

भारतीय राष्ट्रीय महासागर सूचना सेवा केंद्र
पृथ्वी विज्ञान मंत्रालय, भारत सरकार
“ओशियन वैली”, प्रगति नगर (बी. ओ), निज़ामपेट (एस. ओ), हैदराबाद – 500 090
दूरभाष सं. 040-2388 6002 / 23886074 फ़ैक्स : 040-2389 2910 / 2389 5001
INDIAN NATIONAL CENTRE FOR OCEAN INFORMATION SERVICES
Ministry of Earth Sciences, Government of India
“Ocean Valley”, Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090
Phone No.040-2388 6002/23886074 Fax: 040-2389 2910/2389 5001

इंकोईस:क्रय: 99/2025
Ref. INCOIS: PUR: 99/2025

दिनांक: 28. 08.2026
Date: 28. 08. 2026

सरकारी ई बाज़ार द्वारा निविदा सूचना आमंत्रण
Notice Inviting Tender through Government E Market Place (GeM)

भारतीय राष्ट्रीय महासागर सूचना सेवा केंद्र, हैदराबाद भारत सरकार के पृथ्वी विज्ञान मंत्रालय के अंतर्गत एक स्वायत्त निकाय है।
Indian National Centre for Ocean Information Services (INCOIS), Hyderabad is an autonomous body under Ministry of Earth Sciences, Government of India.

निम्न विवरणों के लिए पंजीकृत विक्रेताओं से निविदाओं/बोलियों को आमंत्रित किया जाता है। जीईएम की एक अधिप्राप्ति होने के नाते बोलियों को केवल सरकारी ई बाज़ार (जीईएम) <http://gem.gov.in/> द्वारा ऑनलाइन से ही जमा किया जाए। एनआईटी का संक्षिप्त विवरण नीचे दिया जा रहा है।

Tenders/Bids are invited from registered vendors of GeM for the following items. Being a GeM procurement, the bids has to be submitted online through **Government E- Market Place (GeM)** <http://gem.gov.in/> only. The brief details of NIT are appended below.

क्र. सं. S I. No	कार्य का नाम Name of the Work	बोली संदर्भ सं. Bid Reference No.	बोली संख्या एवं दिनांक Bid Number and Date	बोली समाप्ति की तारीख और समय Bid end date and Time
(1)	इंकोईस कैंपस, हैदराबाद में सिविल और पब्लिक हेल्थ इंजीनियरिंग (पीएचई) इंस्टॉलेशन के लिए कॉम्प्रेहेंसिव एनुअल मेंटेनेंस कॉन्ट्रैक्ट (सीएएमसी), “Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations at INCOIS Campus, Hyderabad,”	इंकोईस:क्रय: 99/2025 INCOIS: PUR: 99/2025	जीईएम/2026/बी/7969291 दिनांक: 27.08.2026 GEM/2026/B/7969291 dated 27.08.2026	17.09.2026 19:00:00

जीईएम की एक अधिप्राप्ति होने के नाते बोलियों को केवल जीईएम पोर्टल अर्थात बोली/आरए के खाने के अंतर्गत <http://gem.gov.in/> द्वारा ऑनलाइन से ही जमा किया जाए। किसी भी प्रकार की सहायता के लिए कृपया जीईएम पोर्टल की हेल्प लाइन से संपर्क करें। निम्न अधिकारियों से भी संपर्क किया जा सकता है: श्री वी. सुब्रह्मण्यम (ईमेल: manyam@incois.gov.in; फोन नं. 040 2388 6022) / श्री दसारी प्रसाद (ईमेल: dasariprasad@incois.gov.in; फोन नं. 040-2388 6082)

Being a GeM procurement, the bid has to be submitted online through the GeM portal i.e., http://gem.gov.in under the Bids/RAs column. For any assistance, please contact help line of GeM portal. The following officials may also be contacted: Mr. V. Subrahmanyam (email: manyam@incois.gov.in; Phone No. 040 2388 6022)/Mr. Dasari Prasad (email: dasariprasad@incois.gov.in Phone No. 040-2388 6082)





(V. Subrahmanyam)

प्रशासनिक अधिकारी (क्रय)/ Administrative Officer (Purchase)
निविदा आमंत्रण प्राधिकारी, इंकोईस/
Tender Inviting Authority, INCOIS

