maintenance work.	

Note: The bidder must submit the above checklist and relevant documents as part of Technical bid, failing which the bid is liable to be rejected.

SECTION VI: Technical Proposal Submission
(To be submitted on bidder's letter head)

Form Bid Reference No: _____

1. Bidder's General Information –

#	Particulars	Description details
A.	Name of Bidding Service Provider	
B.	Contact Details	
	a) Address	
	b) Telephone with STD Code	
	c) Mobile no.	
	d) FAX No.	
	e) email ID	

Signature..... In
the capacity of.....
Duly authorized to sign proposal for and
on behalf of.....
Date.....
Place.....

DECLARATION FOR PROPOSAL SUBMISSION FORM
(To be submitted on letter head)

To,
The Addl. Superintendant of Police, Headquarters,
U.P. Police Headquarters,
Lucknow

Sub: Submission of Techno- Commercial Proposal against your tender No.
_____, Dated _____.

Dear Sir,

Kindly refer your e tender no. _____, Dated _____ on the subject cited above and find enclosed our Techno-Commercial Proposal on your prescribed format. We as a Service Provider declare that we have read and comprehended the scope of work in its entirety; and we are bound by all the terms and conditions of this tender; and also fulfill the eligibility criteria as mentioned in this tender.

We are looking forward to take this opportunity to render the services.

Regards,

Your's faithfully

Date:
Place:

[authorised signatory]

(Name of Firm with address)

(Seal)