

**Tripura State Computerisation Agency (TSCA)**  
**A society of Directorate of Information Technology, Govt. of Tripura**

**TENDER NOTICE NO:**  
**F.19(7)/DIT/STP(FMS)/2016**

**Request for Proposal for selection of service provider for  
Facility Management Services at IT Bhavan, Indranagar,  
Agartala**

**IT Bhavan, ITI Road, Indranagar  
Agartala-799006**

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# 1 IMPORTANT INFORMATION

SL	Information	Details
1	Tender No.	F.19(7)/DIT/STP(FMS)/2016
2	Tender Publication Detail	The tender form can be seen and downloaded from the website <a href="http://www.tripuratenders.gov.in">http://www.tripuratenders.gov.in</a> . The stated Tender is in e-Tender mode with build-in e-Bid and their Online evaluation and can only be accessed through <a href="http://www.tripuratenders.gov.in">http://www.tripuratenders.gov.in</a> .
3	Date of commencement of Bid	27/11/2018 at 6:00PM
4	Last Date & Time of Receiving Queries	06/12/2018 at 5:30 PM
5	Pre-Bid Meeting Date & Time	07/12/2018 at 3:00 PM
6	Corrigendum (if any)	11/12/2018 at 5:30 PM
7	Last Date and Time for Receipt of e-Bid	18/12/2018 at 5:00PM
8	Last Date and Time for Receipt of Hard copy of Bid document	19/12/2018 at 3:00PM
9	Date and Time of Opening of Tenders	19/12/2018 at 4:00PM
10	Date & Time for opening of commercial bids	Will be intimated later
11	Bid Validity Period	180 days from the last date for submission of bids.
12	Tender Fee	Tender document should be downloaded from <a href="http://www.tripuratenders.gov.in">www.tripuratenders.gov.in</a> free of cost.
13	EMD Amount	Rs.1, 00,000/- in the form of DD in favour of “Member Secretary, Tripura State Computerisation Agency” payable at Agartala.
14	Performance Bid Security (PBG) Amount	10% of the total of work order value for a period of 12 months in the form of Demand Draft / irrevocable Performance Bank Guarantee in favor of Member Secretary, Tripura State Computerisation Agency
16	Address for communication/Pre-Bid / Submission / Opening of Technical & Commercial Bid	IT Bhavan, Indranagar, Agartala, 799006
16	Contact person	Sri Suprakash Jamatia, Jt. Director, Directorate of Information Technology, Govt. of Tripura
17	Contact email	<a href="mailto:suprakash.jamatia@nic.in">suprakash.jamatia@nic.in</a> , <a href="mailto:dir.itdept-tr@gov.in">dir.itdept-tr@gov.in</a>
18	Contact Phone No.	9402169272

## 2 Preface & Project Profile

### 2.1 Purpose of RFP

Department of Information Technology, Government of Tripura (GoT), has embarked on a major initiative for setting up of Software Technology Park by constructing 'IT Bhavan'- a state of art building at Indranagar, Agartala. For smooth functioning of the 'IT Bhavan' in a 24 X 7 X 365 mode, it is required to be managed efficiently by a professional agency that will take care of all activities related to operation and maintenance of the facilities of the IT Park.

The purpose of this RFP is to engage an agency to undertake Facility Management Service (FMS) on 24X7 basis for the following indicative items.

### 2.2 Description of IT Bhavan

For generation of employment to educated youth by harnessing the potential of IT and promotion of IT industries for socio-economic development of the state, state government has set up suitable infrastructure in the form of Software Technology Park (STP) in the State in collaboration with Software Technology Park of India (STPI). Govt. of India.

Software Technology Park of India (STPI), a Society of the Ministry of Communication & Information Technology, under Department of IT, Government of India has set up Software Technology Parks (STPs) in 57 Centers across the country and several IT parks in India & abroad. STP provides business incubation facilities for supporting entrepreneurship development by providing necessary infrastructural support. STP would create employment to IT educated people in the State.

For setting up Software Technology Park, State government has constructed an Intelligent Building namely "IT Bhavan" in a vacant plot of land, located in front of the existing building of the IT Directorate, which will house the STP as well as all the IT related infrastructure.

The project objectives of "IT Bhavan" include the following:

- To start Software Technology Park in Tripura along with incubation facilities;
- To locate the data center infrastructure and other IT infrastructure like Agartala City Area Network (ACAN) etc for e-Governance based on Government of India guidelines and TIA-942 standards for Tier III data centers and
- To accommodate the offices of the IT Directorate and the Tripura State Computerization Agency, apart from related facilities like cafeteria, conference facilities, covered parking etc.

### Location and Building Plan

The building has been constructed on the vacant plot of located adjoining to Directorate of IT Office at Indranagar, Agartala. The location is in the heart of the city and is very well-connected. The building is having six floors and lower ground floor. The total floor area of the IT Complex is 89,290 ft<sup>2</sup> (8295 m<sup>2</sup>), which is distributed amongst the different floors as given below:

Floor No	Floor Area (*)		Proposed Usage
	In m <sup>2</sup>	In ft <sup>2</sup>	
Lower Ground Floor	1,185	12,756	Parking Area
Upper Ground	1,185	12,756	Video conference rooms (2), Cafeteria, Electrical Room, Security, Reception etc

First Floor	1,185	12,756	State Data Center & ACAN Control Room and other IT infrastructure
Second Floor	1,185	12,756	IT Directorate & TSCA
Third Floor	1,185	12,756	STP – Administrative & Incubation Facility
Fourth Floor	1,185	12,756	STP – Incubation Facility
Fifth Floor	1,185	12,756	STP – Incubation Facility

The building consists following intelligence feature to create the building that is safer and more productive for its occupants and more operationally efficient for its owners.

### 2.3 Building Management System (BMS)

A BMS is a computer-based control system installed in buildings that controls and monitors the building’s mechanical and electrical equipment such as ventilation, lighting, power systems, fire systems, and security systems. A BMS consists of software and hardware. The following are the benefits of BMS

- Good control of internal comfort conditions
- Possibility of individual room control
- Increased staff productivity
- Effective monitoring and targeting of energy consumption
- Improved plant reliability and life
- Effective response to HVAC-related complaints

The proposed BMS shall have following functions:

- i) Air Conditioning & Management Control
  - Precision AC units
  - HVAC Units
  - Temperature Monitoring and Controls
- ii) Energy Management
  - LT Panel Energy Monitoring
  - UPS Monitoring
  - Lighting Control
- iii) Safety & Security Systems
  - Fire Detection & Alarm System
  - Very Early Smoke Detection Alarm (VESDA) System
  - Access Control & Surveillance System
  - Fire Suppression System

**Fire Detection & Alarm System:** - The building would provide fully automatic fire detection and alarm system to detect fires at the initial stage and alerting the occupants by audible alarms.

**Fire Suppression System:** -The system will be activated by the Fire Detection and Alarm system. In the system two types of sprinklers would be used- a) Automatics Sprinkler System, b) Gas Suppression System.

**Public Address (PA) System:** - The PA system will be used to make general announcement during fire hazards etc.

**CCTV Based Surveillance System:** - The system is to ensure effective surveillance of the occupants of building. IP camera will be installed in each room, that is monitored from remote locations.

**Lighting Control System:** The system would be installed to provide appropriate quantum of light. Furthermore, usage of light means more heat dissipation leading to increased demand of air conditioning system.

**Access Control System:** - The system is to restrict the use of building or particular area thereof to authorized persons only. The access control system shall record the incoming and outgoing officials.

**Air Conditioning System:** -The system is to stabilize air temperature and humidification. The following two types of system would be used Precision Air Conditioning (PAC) and HVAC.

### **3 Invitation of Bids and Terms & Conditions:**

e-Tenders are invited by Tripura State Computerisation Agency, a society under the Directorate of Information Technology, Govt. of Tripura (hereafter termed as TSCA) from reputed and experienced Companies/Firms/Agencies under Two Bid System i.e. Technical Bid and Financial Bid for providing Facility Management Services (FMS) at **IT Bhavan, Indranagar, Agartala** for **one year, extendable up to two (2) years thereafter on satisfactory performance and mutual consent** of the Competent Authority and the service provider on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

#### **3.1 Name and address of the authority**

Member Secretary,  
Tripura State Computerisation Agency,  
Directorate of Information Technology  
IT Bhavan, ITI Road, Indranagar, Agartala, Tripura  
PIN – 799006

#### **3.2 Distribution of tender document**

The tender document can be downloaded from [www.tripuratenders.gov.in](http://www.tripuratenders.gov.in) portal free of cost.