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-09-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-09-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Earth Sciences
विभाग का नाम/Department Name	Department Of Earth Sciences
संगठन का नाम/Organisation Name	Earth Sciences Secretariate
कार्यालय का नाम/Office Name	Indian National Centre For Ocean Information Servi
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :bala@incois.gov.in Buyer Email id: dasariprasad@incois.gov.in
वस्तु श्रेणी /Item Category	Custom Bid for Services - Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installationsat INCOIS Campus, Hyderabad
समान श्रेणी/Similar Category	Customized AMC/CMC for Pre-owned Products
अनुबंध अवधि /Contract Period	3 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	105 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	7 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	GeM verified turnover
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 3 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	4 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value In INR (Inclusive of all taxes)	20933820
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	418000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	38

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

DIRECTOR INCOIS

Payable at Hyderabad Indian National Centre for Ocean Information Servi, Department of Earth Sciences, Earth Sciences Secretariate, Ministry of Earth Sciences
(Director Incois)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1 + X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1 + X\%$	15

1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
3. The minimum average annual financial turnover of the bidder during the last three financial years, ending on 31st March of the previous financial year, should be as indicated in the bid document. The turnover of the bidder shall be validated by the system based on the financial data available on the GeM portal. The average turnover

shall be calculated based on the last three financial years where data is available; in case data is available for only two of the last three financial years, the average shall be computed based on those two years. In case the date of constitution / incorporation of the bidder is less than three years old, the average turnover in respect of the completed financial years after the date of constitution / incorporation shall be taken into account for this criterion. No separate documentary evidence is required to be uploaded by the bidder for this criterion, as the system shall derive and validate the turnover figures from the data available on the GeM portal.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

6. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

8. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

PRICE BID - [1787835701.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Introduction about the project /services being proposed for procurement using custom bid functionality:[1787835710.pdf](#)

Scope of Work:[1787835716.pdf](#)

Payment Terms:[1787835724.pdf](#)

GEM Availability Report (GAR):[1787835732.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1787836253.pdf](#)

This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-

Parameter Name	Max Marks	Min Marks	Evaluation Document	Seller Document Required
As per Stage-2 Section 3.2	100	70	View file	Yes

Total Minimum Passing Technical Marks: 70

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
04-09-2026 11:00:00	At INCOIS Hyderabad (Site visit mandatory)

Custom Bid For Services - Comprehensive Annual Maintenance Contract (CAMC) For Civil And Public Health Engineering (PHE) Installationsat INCOIS Campus, Hyderabad (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installationsat INCOIS Campus, Hyderabad
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Reddipalli Velangini Giridhar	500090, Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Government of India, Ocean valley, Pragathi Nagar BO, Nizampet SO, Hyderabad - 50090 INDIA	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations at INCOIS Campus, Hyderabad.

Payment terms: The Part A lump-sum services (STP O&M, RO CAMC, pest control and the Resident Supervisor) are paid monthly in arrears, only on satisfactory completion of the month's services, by RTGS / NEFT; no advance is paid. The Contractor raises the monthly invoice with the signed checklists and logbooks, the STP and RO lab test reports, the pest-control registers, the attendance and deployment record, the EPF and ESI challans, the statutory compliance certificate, the KPI tracker and the monthly performance report. Part B item-rate works are taken up only on a written work order of the Engineer-in-Charge and are paid on the quoted Part B rate for the quantity actually executed, jointly measured and recorded in the Measurement Book, after testing and acceptance. INCOIS releases payment within 30 days of a correct and complete invoice, after deduction of penalties (Section 8), statutory dues and TDS; an invoice not accompanied by the wage / PF / ESI proof and the scheduled documents is treated as incomplete. GST is paid extra at actual against a valid tax invoice. Pro-rata deduction applies for any Part A service not rendered for part of a month.

Contract period: The CAMC is for 3 (three) years from the date of commencement, extendable by INCOIS in writing up to 2 (two) more years on the same terms, subject to satisfactory performance.

3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The

Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, Industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



INCOIS: PUR: 99/2025

27-08-2026

Open Tender Enquiry for “Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations”.

Dear Sirs,

On behalf of the Director, INCOIS, bids are invited under the Two-Bid System (Cover I: Technical Bid; Cover II: Price Bid) from experienced and financially capable contractors having an established track record of operation and maintenance of institutional / multi-block civil and public-health-engineering installations, including sewage treatment, water treatment and campus civil upkeep, for the award of a Comprehensive Annual Maintenance Contract (CAMC) for the Civil and PHE Infrastructure at the INCOIS campus, Hyderabad, for an initial period of Three (3) Years, extendable by up to Two (2) further years on the same terms and conditions subject to satisfactory performance.

1.	Name of the work	:	Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations at INCOIS Campus, Hyderabad
2.	BID Reference No.	:	INCOIS: PUR: 99/2025 dated 27 August 2026
3.	Earnest Money Deposit (EMD)	:	Rs. 4,18,000/- (Rupees four lakhs and eighteen thousand only)
4.	Last date for seeking clarifications	:	31-08-2026
5.	Pre Bid Conference (Hybrid)	:	04-09-2026 1100 Hrs at INCOIS
6.	Site Visit (Mandatory)	:	Site visits shall be permitted on all working days from the date of tender publication up to two working days before the bid submission deadline, between 1000 to 1600 hrs, on a prior e-mail request
7.	Due date Bid submission	:	17-09-2026 1500 Hrs
8.	Bid opening date	:	17-09-2026 1530 Hrs

The offers, in the prescribed format, shall be submitted through online Government e- Marketplace at <http://gem.gov.in>

Postal/ Location Address

Indian National Centre for Ocean Information Services (INCOIS),
Ministry of Earth Sciences, Govt. of India,
Ocean Valley, Pragathi Nagar (BO), Nizampet(SO),
Hyderabad - 500 090
Ph.No.040-2388 6000

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1. Introduction:

The Indian National Centre for Ocean Information Services (INCOIS), Hyderabad, is an autonomous body under the Ministry of Earth Sciences, Government of India. It is the operational nodal agency for round-the-clock ocean information services, ocean-state forecasts, tsunami early warnings, storm-surge advisories and potential-fishing-zone advisories for the Indian Ocean region. As a 24x7 mission-critical national facility, a clean, hygienic, structurally sound and water-secure campus is fundamental to the INCOIS mandate.

INCOIS operates from a purpose-built, multi-block campus at Pragathi Nagar, Hyderabad 500090, comprising the Main Building (operations centre, Glass Room data centre, Tsunami Warning Centre, research laboratories, administration), the ITCO Academic Block, the Hostel Block, the Amenity Building, the Multi-Purpose Hall, the Oceansat-2 Building, the Guest House, the Director's Residence and the residential quarters. The campus is served by an on-site Sewage Treatment Plant (STP), Reverse Osmosis (RO) water-treatment units, underground sumps and overhead tanks, an extensive PHE distribution and drainage network, a rainwater-harvesting lake and associated civil infrastructure. The complete asset inventory is at Annexure VI.

INCOIS invites bids for a Comprehensive Annual Maintenance Contract (CAMC) for the Civil and PHE Installations for an initial period of three (3) years, extendable by up to two (2) further years on the same terms, subject to satisfactory performance. The scope is comprehensive and covers a Resident Site Supervisor (Civil) and the technical manpower, the round-the-clock operation and maintenance of the STP, the comprehensive maintenance of the RO plant, pest control, routine civil and PHE maintenance, all routine consumables and minor spares (except those specifically excluded), all tools and instruments,

sampling, statutory testing and reporting needed to keep every asset safe, hygienic, serviceable and continuously available.

The campus runs on continuous water supply, continuous sewage treatment and a serviceable building stock. INCOIS expects zero discharge of untreated sewage, no avoidable loss of potable-water supply, and full compliance with the CPCB / TSPCB norms, IS 10500 and the conditions of the STP Consent to Operate. The service levels and penalties at Section 8 reflect this, and every clause is to be read with this overriding requirement in mind.

This is one of a coordinated set of four INCOIS facility contracts. INCOIS separately engages an Operation & Maintenance Manpower contractor (Tender No. INCOIS / OM-MANPOWER / 2026) for round-the-clock plant operation and first-response, and the Electrical and HVAC CAMC contractors. This Civil & PHE CAMC does not duplicate that work; the Resident Site Supervisor coordinates closely with the Operations contractor and the Electrical and HVAC CAMC contractors so that the STP, the RO plant, the water and drainage network and the buildings run to design intent, every breakdown is closed within the SLA, and every scheduled task is delivered on time. The boundaries are set out at Section 4.7 and the matrix at Annexure V.

2. Instructions to Bidders

These instructions govern the preparation and submission of bids. They are read with the General Conditions of Contract at Section 11.

2.1. Mandatory pre-bid site visit and pre-bid meeting

A pre-bid site visit is mandatory; the site-visit certificate (Annexure-I), signed by an authorized INCOIS officer, must be enclosed. INCOIS holds a pre-bid meeting on the notified date; queries received by GeM only up to the notified time. Replies and any corrigendum are issued only through GeM and become part of the tender. Site visits shall be permitted on all working days from the date of tender publication up to two working days before the bid submission deadline, between 1000 to 1600 hrs, on a prior e-mail request. The site-visit certificate shall be issued on the spot to every visiting bidder; no request made within the window shall be refused.