#### **3.3 Contact person**

For any Clarifications  
Mr. Suprakash Jamatia, Joint Director,  
Directorate of Information Technology, Phone: 9402169272

#### **3.4 Cost of tender**

The tender document can be downloaded from [www.tripuratenders.gov.in](http://www.tripuratenders.gov.in) portal free of cost.

#### **3.5 Earnest Money Deposit (EMD)**

The Earnest Money Deposit (EMD) of Rs.1,00,000/- (One Lakh Only), (refundable without interest) shall accompany the Technical bid in the form of Demand Draft drawn in favour of “Member Secretary, TSCA”, payable at Agartala **failing which the tender shall be rejected summarily.**

### 3.6 Performance security deposit

The successful bidder will have to deposit a Performance Security Deposit of 10% of the ordered value in the form of Bank Guarantee from any Scheduled Commercial Bank in favour of “Member Secretary, TSCA”, payable at Agartala, having validity of one year and additional ninety days. In case the contract is further extended beyond the initial period of three years, the performance security deposit will have to be accordingly renewed by the successful bidder. After submission of the performance security by the successful Bidder, the corresponding EMD shall be released.

### 3.7 Validity of tender

Tender should be valid for a period of 180 days from the last date of submission of bids.

## 4 List of services and equipment to be covered in the Facility Management Service:

The vendor shall perform due caution, diligence and effort to ensure safety, optimal performance and upkeep of all equipment and services covered by this tender. **The operation & maintenance of the equipment will also include the supply and installation of any spare parts as and when required.** Listed below are illustrative, but not exhaustive list of items which vendor shall particularly attend to achieve the above listed objective.

- Operation and Maintenance of Electrical Supply (HT & LT)
- Operation and Maintenance of Diesel Generator
- Operation and Maintenance of UPS
- Operation and Maintenance of Fire Protection System
- Operation and Maintenance of A.C Chillers
- Operation and Maintenance of HVAC
- Operation and Maintenance of Low Voltage System (Transformers)
- Operation and Maintenance of BMS (Building Management Systems)
- Operation and Maintenance of CCTVs
- Operation and Maintenance of Water Supply/Drainage Systems
- Operation and Maintenance of Access Control and PA System
- Operation and Maintenance of Lifts (Elevators)
- Operation and Maintenance of Iron Removal Plant
- Maintenance of the building
- Housekeeping Service
- Supply of cleaning materials
- Physical Security Service
- Manpower Service for Helpdesk
- Operation and Maintenance of IT Networking



## **5 Scope of work:**

### **5.1 Operation & Maintenance of Electrical Supply (HT & LT)**

- 5.1.1 Managing Operation & Preventive maintenance activity for Agartala, Indranagar center.
- 5.1.2 Ensuring the AMC Vendor performs as per specification / recommendation of Original equipment manufacturers.
- 5.1.3 Visual inspection of HT & LT panels every day, cleaning of panel, recording of various data including; voltage, power, energy at different areas. Periodic checking of protection relays for correct operation, tripping etc.
- 5.1.4 Visual checking of 11 KV substation and transformers as installed including all Equipment.
- 5.1.5 Visual inspection of main L.T. panel and capacitor panel, checking of breaker operation, replacement of any blown control fuses/ indicating lamps, recording readings of voltmeter, ammeter, kWh meter, etc. Cleaning of panel and periodic checking of relays for proper tripping.
- 5.1.6 Visual checking and regular cleaning of all distribution boards, checking of proper operation of MCB's, tightening of any loose contacts and wires, replacement of faulty MCB's / ELCB's etc.
- 5.1.7 Visual checking feeder pillars and cables, cleaning of feeder cables, checking and tightening of loose connections, replacement of lamps in the respective lighting poles, garden lighting, façade lighting, Checking of Cables & Cable Trays and Necessary Attention etc.
- 5.1.8 Physical checking and attention of bus duct and bus risers for loose connections, cleaning of bus ducts, checking of bus duct insulation by instruments, fire barriers, etc., tightening of nuts and bolts for incoming and outgoing, checking of hot spots in bus ducts and cables.
- 5.1.9 Replacement of lamps and tubes, starters, chokes/ Ballasts, tightening of wiring wires, checking of conduits and wiring above and below false ceiling.
- 5.1.10 Watering of earth pits, checking of earth resistance by instruments, tightening of all nuts and bolts and cleaning of all joints, Checking & Attention of Earthing System.
- 5.1.11 Ensuring continuity of power from 11KV system and switching ON and OFF the breaker in case of tripping and power failure. Liaising with local electrical authorities for continuation of power.
- 5.1.12 Ensuring Availability & Reliability of Power Supply. Attention of All Breakdowns & Restoration of Power Supply in the minimum possible time.
- 5.1.13 Periodic Checking & Attention of HT & LT cables, Cable Trays, Raceways etc.
- 5.1.14 Procurement of necessary spare parts at the cost of the bidder.
- 5.1.15 Replacement of consumable and Non-consumable Parts according to their expiry of life time.
- 5.1.16 Liaisoning with AMC Vendor/ Contractor and Day to Day Execution of AMC.
- 5.1.17 Submission of Regular Reports.

## 5.2 **Operation & Maintenance of Diesel Generator - Managing Operation & Preventive maintenance activity of Diesel Generators for IT Bhavan.**

- 5.2.1 Operation & day to day maintenance of DG sets including cleaning of generating sets, visual inspection of diesel leakage and checking lubricating oil and diesel levels, test starting of generating sets ensuring the set voltage etc., logging the data, Periodic change of oil filters etc., checking of Radiators, pumps, DG Auxiliary Panels, Day Oil Tanks, Fuel Tank, Fuel Transfer Pumps etc.
- 5.2.2 Checking, monitoring of AMF panel, cleaning, and setting relays for correct sequence, cleaning of relay contacts, testing of AMF panel and rectification of defects.
- 5.2.3 Visuals checking & monitoring of LT bus duct for loose joints, loose suspension etc and rectifying the same, checking of insulation & Temperature Rise by equipment and accessories. Temperature measuring instrument shall be provided by Agency.
- 5.2.4 Regular checking of battery voltage and adding distilled water if required and, if necessary, tightening of terminals on the batteries and the engine, Day to Day Maintenance as per the Manufacturer's Recommendations.
- 5.2.5 Checking & monitoring of the exhaust fans for any noise, balancing works etc.
- 5.2.6 Monitoring the consumption of Diesel and lube oil. Keep a check on the levels of the Diesel storage tank and individual day tanks daily and report for the same.
- 5.2.7 Making necessary arrangement for Procurement of Diesel have to be carried out by the agency. Standard operating procedure shall be prepared and followed for Disposal of waste & scrap.
- 5.2.8 Periodic checking and maintenance of All Electrical equipment and Earthing system as per IS/ National/ International standards as applicable.
- 5.2.9 Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The FMS provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.
- 5.2.10 Replacement of consumable and Non-consumable Parts according to their expiry of lifetime.
- 5.2.11 Liaisoning with AMC Vendor/ Contractor and Day to Day Execution of AMC.
- 5.2.12 Maintaining of standard register for consumption of diesel and operation time with duly authenticated by the officer concerned on daily basis.
- 5.2.13 Submission of Regular Reports.
- 5.2.14 Diesel cost will be paid by TSCA on submission of bill on actual consumption basis.

### **5.3 Operation & Maintenance of UPS**

- 5.3.1 Day to Day Maintenance & Periodic checking of Online Uninterrupted Power Supply System (UPSs) including Batteries.
- 5.3.2 Daily Visual Checking of Batteries and UPS Alarms.
- 5.3.3 Maintaining proper temperature for the smooth functioning of the UPS and Batteries.
- 5.3.4 Coordinating with the AMC Vendor to identify the nature of the problem and taking corrective action.
- 5.3.5 Replacement of consumable and Non-consumable Parts according to their expiry of lifetime at the cost of the bidder.
- 5.3.6 Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The Facility Management Service provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.
- 5.3.7 Liaisoning with AMC Vendor/ Contractor and Day to Day Execution of AMC.
- 5.3.8 Submission of Regular Reports.