2.2. Clarifications and amendment

Clarifications are sought only through GeM. INCOIS may amend the tender by corrigendum before the due date and may extend the due date to give bidders reasonable time to respond to an amendment.

2.3. Evaluation and award

Evaluation is in two stages: Stage-1 pass/fail eligibility, then Stage-2 technical scoring out of 100 with a minimum qualifying score of 70. The Price Bid will be opened only for bidders scoring 70 or more, and the contract is awarded to the lowest evaluated price (L1) among the technically qualified bidders.

2.4. Integrity and falsification

Any falsification or suppression of information leads to disqualification and forfeiture, and action as per rules. A non-blacklisting and integrity & Eligibility declaration (Annexure II) is mandatory.

3. Eligibility and Technical Evaluation

3.1 Stage-1 — Mandatory Eligibility (Pass / Fail)

A bidder must meet every criterion below. Non-submission or non-compliance on any one criterion leads to rejection at Stage-1. INCOIS may seek clarification on a submitted document, but no new document is accepted after the due date for Stage-1 compliance.

Sl.	Criterion	Documentary proof
1	Indian legal entity (Company / LLP / Partnership / Proprietorship) with valid PAN and GSTIN.	Incorporation / registration + PAN + GSTIN
2	Valid EPFO and ESIC registration with current contributions (ECR / challans not older than 90 days from the bid due date).	EPFO + ESIC registration + latest 3 months ECR / challans with UTR
3	Labor-law compliance undertaking (Annexure III).	Signed, stamped undertaking

Sl.	Criterion	Documentary proof
		on letterhead
4	Non-blacklisting, integrity AND Eligibility declaration (Annexure II): firm not blacklisted / debarred by any Government Department / PSU / autonomous body / GeM / CVC; no material criminal case pending.	Notarized affidavit / self-declaration
5	Average annual turnover $\geq$ Rs 1.05 Crore from services / facility-management / civil O&M, in the last 3 completed FYs (2023-24, 2024-25, 2025-26).	CA-certified FY-wise turnover certificate + audited P&L and Balance Sheet (3 FYs)
6	Net profit (before tax) in at least 2 of the last 3 FYs.	CA certificate / audited financials
7	Solvency / banker's certificate $\geq$ Rs 84.00lakhs from a Scheduled Commercial Bank (cooperative banks not accepted), not older than 12 months.	Banker's solvency certificate
8	Similar work in the last 7 years: civil works / PHE / comprehensive facility maintenance (civil scope) at an institutional / multi-block / large campus. One work $\geq$ Rs 1.68 Cr, OR two each $\geq$ Rs 1.05 Cr, OR three each $\geq$ Rs 0.84 Cr. STP / ETP / WTP or RO O&M as part of the scope is preferred, not mandatory; specialist sub-agencies are permitted (Sl. 9).	Work orders + completion / client certificates (scope, value, dates) + client contacts
9	Specialist-service delivery model. Pest control: own valid Pest Control License under the Insecticides Act 1968, OR a confirmed Letter of Intent from a licensed pest-control sub-agency with its license. STP O&M: own STP / ETP O&M experience OR a confirmed Lol from a specialist STP O&M sub-agency with its credentials.	Own license, OR sub-agency Lol + license / experience as applicable
10	Hyderabad presence of at least 1 year, OR a signed undertaking to set up a functional Hyderabad office within 15 days of award.	Lease + utility bill / Udyam / Shops & Establishment / Hyderabad CLRA, OR undertaking
11	Mandatory pre-bid site visit completed.	Site-visit certificate (Annexure III)
12	EMD as in the NIT, or MSE / Startup exemption.	DD / BG / online proof, OR Udyam / DPIIT certificate
13	Unconditional acceptance of the tender; signed on every page.	Signed tender / acceptance letter
14	Bid-Securing Declaration for MSE (EMD) Exempted Bidders only (Annexure-XIV).	Signed BSD
15	Bidders from a country sharing a land border with India are registered with the Competent Authority (DPIIT Registration Committee) as required by Department of Expenditure O.M. No. F.7/10/2021-PPD dated 23.02.2023 read with O.M. F.No. 6/18/2019-PPD dated 23.07.2020; not applicable to other bidders.	Self-certificate to this effect enclosed with the bid (see the land-border restriction clause under Section 11 — General Terms and Conditions).

MSME / Startup relaxation: MSEs with valid Udyam registration are relaxed from the turnover (Sl. 5) and EMD, and DPIIT-recognized Startups are exempt from the turnover (Sl. 5) and similar-work (Sl. 8) criteria at Stage-1 and from EMD, and are given a deemed 50% of the marks for the corresponding Stage-2 parameters. All other criteria, including the specialist-service delivery model at Sl. 9, remain mandatory for all bidders (PPP-MSE Order 2012; GFR 2017).