### **5.4 Operation & Maintenance Fire Protection System**

- 5.4.1 The following are periodically checked and maintained as per requirement.
- 5.4.2 Sprinkler & Hydrant Systems with all control valves & other accessories.
- 5.4.3 Yard (External) hydrants with Hydrant Boxes, Hose reels, Fire Brigade Connections, Valves etc.
- 5.4.4 Automatic Fire Sprinkler System with Isolation valves, Alarm Valves, Gong, and Sprinkler heads etc.
- 5.4.5 Analogue addressable type-Automatic Fire Detection & Alarm System complete.
- 5.4.6 Portable Fire Extinguishers including refilling as per periodical schedules / as required.
- 5.4.7 Operation & Maintenance of Fire Pumps, Valves & other Accessories as per Recommendations of the Manufacturer/ Relevant Standards.
- 5.4.8 Maintaining proper water level in the water tank.
- 5.4.9 Maintaining all the Fire Alarms in working condition.
- 5.4.10 Visual checking of Fire Alarms and Sensors periodically.
- 5.4.11 Conducting Safety drill as per fire safety standard periodically.
- 5.4.12 Day to Day operation of Fire Alarm & Detection System.

- 5.4.13 Checking periodically the health of the batteries and replacement of the same as per AMC Norms.
- 5.4.14 Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The Facility management Service provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.
- 5.4.15 Annual Maintenance Contracts of fire detection & alarm system and liasioning with comprehensive AMC Vendor/ Contractor and Day to Day Execution of AMC.
- 5.4.16 Replacement of consumable and Non-consumable Parts according to their expiry of lifetime.
- 5.4.17 Submission of Regular Reports.

## **5.5 Operation & Maintenance of AC Chillers**

- 5.5.1 Day to day operation of Chiller plants and logging the running parameters as per the guide lines of manufacturer.
- 5.5.2 Coordinating with Chiller supplier and get the Defects/ failures attended periodically.
- 5.5.3 Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The Facility Management Service provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.
- 5.5.4 Annual Maintenance Contracts of Chillers and liasioning with AMC Vendor/ Contractor and Day to Day Execution of AMC.
- 5.5.5 Replacement of consumable and Non-consumable Parts if any according to their expiry of lifetime.
- 5.5.6 Submission of Regular Reports

## **5.6 Operation and Maintenance of HVAC**

- 5.6.1 Maintaining the temperature as per the requirements.
- 5.6.2 Operating of AHU's as and when required by the occupants.
- 5.6.3 Operation of Chilled Water & Condenser Water Pumps, Piping, Valves and other Associated Equipment.
- 5.6.4 Regular checking of AHU's (Like checking of bearing, belt and greasing).
- 5.6.5 Regular checking of chilled water pumps. (Checking of Bearing, gland leaks and greasing).
- 5.6.6 Regular checking of drive assembly of pumps.
- 5.6.7 Regular electrical termination checks up of AHU's pump starters and motor.

- 5.6.8 Periodic cleaning of AHU filters.
- 5.6.9 Periodic cleaning of AHU cooling coils.
- 5.6.10 Periodic checking of AHU drain.
- 5.6.11 Replacement of AHU bearing, shaft, belts as and when required.
- 5.6.12 Daily Checking of water level in the expansion tanks.
- 5.6.13 Attending to the A/C breakdown calls in the building.
- 5.6.14 Checking the noise level of A/C equipment.
- 5.6.15 Operation & Maintenance of AHUs.
- 5.6.16 Operation & Maintenance of Chilled Water, & Condenser Water Pumps, Pump Panels, Piping, Valves and other Associated Equipment.
- 5.6.17 Operation and maintenance of the Ventilation fans.
- 5.6.18 Regular checking & Attention of Ducting, Insulation, Grills & Diffusers.
- 5.6.19 Visual checking of Water leakage in the Ducting periodically, identifying the root cause of Water leakage arising in the Duct and taking corrective action.
- 5.6.20 Day to Day Operation & Maintenance of Building Management System, Chiller Plant Monitor.
- 5.6.21 Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The Facility Management Service provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.
- 5.6.22 Replacement of consumable and non-consumable Parts according to their expiry of lifetime.
- 5.6.23 Submission of Regular Reports

## **5.7 Operation & Maintenance of Low Voltage Systems (Transformer)**

- 5.7.1 Recording for voltage and current as per chart.
- 5.7.2 General dry moping of the transformer.
- 5.7.3 Cleaning of transformer with the help of blower.
- 5.7.4 Checking and tighten of end terminal of cables/bus bar.
- 5.7.5 Check the tapping & tapping carbon.
- 5.7.6 Dehydration of transformer oil cost of services shall be borne by bidder.
- 5.7.7 Ensure that the equipment is covered under AMC during the entire period of contract.

## **5.8 Operation & Maintenance of Building Management system (BMS)**

- 5.8.1 The Facility Management Service Provider needs to Manage & co-ordinate (through their service Providers -OEM's/others) for day to day operation, monitoring and management of the systems as per the design of the system and usage requirements of Company.
- 5.8.2 Facility Management Service provider needs to conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to Member Secretary, TSCA, Agartala.

## **5.9 CCTV System**

- 5.9.1 To Operate and maintain the complete Access Control system, CCTV System, System as installed in the said premises.
- 5.9.2 The Facility Management Service Provider needs to Manage & co-ordinate (through their service Providers-OEM's/others) for day to day operation, monitoring and management of the systems as per the design of the system and usage requirements of TSCA.
- 5.9.3 To maintain the total system from Control Room up to camera complete with wiring (power, control/signal) in all respect up to camera in the complex.
- 5.9.4 Camera Indoor & Outdoor: Checking of Input Supply/ Focusing.
- 5.9.5 Power Supply DC / AC: Checking of Input Supply/ Checking of Output Supply, D.C.
- 5.9.6 Digital Video Recorder: Checking of recording/ Checking of live view clarity
- 5.9.7 Facility Management Service provider needs to conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Member Secretary, TSCA, Agartala.

## **5.10 Water Supply System/ Drainage System**

- 5.10.1 Check all Lavatories, drainage and clearance of blockages if any.
- 5.10.2 Attend to complaints/requests within 30 minutes of lodging of the complaints.
- 5.10.3 Clear blockages in main line as and when required.
- 5.10.4 Co-ordinate with Original Equipment Manufacturer (OEM) of auto flush system.
- 5.10.5 Check inventory of spares & consumables.
- 5.10.6 Replacement/Repair of any damaged equipment.
- 5.10.7 Co-ordinate for works like painting, polishing, tiling, ceiling works etc.

## **5.11 Access Control System & PA System**

- 5.11.1 Testing of Door Control: Check for locking & unlocking.
- 5.11.2 Testing of Panel temper: Check for Open & close indications.

5.11.3 Checking for transaction report: Testing of Readers: Giving valid access, Reading Number correctly or not, Testing of Software.

5.11.4 Check for all doors to be unlocked after fire alarm is activated.

5.11.5 Operation and Maintenance of Access Control & Public Address System.

## 5.12 **LIFTS**

5.12.1 All the Lifts shall be in working condition.

5.12.2 Daily Checking of Working Condition of lifts and taking immediate corrective for the problems identified.

5.12.3 Lift will be kept in auto mode during the regular use, whereas freight/service lifts shall be kept under manual mode on request basis.

5.12.4 Managing the lift maintenance with the AMC Vendors. General cleaning inside the lift shall be carried out daily.

5.12.5 Day to Day Visual Checking of Alarms, LED Indicators, Switches and taking immediate corrective action for the problem identified.

5.12.6 Day to Day checking for any jerking in the Lift and take immediate corrective action.

5.12.7 Annual Maintenance Contract of the Lifts and liasioning with AMC Vendor/ Contractor and Day to Day execution of AMC.

5.12.8 Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The Facility Management Service provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.

5.12.9 Replacement of consumable and Non-consumable Parts according to their expiry of lifetime.

5.12.10 Submission of Regular Reports.

## 5.13 **Iron removal plant**

5.13.1 Check for removal of iron from water properly.

5.13.2 Operation and Maintenance of Iron Removal Plant.

5.13.3 Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The FS provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.

5.13.4 Replacement of consumable and Non-consumable Parts according to their expiry of lifetime.

5.13.5 Submission of Regular Reports.

## 5.14 Miscellaneous –Building Maintenance

### 5.14.1 IT Networking

- i) Operation and Maintenance of Internal Network Connectivity infrastructure such as
  - Switches
  - Routers
  - Modems
  - Firewall
  - LAN including structured cabling.

### 5.14.2 Stairs

- i) Frequency: Quarterly
- ii) Check for loose stair treads and take corrective action.
- iii) Check for loose handrails and take corrective action.
- iv) Check general condition of stairs for cracks or other weaknesses and take corrective action.
- v) Check metal handrails for rust, deterioration and take corrective action.