3.2 Stage-2 — Technical Scoring (100 marks; minimum qualifying 70)

Only bidders who clear all Stage-1 criteria are scored at Stage-2, out of 100 marks, on the parameters below. The scoring slabs make clear what earns full marks. The Price Bid is opened only for bidders scoring 70 or more. Stage-2 scoring operates solely as a qualification threshold; marks do not carry into, and do not influence, the award decision. The contract is awarded to the bidder quoting the lowest evaluated total price (Part A plus Part B,

excluding GST) among the bidders scoring 70 or more. The same framework is used across all four INCOIS tenders so that bidders and the committee read them alike.

Sl.	Parameter and scoring slabs	Max	Self-score
1	Similar O&M experience (civil / PHE / facility maintenance at a multi-block campus / institution; last 7 years; verifiable). [+15] Stage-1 minimum (1 work >= Rs 1.68 Cr, OR 2 >= Rs 1.05 Cr, OR 3 >= Rs 0.84 Cr) [+20] base + 1 additional qualifying work [+25] base + 2 additional works [+30] base + 3 or more works, OR a multi-site / multi-campus O&M contract over 3+ campuses Bonus (within 30): qualifying work that included STP / ETP / WTP operation +2; that included RO plant O&M +1.	30	
2	Average annual turnover (last 3 FYs; services / FM / civil O&M only). [+10] Rs 1.05 Cr to < Rs 3.00 Cr [+15] Rs 3.00 Cr to < Rs 5.00 Cr [+20] Rs 5.00 Cr and above MSE / Startup: deemed 10 where Stage-1 turnover is waived.	20	
3	Solvency / banker's certificate (Scheduled Commercial Bank, <= 12months old). [+6] Rs 0.84 to < Rs 2.00 Cr; [+8] Rs 2.00 to < Rs 3.00 Cr; [+10] >= Rs 3.00 Cr	10	
4	Local service capability, Hyderabad presence and 24x7 response. [+2] undertaking to set up office within 15 days only [+4] existing Hyderabad office [+7] existing office + dedicated full-time Supervisor + documented trade-wise standby pool [+10] all the above + named 24x7 escalation manager + locally stocked tools and chemicals + local procurement network	10	
5	Technical infrastructure and key-personnel depth. Sub-A capability (max 5): +2 general profile; +3 dedicated civil / PHE / STP / RO O&M division + tools inventory + work-management system; +5 plus 2 or more concurrent campus O&M contracts and a named visiting specialist engineer. Sub-B key personnel (max 5): +2 CVs of Supervisor and STP Operator; +3 plus STP Team Lead and Plumber exceeding minimum; +5 plus a named visiting STP / PHE specialist and a signed key-personnel retention undertaking (replacement <= 30 days).	10	
6	ISO certifications (additive; NABCB / IAF-MLA; scope Facility Management / Civil O&M). [+2] ISO 9001:2015; [+2] ISO 45001:2018; [+1] ISO 14001:2015	5	
7	Domain-specific statutory licences and compliance track record. Sub-A Pest control (max 5): +3 valid Pest Control Operator Licence (Insecticides Act 1968) or licensed sub-agency Lol; +4 plus active IPCA membership and a trained operator; +5 plus an institutional pest-control track record. Sub-B STP / ETP / WTP (max 5): +3 prior STP / ETP O&M experience with a TSPCB-recognised operator; +5 plus a verifiable CPCB / TSPCB effluent-compliance record /CTO renewal experience / sample logs.	10	
8	Client references and past performance (last 5 years; Govt / PSU / institutional preferred). [+1] 1 verified reference ... [+5] 5 or more (same client counts once).	5	

Sl.	Parameter and scoring slabs	Max	Self-score
	TOTAL	100	

All claimed evidence is verifiable. INCOIS may verify any claim with clients, certifying bodies or banks, and may make a verification visit, before finalising scores. Self-assessed scores are for reference; the committee decides the final score. Bidders with a strong civil background but limited direct STP or pest-control experience are encouraged to engage confirmed specialist sub-agencies; their credentials are considered under Parameters 1 and 7.

4. Scope of Work: The Contractor shall operate and maintain the civil and public-health-engineering infrastructure of the campus comprehensively, to keep every asset safe, hygienic, serviceable and continuously available, with continuous sewage treatment, continuous potable-water supply and full statutory compliance. All work conforms to the CPWD General Specifications, the relevant IS standards, IS 10500 for potable water, the CPCB / TSPCB effluent norms, IS 6313 for anti-termite work, the Insecticides Act 1968 / CIB norms, the conditions of the STP Consent to Operate and the OEM manuals. The service-wise scope and the line-by-line boundaries are at Annexure V; the asset inventory is at Annexure VI; the PPM schedule and checklists are at Section 7 and Annexure VII.