### 5.14.3 Floors

- i) Frequency: Quarterly
- ii) Check tile floors for missing, loose, cracked tile and take corrective action.
- iii) Check for loose baseboards and take corrective action.
- iv) Check for loose or damaged raised floors in the Network Operation Centre and other rooms having similar setup and Repair/Replace as required.

### 5.14.4 Walls and Ceilings

- i) Frequency: Quarterly.
- ii) Check general condition for cracks, holes, water stains, dampness and general damage.
- iii) In case of water stain and dampness, check for source of water infiltration and take corrective action.
- iv) Check tile walls for missing, cracked tiles and take corrective action.
- v) Check ceiling tiles for missing, broken, or deteriorated tiles. Replace as required.
- vi) Upon the repair of general damage, paint the wall/damaged areas.
- vii) The frequency of the general painting of a facility shall be on a bi-annual basis.

### 5.14.5 Windows and Window Hardware

- i) Frequency: Quarterly.
- ii) Check general condition of windows, window frames. Check for broken, cracked or missing panes, damaged silicone sealants, pitted metal frames, Check condition of glazing. Take corrective action for repair/ replace as required.
- iii) Check window lock operation. Adjust or repair as required.
- iv) Check window screens for torn or missing screens. Check screen accessories to



ensure proper fittings.

- v) Open and close windows to check operation. Lubricate as required. Tighten operator as required.

#### **5.14.6 Doors- Exterior, Interior and Hardware**

- i) Frequency: Quarterly.
- ii) Check general condition of door and doorframe for cracking or damage. Check kick plates, push plates and weather stripping.
- iii) Check door latching and locking operation. Open and close door to check for difficulty in opening or closing. Check for loose knob and levers and door pull hardware. Lock and unlock door to check for difficulty of operation. Repair/Replace as required;
- iv) Check and adjust door closures; lubricate.
- v) Lubricate door hinges.
- vi) Check Glass Door Floor Settings such as springs, Hinges, Lock, Closer etc. Take Corrective action as required.
- vii) Check doorstops; tighten or replace.

#### **5.14.7 False Ceiling**

- i) Frequency: Monthly
- ii) Check general condition of False Ceiling Frames for loose fittings or damage. Repair as required.
- iii) Check for water leakage through the False Ceiling tiles, damaged tiles or fungus infected tiles. Replace as required.
- iv) Check for dust on the Tiles and clean properly.

#### **5.14.8 Terrace Floor**

- i) Frequency: Quarterly.
- ii) Check for the debris on the floor and remove to avoid blockages in the roof gutter and rain water pipe.
- iii) Check for Cracks on the Floor and Repair as required.
- iv) Check for the Blockages in the Rain Water Pipe and Clean.
- v) Rain water pipes should be properly clamped to the walls.

#### **5.14.9 Internal Roads and Pavements**

- i) Frequency: Annually.
- ii) Check for the condition of Internal Roads and Pavements for Cracks and damages. Repair as required.

#### **5.14.10 Cubicles and Furniture**

- i) Frequency: Weekly.
- ii) Check for the Dented Cubicle, Scratched desktop, Shaky Chair and Repair as required.
- iii) Check for lost or damaged parts like chair wheels, drawer pulls or broken locks and other missing or damaged accessories. Repair or replace as required.
- iv) Wash Chair using appropriate materials and clean the chairs and cubicles.
- v) Use Vacuum cleaner to clean the dust as required.

- vi) Maintain the Furniture and Cubicle clean, bright and dust free.

#### 5.14.11 Structured Cabling

- i) Frequency: Monthly.
- ii) Check for disturbed Structured Cabling for Voice & Data and Power. Take corrective action.
- iii) Check for damaged or worn out cables for Voice & Data and Power. Replace as required.

#### 5.14.12 Day to Day Maintenance

- i) Inspection team shall inspect all the floors, rooms and surrounding areas of STPI building.
- ii) Inspection Team shall observe all building components and their condition, i.e., exit lights, exterior door operation, broken windows, burned out lights, damage to walls and ceilings, Conditions of Air Cooling, Electrical Power Supply both UPS, Diesel Generator, Diesel in Stock, Water leakages through AC in all the floors, Rain Water leakage through Cabins Door and windows in all the Floors.
- iii) Maintain Report Log and take corrective correction as required.
- iv) Preparation of Budget for the AMC for the above building maintenance.
- v) Since all the facilities would be in warranty, repair and replacement of spare parts would be covered. The Facility Management Service provider would be responsible for safe upkeep and maintenance of facility equipment and getting service and parts needed from the AMC provider within the shortest time possible. Procurement of necessary spare parts and renewal of the AMC both at the cost of the bidder.
- vi) Replacement of faulty lights.

### 5.15 Housekeeping Service

#### 5.15.1 Cleaning Service

The service provider is supposed to provide experienced personnel for housekeeping work, to discharge the following functions:

- Sweeping and moping of the entire building including Main Entrance, SDC lobby, walls, boards, cabinets, bathrooms, sinks, conference halls etc. twice daily.
- Sweeping and moping of staircase, passages and all other office areas.
- Sweeping and moping of all floors daily in the morning before 9.30 AM and after 2 PM.
- Sweeping and moping of all rooms daily
- Cleaning of all (gents & ladies) toilets on regular twice daily with good quality of detergents and disinfectants.
- Removing choke-up of urine blocks from toilets.
- Cleaning of wall tiles, pots, partitions, windows etc to be cleaned every day.
- Daily cleaning of tables, chairs, partitions, window, glasses, sofas, wooden racks, steel cabinets etc on all the floors and executive cabins.
- Sweeping and cleaning of terraces and canopy once in a fortnight.

- Checking & removing of all choke-up drainage system once in a week and whenever required.
- Removing cobwebs daily.
- Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside and outside on a regular basis.
- Shampoo cleaning of sofa sets, cushion chairs etc. once in a month of all floors
- Cleaning of all the furniture's in the building on daily basis.
- Floor mopping, table/window/glass cleaning on daily basis with necessary detergent and cleaning material.
- Disposal of waste/garbage/stationery on daily basis to garbage bin.
- Cleaning of compound on daily basis.
- The fulltime employees should work from 7.00 am to 4.00 pm including lunch break of one hour.
- Any other work related to above.

#### **5.16 Supply of cleaning materials**

The service provider shall arrange all cleaning materials as indicated below.

- Hard brush/soft brush.
- Soft / Hard duster.
- Mops.
- Dry mops kit
- Glass cleaner
- Carpet cleaner
- Vacuum Cleaner
- Brooms
- Buckets
- Liquid Hand Wash

#### **5.17 Physical Security Service**

- i) The service provider will deploy following security guards on 24x7 basis (3 shifts):
  - Security Guards: 03 in each shift (two for main gates, one for reception area and one for parking area)
  - Supervisor: 1 for monitoring
- ii) The service provider should deploy physically fit and well-trained personnel for this position. TSCA expects that the deployed security guards will perform their duty to their best ability to secure the STP premise from any unauthorized entry of person and make the premise secure.
- iii) There will be 3 shifts of work for security guards. In each shift 4 security guards should be deployed without any failure.
- iv) If in any time it is found that the prescribed numbers of security guards are not deployed, then the contract will be cancelled without any delay.
- v) Ensuring complete safety and security of men and materials.

- vi) Parking and traffic management within the premises.
- vii) Complete Disaster Management in case of Emergencies/ Disasters with effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills which includes.
- viii) Assisting the occupants during the Emergency Evacuation of the building.
- ix) Rescue operation of passengers stranded in the lifts/ elsewhere in case of mall operation of the lifts/ other Equipment.
- x) Visitor's management in general and during other special occasions including screening of visitors.
- xi) Having effective control on movement of materials in / out.
- xii) Physical guarding of entry / exit points.
- xiii) Screening / directing of visitors.
- xiv) Patrolling and guarding various common areas & surroundings to ensure adequate safety and security.
- xv) Monitoring the Operation of Access Control System.

#### 5.18 Helpdesk Executives

- i) The Helpdesk executives should be well educated with verbal and written fluency in English, Hindi and Bengali. Their scope of work will be to answer the queries received regarding the functioning of 'IT Bhavan', Indranagar.
- ii) Connecting telephonic calls to respective officers.
- iii) Receive official letter at front desk.
- iv) The help desk service will serve as a single point of contact (SPOC) for all incidents and service requests and will also provide resolution of incidents for all users/user Departments of IT Park.
- v) The bidder would setup an operational helpdesk for complaints received through any medium viz. telephone/ email/web/ in writing/ in person including call logging ticket generation assigning/allocation, automated tracking an escalation etc. The bidder may also implement a user-friendly complaint login system using open source for which no extra cost will be paid by TSCA for this.
- vi) Visitor Management & Visitor record Maintenance.

#### 5.19 Manpower to be deployed at IT Bhavan

SL	Description	General Shift	A Shift	B Shift	C Shift	Total
1	Help Desk Exec	1	0	0	0	1
2	Technical Supervisor	1	0	0	0	1
3	Electrical & Mechanical Technician	1	1	0	0	2
4	Multi Skilled Technician	1	1	0	0	2
5	House Keeping Supervisor	1	0	0	0	1
6	Security	0	3	3	3	9

## 6 Minimum Eligibility Criteria

**The following requirements should be fulfilled in the Pre-qualification Bid.**

An individual bidder or a consortium of bidders (maximum 4 firm is allowed in a single consortium) having all below listed minimum qualification should poses at the time of submission of the bid. In case of consortium, eligibility criteria will be considered collectively. Agreement between all partners in consortium indicating lead bidder should be submitted.

- 6.1 The agency should have average annual financial turnover of at least 8 Crore during the Financial Years 2015-16, 2016-17, 2017-18. Necessary supporting documents should be submitted by the Bidder in this regard.
- 6.2 In case of Consortium, the cumulative annual financial turnover of at least 8 Crore during the Financial Years 2015-16, 2016-17, 2017-18. Necessary supporting documents should be submitted by the Bidder in this regard.
- 6.3 Should have at least 3 years experience of providing Facility Management Services in Government organizations/PSUs establishments/ any reputed private organizations. Documentary evidence in support to be enclosed.
- 6.4 The bidder shall possess licenses/ certificates/ authorization of providing Physical Security services to any organization.
- 6.5 The agency should have following certificates/licenses and shall submit Authentic proof thereof:
  - 6.5.1 Registration Certificate of The Company/Firm/Agency under the relevant Act(s). In case of consortium, only Prime/Lead bidder certificate should be submitted.
  - 6.5.2 Photocopy of PAN. In case of consortium, only Prime/Lead bidder PAN should be submitted
  - 6.5.3 GST of Bidder/ lead bidder.
  - 6.5.4 Photocopies of Income Tax Returns for the last 3 years of bidder/lead bidder.
  - 6.5.5 Photocopies of minimum 2 similar contracts executed with Central Government offices/ PSUs /Private Institutes of Repute during last 3 financial years.
  - 6.5.6 In case of consortium, an agreement should be done indicating lead bidder and submitted with bid documents.
  - 6.5.7 The Bidder should have local presence in Agartala (mandatory) or should agree to setup local office at Agartala within one month of award of contract. An undertaking in this regard should be given by the bidder.
  - 6.5.8 Authorization letter from Original Equipment Manufacturer (OEM) indicating Onsite Support at IT Bhavan must be submitted. If bid is submitted without OEM authorization for the here mentioned all equipment, bid will be summarily rejected. OEM authorization must be submitted for
    - i. HT & LT Panel
    - ii. Diesel Generator (Kirloskar)

- iii. UPS (Eaton)
- iv. HVAC (Blue Star)
- v. Transformer (Kirloskar)
- vi. CCTV (Camera Pelco)
- vii. Lift (Otis)
- viii. Iron Removal Plant
- ix. Fire Extinguisher (Safex)

## 7 Instructions for submission of bid

All the Tenders shall be prepared and submitted in accordance with the instructions as follows. **Any proposal which is not submitted in accordance with these instructions will be summarily rejected without any communication in this regard.**

### 7.1 Procedure for submission of bids

The Bid shall be submitted in 4 (Four) parts, post registration in the <http://www.tripuratenders.gov.in>, as under:

#### **PART-I:**

Tender Fees and EMD: Bidder is expected to scan the relevant drafts into PDF format (in 150 dpi scan resolution).

#### **PART-II: Pre-Qualification Documents.**

The Tender document shall be downloaded by the Bidder, digitally signed and upload the same for submission of “Pre-Qualification” during actual bidding session, which will be regarded as equivalent to signing all pages of the Tender Document.

All documents to be submitted for Pre-qualification as mentioned in the DNIT, are free-format except “BOQ” which is in xls format for financial bid.

For all the free-format documents, Bidder is expected to scan the relevant documents into PDF format (in 100 dpi scan resolution).

#### **PART-III:**

TECHNICAL BID: Complete technical details/data sheet/ OEM Authorization certificate & any other relevant documents.

#### **PART-IV: Financial Bid.**

Financial Bid will be considered for evaluation for those Bidders who have cleared the Part-II & Part-III.

**N.B.:** One Hard copy of Prequalification documents and Technical Bid document and one copy of Financial Bid in an envelope super scribed as “*Commercial Bid*” all sealed in separate envelopes enclosed in a larger envelope duly sealed and marked as Response to Request for Proposal (RFP) with title and reference number, and a statement “*To be opened by addressee only*” and the name and address of the Bidder to be submitted to The Member Secretary, Tripura State Computerisation Agency, IT Bhavan, Indranagar, Agartala, Tripura, 799001 *by* 19/12/2018 at 3:00PM

- 7.2 No tender will be considered which is not as per the printed/typed form. The bidders should ensure that each page of the tender is signed by the person authorized to sign the tender document, affixing the seal of the Bidder.
- 7.3 All entries in the tender forms should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No corrections including overwriting or striking out will be permitted in the Bid document. In such cases, the tender shall be summarily rejected.
- 7.4 No modification or substitution of the submitted bids shall be allowed. The Bids shall be opened on the scheduled date and time at Tripura State Computerisation, IT Bhavan, ITI Road, Indranagar, Agartala, Tripura, PIN – 799006 in the presence of the representatives of the bidders, if any, who are present on the spot at that time. No separate intimation shall be sent to bidders for the same.
- 7.5 The bidders are required to upload photocopies of the supporting documents, self-certified by the authorized representative of the bidder on the eTender website.
- 7.6 A bid submitted without the EMD and incomplete or conditional bids shall not be considered and the same will be rejected.
- 7.7 Tenders will not be accepted after the prescribed time and date as set out in the Tender Notice or subsequent extensions, if any, notified by the office.
- 7.8 Interested parties may submit their tender after inspection of the IT Bhavan at the above location. The inspection of the premises can be made between 11.00 A.M. and 5.00 P.M. on all working days from the date of issue of notification till the last date of query submission.
- 7.9 There should be no cutting/overwriting in the Tenders/Quotations.
- 7.10 The TSCA reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the TSCA will be final and binding.
- 7.11 The TSCA reserves the right to retain bids once submitted.

## 8 Documents to be Submitted

List of Documents		
Sl.	Particulars	Documents to be Submitted
1	Name of Tendering Company/ Firm/ Agency/ Lead bidder of consortium	Attach certificates of registration/ Trade license
2	Full Address of Registered Office with Telephone No., FAX and E-Mail / Mobile / Website together with that of branch offices, if applicable	Duly signed in company letter pad.
3	EMD	Demand Draft to be send by post/hand and also scan copy to be uploaded in the eTender website
4	Proof of Financial Turnover for FY 2017-18, 2016-17, 2015-16	CA Audit Report/Balance Sheets (in case of consortium, CA signed single report should be submitted)
5	PAN	Upload photo copy (in case of consortium, only lead bidder PAN should be submitted)
6	GST	Upload photo copy (in case of consortium, only lead bidder GST should be submitted)
7	Affidavit stating that the agency is / has not been black listed by Centre / State Government /PSU/ Society/Trust/ Public Ltd. / Private Company	Affidavit
8	Income Tax returns for the last 3 financial years.	Upload photo copy (in case of consortium, only lead bidder ITR should be submitted)
9	Project Implementation Plan	Copy of Implementation Plan/Presentation duly signed
10	Similar contract executed with Central Government offices / PSUs / Private Institute of Repute during last 3 financial years with certificates from such offices for successful performance of the work.	Work Order copy/ Satisfactory certificate from clients (in case of consortium, all member's experience will be considered)
12	Eligible for providing physical security services	Copy of License/ certificate
13	Authorization letter from OEM	Authorization letter from OEM
14	Applicable for consortium	Agreement between all consortium members
15	Bidder presence in Agartala	Trade license or undertaking
16	ISO Certification	Copy of the Certificate (if any)