4.1 Resident Site Supervisor (Civil)

The Contractor shall deploy one full-time Resident Site Supervisor (Civil) who leads all work under this CAMC. Qualification: B.E./B.Tech in Civil Engineering with at least 3 years of relevant O&M experience, OR a Diploma in Civil Engineering with at least 6 years. The Supervisor is on-site every working day, Monday to Saturday, in the general shift 0900 to 1800 hrs (common to all four INCOIS contracts), excluding declared holidays, and is on-call 24x7 for every emergency: STP breakdown or alarm, major pipe burst, flooding, structural damage, a sewage overflow or a safety incident. On an emergency call the Supervisor reaches the location within 1 hour, takes charge, mobilises resources, coordinates with INCOIS, and submits a written incident report within 24 hours.

Duties: site supervision and quality control of all works (STP, RO, civil, PHE, pest control and item-rate works) to the CPWD specifications and the BIS standards, with personal inspection of all critical activities (concreting, painting, pipeline jointing, STP preventive tasks); maintenance of all mandatory site registers (STP daily logbook with MBBR parameters, RO log, water-meter register, complaint and work-order register, PM tracker, pest-control service register, materials-at-site register and safety toolbox records); preparation of Measurement Books and assistance with Running Account bills; preparation and monthly submission, by the 5th, of the consolidated report covering STP, RO, civil / PHE and pest control, endorsed by the Supervisor and countersigned by INCOIS; HSE enforcement, confined-space control and weekly toolbox talks; and coordination with the Operations manpower and the Electrical and HVAC CAMC contractors.

The Supervisor keeps all campus civil and PHE service drawings (water supply, sewer, storm drainage, STP / MBBR layout and RO room) updated in AutoCAD and submits updated soft copies within 7 working days of any infrastructure change, using the Contractor's own resources; INCOIS is not required to be supplied any laptop or AutoCAD software. INCOIS may direct replacement of the Supervisor if performance is unsatisfactory, and the Contractor provides an equally qualified, police-verified replacement within 10 working days of written notice.

4.2 Sewage Treatment Plant (STP), 50 KLD MBBR

The Contractor shall operate and maintain the campus'50 KLD STP, based on Moving Bed Biofilm Reactor (MBBR) technology, on a 24x7, 365-day basis with no shift left unmanned. The treatment train comprises the inlet chamber, bar screen and grit chamber, equalization tank, MBBR reactor(s) with free-floating carrier media, secondary settling tank (clarifier), disinfection (UV and/or chlorination) and the treated-water storage / reuse tank, together with all mechanical, electrical and instrumentation components under comprehensive maintenance. MBBR relies on biofilm grown on the carriers and not on suspended MLSS; operators must be familiar with carrier fluidisation, biofilm monitoring and attached-growth aeration control.

Operate all units to the plant manual and maintain optimum conditions at all times: dissolved oxygen in the MBBR reactor ≥ 3.0 mg/L (optimal 3.0 to 5.0 mg/L), pH 6.5 to 8.0 in the reactor and 6.5 to 8.5 at the outlet, free and uniform carrier movement throughout the reactor, the carrier fill ratio within the design 30 to 50% of reactor volume, and adequate equalization to prevent shock loads. Withdraw and dewater waste sludge from the clarifier (there is no return-sludgerecycle in a pure MBBR), and dispose of dewatered sludge safely as per the PCB rules and INCOIS instructions, recording volumes in the sludge register.

All routine chemicals and consumables for STP operation are within the Part A lump-sum and borne by the Contractor: coagulant / PAC for clarification where needed, disinfectant (calcium hypochlorite of at least 70% available chlorine, or operational UV lamps), pH-correction reagents, lubricants, gaskets, seals and UV-lamp replacements, with a minimum 15-day on-site stock. Carry out all preventive maintenance to the approved schedule, including monthly carrier retention-screen cleaning, monthly carrier fill-ratio and biofilm checks, monthly diffuser and blower servicing, quarterly oil changes and instrument calibration, quarterly clarifier inspection, and half-yearly equalization-tank and bar-screen / grit-chamber cleaning.