## **9 Basis of Selection of service provider**

### **9.1 Evaluation Criteria and Methodology**

- 9.1.1 Firstly, in the eTender website, the envelopes containing Technical qualification Bids shall be opened in respect of all the bidders.
- 9.1.2 The evaluation committee shall evaluate the minimum eligibility criteria as mentioned in this DNIT.
- 9.1.3 The bidder whose documents are as per the minimum eligibility criteria, only their bid will be evaluated further and given marks as per the annexure II.
- 9.1.4 Only the successfully qualified bidders (Minimum Marks obtained 60 out of 100) in the Technical qualification stage will reach the Financial Bid evaluation stage.
- 9.1.5 The Financial Bid of unsuccessful bidders in Technical qualification stage shall NOT be opened.
- 9.1.6 The Financial Bid of only the qualified bidders in Technical qualification stage shall be opened. Technical qualifying marks are 60 out of 100 maximum marks.
- 9.1.7 The bidder quoting the least overall rate (Total Bid Amount) in the Financial Bid shall be accepted
- 9.1.8 In case of tie in the Financial Bid, agency having higher weightage in technical evaluation will be considered

## 9.2 Distribution of Marks for Technical Bid

Sl.	Criteria	Max Marks	Sub-Head
1	Average annual turnover for last 3 FY (i.e. FY 17-18,16-17,15-16)	20	More than or equal to 8 Cr but less than 10 Cr = 12, More than or equal to 10 Cr but less than 12 Cr = 15, More than or equal to 12 Cr but less than 15cr = 18, More than or equal to 15 Cr= 20
2	Experience in providing FMS services in any reputed IT or Industrial Park or business area executed since 01.04.2015	20	More than 3 but less than or equal to 4= 12, More than 4 but less than or equal to 6 = 17, More than 6= 20
3	As per Company registration certificate, existence of company in years (Prime/Lead Bidder only)	10	More than 3 but less than 5= 6, More than 5 = 10
4	Project Implementation Plan (Prime Bidder/Consortium Members) Presentation may be requested	10	Best implementation plan/presentation will get full marks. Others will be given on pro-rata basis, based on their implementation plan/presentation.
5	Satisfactory Services Certificate pertaining to IT facility management (ITFM) services from Clients	20	From 2 clients= 12, From more than 2 but less than 5 clients = 16, More than 5 clients = 20
6	Local presence	10	If yes = 10 marks, no = 0
7	ISO certificate	10	If yes = 10 marks, no = 0

\*\*\* In case of Bid is being submitted by Consortium, then an agreement between all consortium members indicating roles & responsibilities should be shared with TSCA.

**Assessment of project Implementation Plan:** The project implementation plan shall consist of a maximum of 20 pages and should include / indicate the following minimum items:

- Maintenance and Operations Plan.
- Past experience - clients and nature of services recurred.

## **10 Terms and Conditions of the Engagement:**

- 10.1 The successful bidder will be intimated by the office whereupon he will enter into agreement with the O/o TSCA and commence the work immediately thereafter not later than 15 days from issuance of the intimation. The contract shall begin from the date of actual commencement of the work at the site. The contract will be initially for one year and shall be continue for further two years unless it is curtailed or terminated by the office owing to deficiency of services, sub-standard quality of skilled and unskilled manpower deployed, breach of contract conditions, reduction or cessation of the requirements, non-compliance of statutory requirements/obligations by the bidder or any such ground as may be deemed fit by the TSCA. The TSCA requires that successful bidder under this contract to observe the highest standard of ethics and should not engage in activities that conflict with the interest of the office under this contract.
- 10.2 It may be noted that in case the successful Bidder does not accept the offer within 10 working days from the date of receipt of offer, the Earnest Money Deposit of the successful Bidder shall be forfeited and the Bidder shall be debarred for future participation in any of the tender invited by the TSCA.
- 10.3 All the above Terms and Conditions will form part and parcel of the Notice Inviting Tender.
- 10.4 The agency will have to employ the required staff at their own cost. The agency will have to pay the minimum wages to the engaged staff, as per minimum wages Act. Notifications issued from time to time, EPF and Bonus etc. as per Employees Provident Fund Act and Bonus Act amended from time to time.
- 10.5 TSCA shall not in any manner be treated as the employer of these employees or concerned with the terms of their employment or conditions of their services since the relationship of employer and employees shall always be considered to be between the contractor and such persons, as will be employed by him. While engaging these employees the contractor will make these conditions clear to them categorically and in writing, and their acceptance of these terms shall be communicated to the TSCA also.
- 10.6 The agency shall obtain license under the Contractor Labor (Abolition and Regulation) Act 1970 (hereinafter referred as the contractor labor Act) and all other requisite licenses at his own cost from the Appropriate Authorities and comply with the terms and conditions of the license(s) and all other relevant and necessary provisions of the contractor labor Act and the Rules framed there under all such other provisions of laws in any enactment or otherwise laid down by an authority from time to time, it being clearly understood and agreed upon that the entire responsibility for compliance thereof shall always be of the contractor. The agency shall be fully responsible for any compensation etc. in case of any injury/casualty or mishap to any employees of the canteen during canteen working hours.
- 10.7 The agency will, at all times, ensure discipline decent and courteous behavior by his employees while they remain in premises of IT Bhavan. In case any of his employees indulges in any act of indiscipline, misbehavior or slogan shouting or indulges in violent act(s) or abets others in doing so and it is prima facie proved, the agency shall remove the employee concerned from the premises immediately on receipt of written communication from the authorities which will be duly acknowledged by the contractor.
- 10.8 Under exceptional circumstances the TSCA reserves the right to change any term and condition as and when warranted.
- 10.9 In case of any dispute arising out of the interpretation of the terms and conditions of the contract, the decision of the TSCA will be final and binding.

10.10 The agency will be required to execute an agreement in the prescribed form in case the contract is awarded.

10.11 The selected agency will have to deposit 10% of the ordered value as performance security guarantee in the form of Bank Guarantee Drawn in favour of “Member Secretary, TSCA”, payable at Agartala. No interest will be paid on this amount. The same will be refunded when the contract is over.

10.12 If any case the agency violates the terms & conditions of the contract the Security Deposit will be forfeited.

**10.13 Indemnity**

10.13.1 The selected agency shall keep TSCA and all officials of these offices indemnified from and against all suits, losses, claims, demands, proceedings, and liability of any nature or kind including costs and expenses, injuries to any person, damages to any property whatsoever, levy of fees or consequences which they may be put to or suffer on account of the services undertaken by the agency.

10.13.2 The selected agency shall keep the TSCA and all officials of these offices indemnified from and against all suits, losses, claims, demands, proceedings, and liability of any nature brought or instituted against them by any of agency’s employees or any other third party in connection with, relating to or arising out of the performance of the services or non- compliance, deficiency, non- implementation of various provisions of statutory requirements.

10.13.3 The selected agency shall also execute an indemnity bond in favor of TSCA in the standard format, in this regard.

10.13.4 Decision of the TSCA regarding performance of contract shall be final and binding on the Service Provider. However, any dispute arising out of this contract can be referred to an Arbitrator appointed by the TSCA.

10.13.5 All disputes are subject to jurisdiction of Courts situated in Agartala.

**10.14 Force Majeure**

10.14.1 Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure.

10.14.2 In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.

SIGNATURE OF THE TENDERER \_\_\_\_\_

NAME IN BLOCK LETTERS \_\_\_\_\_

FULL ADDRESS WITH TELEPHONE NUMBERS \_\_\_\_\_

OFFICIAL STAMP

## 11 Service Level Agreement (SLA)

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be met by the FMS as agreed with TSCA, Government of Tripura for IT Bhavan during this contract period. The TSCA, Tripura shall regularly review the performance of the services being provided by the FMS and the effectiveness of this SLA. It would also form a baseline for TSCA, Tripura to compute payment for the FMS.

### 11.1 Penalty

Penalty may be applicable for situations where FMS offers the service through its own personnel or through third parties engaged by them with back-to-back SLA and fails to ensure resolution as per timelines mentioned in Severity Level details.