Conduct monthly NABL-accredited laboratory analysis of both the influent and the treated effluent (IS 3025 methods) for pH, BOD, COD, TSS, TDS, Oil & Grease, total coliform and any parameter required by the PCB, and submit the report to INCOIS by the 5th of the following month. The treated effluent shall meet the CPCB / TSPCB general standards for discharge / reuse: pH 6.5 to 8.5, BOD $\leq$ 30 mg/L, COD $\leq$ 250 mg/L, TSS $\leq$ 100 mg/L and Oil & Grease $\leq$ 10 mg/L. Maintain the STP in full compliance with the Consent to Operate, prepare and submit all data required for CTO renewal, and escort INCOIS and the PCB during inspections; the CTO fees are borne by INCOIS, while fines arising from the Contractor's operational failures are borne by the Contractor. A visiting STP specialist inspects the plant at least once a month. All confined-space entry follows a Permit-to-Work with gas testing for H₂S and CH₄, a buddy system and a surface standby; entry without a valid permit and gas clearance is prohibited. The task-level checklist is at Annexure VII, Section 1.

4.3 RO Water Treatment Plant (2 x 250 LPH)

The Contractor shall provide comprehensive maintenance of the two RO units of 250 LPH each, operating in parallel or duty-standby, that supply potable water to the campus. The CAMC is comprehensive, covering all parts and labour, except the major consumables listed as rate-contract items at Part B of the BoQ. Day-to-day operation, TDS monitoring and log entry are carried out by the operator team; the product water shall remain within IS 10500 (TDS $\leq$ 500 mg/L).

Carry out comprehensive preventive maintenance at least once a month: replace the 5-micron cartridge pre-filters, backwash the multimedia and activated-carbon filters, check the high-pressure pump and lines, record and normalise membrane feed / permeate / concentrate pressures to track fouling, perform a chemical clean-in-place of the membranes when normalised flux declines or salt rejection drops (quarterly or earlier), and replace worn O-rings, gaskets and seals. Maintain a minimum 15-day buffer stock of cartridges and antiscalant. Conduct monthly NABL-accredited testing of the product water to IS 10500 (TDS, pH, total hardness, alkalinity, chlorides, nitrates, fluoride, total coliform and E. coli) and submit the report by the 5th. Attend RO complaints within 4 hours and restore within 48 hours; replace a failed membrane within 7 days of an INCOIS-approved indent; if one unit is under repair, the other meets the full campus demand. The major consumables (membranes, cartridges, media, antiscalant and salt) are at Part B. The task-level checklist is at Annexure VII, Section 2.

4.4 Civil, PHE and Plumbing Maintenance

The Contractor shall carry out routine operation, maintenance and minor repair of the entire civil, PHE and plumbing infrastructure: the water-supply and distribution network, sanitary installations in all buildings, the sewer and storm-drainage network, the underground sumps and overhead tanks, residential and guest-house plumbing, the drip-irrigation network and the associated civil and masonry elements, keeping all installations safe, serviceable and hygienic with no unplanned water or sewage outage.

Scope demarcation with the Operation & Maintenance Manpower contract (INCOIS / OM-MANPOWER / 2026): first-line, day-to-day user-complaint plumbing (leaking taps, washer / gland replacement, running flushes, simple drain / WC unblocking, replacement of minor sanitary fittings and routine call-outs) is performed by the 24x7 in-house manpower. The Contractor's scope under this Section covers (i) all scheduled and preventive maintenance of the civil and PHE infrastructure; (ii) all minor civil and masonry works (item-rate, Part B); (iii) expert / specialised incident response (sewer jetting, major water-leak excavation, structural-defect investigation, large-bore pipeline repair, manhole repair) beyond the in-house crew; and (iv) the scheduled deep-cleaning works at Section 4.8 (storm drains, sewerage, water tanks, RWH lake). Where a complaint attended by the in-house crew escalates beyond first-line repair, the Resident Site Supervisor takes ownership and resolves it.

Water supply and distribution: maintain all pipelines, isolation valves and fittings; repair leaks promptly; check the Operations contractor's daily water-meter readings weekly, investigate any unaccounted loss above 5%, and compile the monthly water balance from them; coordinate HMWSSB / tanker supply (procurement and payment by INCOIS) and record all tanker receipts. Sanitary installations: maintain WCs, wash basins, urinals, cisterns, taps, mixers, showers and all floor and anti-siphon traps across all blocks. Sewer and storm drainage: monitor the network, manholes, gully traps and drains, clear day-to-day blockages, and report any structural damage, collapse

or root intrusion in writing. UG sumps and OHTs: keep clean and serviceable with functional pumps, level controls and valves. Minor civil and masonry repairs: plaster patches, floor-tile repairs, door / window hardware (hinges, handles, closers, locks), crack and small waterproofing repairs, and replacement of broken drain covers and gratings, all to CPWD workmanship standards. Maintain the drip-irrigation network (laterals, emitters, filters, valves); drip consumables are procured by INCOIS.