Penalty will also be applicable for situations where TSCA has direct SLA with Warranty/AMC vendors/ Service Providers and FMS only coordinates for resolution and fails to fulfil the following responsibilities:

- Preliminary Diagnosis.
- Call Booking as per SLA.
- Follow-up as per SLA.
- Escalation as per Escalation Matrix

Penalties will be imposed as per the following schedule:

Severity Level	Penalty
Severity Level 1	A. 1% of Quarterly FMS payment per call for delay of every hour or part thereof if problem is not resolved within 1 hour of logging on the first day. B. 3 % of Quarterly FMS payment for delay of each day per call from next
Severity Level 2	0.8 % of Quarterly FMS payment per call for delay of every day or part thereof if problem is not resolved within 1 day of logging.
Severity Level 3	0.5% of Quarterly FMS payment per call for delay of every two days or part thereof if problems not resolved on next day.

However, above penalty provision will be applicable up to the ceiling of 25% of the total contract amount.

### 11.2 Category of Service Levels Severity:

Each service request or incident logged in the helpdesk will be classified into one of the 3 severity levels for response and resolutions time adherence.

#### 11.2.1 Response & Resolution Time

a. **Severity Level – 1**

A problem which affects business operation due to complete power outage, Flooding due to drainage / plumbing issues, Complete blockage of access to the Building, Internet connectivity outage in one or more units.

b. **Severity Level – 2**

A problem, which partially affects operations like affects in user's node, structured cabling, power cabling down, plumping, leakage and dry taps. For these calls FMS response time shall be less than 30 minutes and call shall be closed within 1 day.

c. **Severity Level – 3**

Problems falling in the category other than two described above like Lift, A/C, Broken Tiles, Glasses, Doors, Windows and Partitions etc. For these call FMS response time shall be less than one day and call shall be closed within 2 days.

### 11.3 Indicative list of problems vis-à-vis Severity Levels

Sl.	Anticipated Failures	Severity Level
1	Full Network Failure	1
2	Internet Connectivity Problem	1
3	Power Failure	1
4	Diesel Generator Problem Call Reporting	2
5	A/C Problem call Reporting	3
6	UPS with battery Problem call Reporting	2
7	Lift Problem	3
8	Civil Works (Broken Tiles, Glasses, Doors, Windows and Partitions etc.)	3
9	Water supply & Flooding due to drainage / plumbing issues, Complete blockage of access to the Building.	1
10	Housekeeping Service	2
11	Manpower Service (Security/Helpdesk etc)	2
12	Others	3

However, final decision of penalty to be deducted will be determined by Project Review & Monitoring Committee to be constituted by TSCA.

## 12 Payment Schedule

Payment of the services will be released on quarterly basis against submission of quarterly Bills. Selected service provider will raise quarterly bill equated in 4 installments of the ordered value. Separate bill should be submitted for some consumable items such as Diesel, Chlorine, Alum etc. Advance payment may be released equal to Performance Bank Guarantee submitted against the work order.

Payment of any bill will be made after deducting TDS/other taxes etc.

## 13 Financial Bid

### PROFORMA FOR FINANCIAL BID

To,  
The Member Secretary,  
Tripura State Computerisation Agency  
Indranagar, Agartala

Reference No. : \_\_\_\_\_ Dated: \_\_\_\_\_

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price is inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I / We undertake, if our bid is accepted, to deliver the service in accordance with the scope of work specified in the tender document.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of 180 days after the last date fixed for submission of bid and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

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

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

*Note: It is advisable that Bidder may visit the IT Bhavan at Indranagar for better understanding of BoM/BoQ of all items for which services are being requested by this RFP.*

**Signature of Bidder.**

**With Stamp**

## 14 Indicative List & numbers of Equipment with Make, Model and Warranty end date

### 14.1 Fire alarm system and fire extinguishers

PART-A FIRE ALARM SYSTEM					
Sl.	Description of Item	Make	Model	Qty	Warranty End Date
1	Intelligent addressable fire alarm control panel with 2 loop including software and all accessories etc complete with connections.	ESMI	FXM 3NET/GB	1	31-12-2016
2	Passive repeater panels which display fire / fault message Each 1 simultaneously with the FACP.	ESMI	FMP2/GB	1	31-12-2016
3	Photo electric analog addressable optical smoke detectors Each suitable for detecting a wide range of smoke from slow smoldering and fast flaming fire.				31-12-2016
a)	Above False Ceiling	ESMI	AP200 Series	300	31-12-2016
b)	Above False Ceiling with Isolator	ESMI	AP200 Series		
c)	Below False Ceiling+ BFF	ESMI	AP200 Series		
d)	Below False Ceiling+ BFF with Isolator	ESMI	AP200 Series		
4	Photo electric analog addressable optical Multi Sensor (Smoke + Heat) detectors Each suitable for detecting a wide range of smoke from slow smoldering and fast flaming fire.				
a)	Above False Ceiling	ESMI	AP200 Series	30	31-12-2016
a)	Above False Ceiling with Isolators	ESMI	AP200 Series		
b)	Below False Ceiling	ESMI	AP200 Series		
b)	Below False Ceiling with Isolator	ESMI	AP200 Series		
5	Heat detector with all accessories and materials and Solid state addressing arrangement in combination with a hand held programmer to configure the sensor address.	ESMI	AP200 Series	3	31-12-2016



6	Optical type duct detectors inside an air sampling chamber to be located inside the AC return air duct including supply of all fixing materials.	ESMI	DNRE	7	31-12-2016
7	Addressable Hooter cum strobe with loop sounder with all accessories and materials with control module & power supply unit.	ESMI	WSS-PR-I33	21	31-12-2016
8	Response indicator for above false ceiling detectors with all accessories and materials and visual type response indicators with LED indicating lamp.			160	31-12-2016
9	Intelligent Manual call point suitable to intelligent addressable fire alarm panel. with all accessories and materials	ESMI	MCP5A-RP02FF-01	21	31-12-2016
10	LHS cables for electrical cable trays from substation to main building. The cable shall be laid along with the cable trays	System Sensor			
11	Interface module for LHS cables with fire alarm panel	System Sensor			
12	Input module. The rates quoted for laying shall include laying of cables on surface with saddles, screws including material and labour charges etc complete as per site requirement.		EM210E	18	31-12-2016
13	Monitor module		EM210E	18	31-12-2016

**PART B: FIRE EXTINGUISHERS**

18	Carbon-di-oxide type fire extinguisher of 4.5 kgs. Capacity, CO2 gas filled in brand new seamless cylinder with powder coated finish, made out of Manganese steel, with wheel type valve, discharge nozzle, bend & horn, wall mounting bracket etc. complete, confirming to IS: 2878.	SAFEX		40	31-12-2016
19	Mechanical Foam Type fire extinguisher of 9 Ltrs. Capacity, filled in brand new seamless cylinder with powder coated finish, made out of Manganese steel, with wheel type valve, discharge nozzle, bend & horn, wall mounting bracket etc. complete confirming to IS: 10204	SAFEX		23	31-12-2016
20	Water CO2 Type fire extinguisher of 9 Ltrs. Capacity, filled in brand new seamless cylinder with powder coated finish, made out of Manganese steel, with wheel type valve, discharge nozzle, bend & horn, wall mounting bracket etc. complete confirming to IS: 940	SAFEX		24	31-12-2016
21	Dry chemical type 10 Kg capacity Fire Extinguisher with trolley in electrical rooms , DG set Rooms etc. filled in brand new seamless cylinder with powder coated finish, made out of Manganese steel, with wheel type valve, discharge nozzle, bend & horn, wall mounting bracket etc. complete confirming to IS: 2171	SAFEX		9	31-12-2016
22	3 Kg fire extinguisher filled in brand new seamless cylinder with powder coated finish, made out of Manganese steel, with wheel type valve, discharge nozzle, bend & horn, wall mounting bracket etc. complete, confirming to IS: 15683	SAFEX		6	31-12-2016

### 14.2 Uninterrupted power supply (UPS)

UNINTERRUPTED POWER SUPPLY (UPS)					
Sl	Description of Item	Make	Model	Qty	Warranty End Date
1	200 KVA UPS (93E) with 30 minutes battery backup (72 nos. of 12V/200AH SMF) and accessories (racks, link set, cables).	Eaton	UPS_3P>100 KVA_MFG_ATO_MODEL	2	31-12-2016
2	60KVA UPS (93E) with 30 minutes back up (i.e. 40 Nos. 12V, 84AH SMF batteries) and accessories (racks, link set, DC cables).	Eaton	9106-9271-00P	1	31-12-2016

### 14.3 Public address system

PUBLIC ADDRESS SYSTEM					
SL	Description of Item	Make	Model	Qty	Warranty End Date
1	6 Zone Call Station, Stem Type Microphone, 2 mm thick CRCA Sheet Powder Coated Rack, Dual Tone Control for Speech & Music, integration facility with Fire Alarm System.	Honeywell	X-DCS 2000	1	
2	6 W Ceiling Mounted Speakers.	Honeywell	SS-CL06E	117	31-12-2016
3	Rack Mounted 480 W Power Amplifiers.	Honeywell	SS-AMP480	2	31-12-2016
4	Micro phone unit with black box		MC-Z50	1	31-12-2016
5	25W Weather proof Unit Horn combination loud speaker with inbuilt line matching transformer of selectable wattage taps of 30W,25W,20W,15W & 10W and 5W for external car parking	Honeywell	HS-268	1	31-12-2016
6	Auto dialer for interfacing with Fire alarm system	Pinnacle		1	31-12-2016
7	Car calling mic with press to talk button	Honeywell	MC-Z50	1	31-12-2016
8	19" Rack 650mm depth, 42U high amplifier rack assembly made of aluminum channel , with side and rear panels made of 14 swg powder coated sheet steel front transparent per-plexdor and with rails, rollers	President	SRLC-8442-2	1	31-12-2016

#### 14.4 Access control system

ACCESS CONTROL SYSTEM					
Sl.	Description of Item	Make	Model	Qty	Warranty End Date
A	SECURITY ITEMS				
1	Microprocessor based door Controller, 4 Door / 8 Reader Capacity, suitable for both standalone & networkable configuration with TCP-IP connectivity, with Avg. 3 digital inputs for emergency, access door status etc... & minimum 1 for panic button.	Smart-i	SMNG 480	9	31-12-2016
2	proximity card readers	Smart-i	SPR501	25	31-12-2016
3	Stand Alone Single Door Controller with Keypad inbuilt Reader	Smart-i	STM930P	21	31-12-2016
4	Exit Reader for above	Smart-i	SPR501	21	31-12-2016
5	Biometric Finger Print with card Reader	Smart-i	Biolite NG	16	31-12-2016
6	proximity cards with ISO thickness and 125 KHz transmission			200	

#### 14.5 CCTVs

CCTVs					
	Description of Item	Make	Model	Qty	Warranty End Date
	Cameras				
1A	1/3" 1.3 Megapixel Sarix® IMP Series Environmental Mini Domes with IR, STD DEF/MEGAPIXEL, H.264, DAY/NIGHT IP DOMES; Up to 30 Images per Second (ips) at 1080p.	Pelco	MP1110-1ERI	48	31-12-2016
1B	1/3" Sony Progressive Scan CMOS, H.264 High Profile, 2.8-12mm TDN, ONVIF Profile S Conformant, PoE, 15M IR Distance, -40° to 50°C	Honeywell	HIDC-1600TVI	4	31-12-2016
1C	1080P IP IR Dome, 1/3" Sony Progressive Scan Exmor CMOS, H.264 High Profile, 3.6mm, F1.6,	Honeywell	H2D2PR1	21	31-12-2016

	TDN, DWDR, ONVIF ProfileS Conformant, PoE, 20-25m IR Distance, -40° to 50°C,				
1D	Spectra® IV IP Series Network Dome System H.264, DIGITAL PAN/TILT/ZOOM HIGH-SPEED DOME.	Pelco	SD4E29-PG-E1-X	7	31-12-2016
2	Power supply for cameras-230V AC/24V AC-DC, 4A.				
3	24 Port POE Switch for Indoor IP Cameras on Each Floor as per camera requirement	HP / Cisco		1	31-12-2016
4	NVR: 128Ch. with 1080p Realtime Live ViewH.264/MJPEG dual codec decoding Max 256Mbps incoming bandwidth Support 8 SATA HDDs up to 32TB, 1 eSATA up to 16TB, 4 USB2.0HDMI / VGA simultaneous video output.	Pelco	DSSRV2-24	1	31-12-2016
5	24Port, Managed Switch with patch panels, enclosures and other accessories	CISCO	SG300-S2-K9	1	31-12-2016

#### 14.6 Building management system

BUILDING MANAGEMENT SYSTEM						
Sl	Description of Item	Make	Model	Qty	Warranty	End Date
A	Central Monitoring Station					
1	BMS SERVER- Intel® Xeon® E3-1220 (3.10GHz/4-core/8MB/80W, 1333, Turbo 1/2/3/4) /8MB Intel® Smart Cache/ 8 GB (2x4GB) PC3-10600E DDR3 UB ECC/ HP 2X250GB 3G SATA 7.2K rpm LFF (3.5-inch)/ HP NC112i 1-Port Ethernet Server Adapter (x2)/ With Windows Server 2008 R2 32-bit or 64-bit.	IBM	X3100 M55457IYA	2		31-12-2016
2	24Port, Managed Switch with patch panels, enclosures and other accessories	CISCO	SG300-28-K9	2		31-12-2016

#### 14.7 Diesel generators, transformers and pumps

<b>DIESEL GENERATORS, TRANSFORMERS AND PUMPS</b>					
<b>Sl.</b>	<b>Description of Item</b>	<b>Make</b>	<b>Model No.</b>	<b>Qty</b>	<b>Warranty End Date</b>
1	DG- 200KVA DG Set	Kirloskar	6SL 1500TAG2	3	
2	500KVA Outdoor Transformer, 11KV/433 volts	Kirloskar	500/474	2	
4	500KVA Outdoor Transformer	Kirloskar	500/466	1	

#### 14.8 Internal lighting

<b>SL</b>	<b>DESCRIPTION OF ITEM</b>	<b>MAKE</b>	<b>MODELNO</b>	<b>Qty</b>	<b>Warranty End Date</b>
1	ENDURA FLAT PANEL 36 wt	HAVELLS	LHEVEBP7IL W036	460	31-12-2016
2	ENDURA DL 12/15 NEO 15wt	HAVELLS	LHEBJNP7IN W015	150	31-12-2016
3	ENDURA MAGNUM 20 wt	HAVELLS	LHEKAVN7IZ6 W020	100	31-12-2016
4	ENDURA DL SUFACE	HAVELLS	LHEAAGP7IAI W- 018	100	31-12-2016

#### 14.9 HVAC

<b>HVAC</b>					
<b>SL</b>	<b>DESCRIPTION OF ITEM</b>	<b>MAKE</b>	<b>MODEL NO</b>	<b>Qty</b>	<b>Warranty End Date</b>
1	Supply of Air-cooled VRF System unit with R 410 a Refrigerant, Air cooled condenser along with inbuilt microprocessor panel. VRF/V Outdoor Unit				
A	21 HP	BLUE STAR	DVRF21TC	21	21-07-2016
B	21 HP (for TFA)	BLUE STAR	DVRF21TC	4	21-07-2016
C	14 HP (for TFA)	BLUE STAR	DVRF21TC	1	21-07-2016
2	Supply VRF/V Indoor Units: - 4 Way Cassette Type				
A	2.80 TR	BLUE STAR	DLC 34	79	21-07-2016

B	2.30 TR	BLUE STAR	DLC 27	4	21-07-2016
C	2.00 TR	BLUE STAR	DLC 24	1	21-07-2016
D	1.70 TR	BLUE STAR	DLC 20	8	21-07-2016

#### 14.10 Lifts (Elevators)

LIFTS (ELEVATORS)						
Sl.	DESCRIPTION OF ITEM	MAKE	MODELNO	Qty	Warranty	End Date
1	8 Passenger, 680 KG, 1 mps, 7 stop	OTIS	GEN NOVA 2	1		31-12-2017
2	16 Passenger, 1088 KG, 1 mps, 7 stop	OTIS	GEN NOVA 2	1		31-12-2017
3	16 Passenger, 1088 KG, 1 mps, 7 stop	OTIS	GEN NOVA 2	1		31-12-2017

#### 14.11 Networking

NETWORKING						
Sl.	DESCRIPTION OF ITEM	MAKE	MODEL NO	Qty	Warranty	End Date
1	OPEN RACK/Aluminium-M6Tapped/2Post/45U/Powder Coated/19" DIN	NETRACK	NAOR-2-45-PC-19	29		NA
2	High Density Vertical Cable Organizer/12 inch/Front &Back/45U	NETRACK	HDVCO-12-FB-45	116		NA
3	Run-Way Kit-20 Inch	NETRACK	RWK-20			
4	power distribution unit with 6 X Indian Round Pin 5/15A, Inlet Plug type 16A Indian Round Pin, 16A MCB - PDU Rating 3.6KVA	NETRACK	HPDU-1-IND-B6-X3-Y1-Z0			