Exclusions from the lump-sum scope: replacement of geyser / water-heater units (only the associated piping and tap connections are in scope); RO major consumables (Part B); major civil works such as new manhole construction, complete pipeline replacement or structural repairs beyond minor reinstatement; external water-tanker procurement cost; municipal / statutory disposal fees; and capital replacement of the UG-sump or OHT structures or the complete sewer / storm network. Acceptance: routine complaints attended within 4 hours and resolved within 24 hours; complex within 48 hours; no potable-water outage beyond 2 hours attributable to the Contractor; PM compliance at least 95%. The task-level checklist is at Annexure VII, Section 3.

The Contractor shall also maintain the mechanical and structural elements of the campus gates (gate leaves, tracks, rollers, hinges, manual operation arrangement) and the structural and mechanical parts of the 1-tonne EOT crane at the Glider Lab, ITCO (runway beam fixings, rail alignment visual, hook, chain/rope and brake mechanicals), with a half-yearly inspection record. The electrical motors, controllers and wiring of the gates and the crane remain under the Electrical CAMC.

Water records: the Operations contractor's plumber reads all campus water meters daily and maintains the water log as the single primary record. The Civil & PHE CAMC Supervisor checks the log weekly, computes the weekly and monthly water balance from it, investigates any unaccounted loss above 5%, and owns the monthly water report. Sanitary inspections: the Operations contractor attends complaints and performs the weekly functional check of toilets; the Civil & PHE CAMC performs the monthly condition survey and all scheduled and specialised maintenance arising.

4.5 Pest Control Services

The Contractor shall provide pest control across the entire campus, all buildings (offices, laboratories, canteen, residential quarters, guest house, stores, server room, toilets) and outdoor areas, using only formulations registered and approved by the Central Insecticides Board (CIB) and carried out by or under a licensed pest-control operator (Insecticides Act 1968; an active IPCA member). MSDS and the CIB registration number for each product are submitted before first use.

The lump-sum scope covers: monthly indoor treatment of all buildings for cockroaches, ants, flies, silverfish, lizards and other insects (gel-baiting in kitchens and server rooms, residual spray in general areas, low-odour formulations where occupancy is continuous, gel-only in active laboratories and the server room); fortnightly servicing of tamper-proof rodent bait stations along all building perimeters with entry-point sealing; and the special protocols below. Canteen / cafeteria: a fortnightly kitchen, store and waste-area inspection, drain and grease-trap IGR treatment, food-safe non-residual formulations only and treatment outside food-service hours, two insect light traps maintained, and perimeter bait stations. Residential quarters: 24-hour advance notice to residents, gel-baiting inside with spray limited to external and wet areas, a quarterly bed-bug inspection of all flats and fortnightly mosquito-source checks. Guest house: treatment on vacancy, a bed-bug inspection on every changeover and monthly common-area treatment. Mosquito control (within the Part A lump-sum): (i) anti-larval treatment of stagnant water, open drains and lake margins with Temephos or Bti at CIB label rates, weekly during June to October and fortnightly otherwise, with every application logged; (ii) indoor adult-mosquito management in occupied buildings by exclusion, source reduction and targeted residual spraying of approved synthetic pyrethroids (Cyfluthrin 2.45% SC / Deltamethrin 2.5% SC or CIB-registered equivalent) once a month, limited to external perimeters, wet areas and utility spaces; laboratories and the server room receive gel and trap-based treatment only, with no spraying; (iii) rodent control fortnightly and general indoor pest control monthly, as already detailed. Thermal fogging remains an item-rate work under Part B (B-1), executed only on written instruction.

The scope also covers an annual termite inspection of all buildings and wooden structures with minor spot treatment of detected infestations at no additional cost (no structural drilling); larviciding of stagnant water, open drains and lake margins (temephos or Bti, as per CIB approval) as required; removal of beehives and wasp nests up to 6-metre ladder height; and coordination with the municipal / animal-control authority for snake or stray-animal sightings. Mosquito fogging is not in the lump-sum; it is an item-rate work under Part B, executed only on a written INCOIS instruction with commencement within 24 hours. A monthly pest-control report is submitted by the 5th, with separate registers for general buildings, the canteen, the residential quarters and the guest house. The task-level checklist is at Annexure VII, Section 4.

4.6 Condition-Based Maintenance and Statutory Compliance

The Contractor carries out condition-based maintenance and keeps the installations statutorily compliant: STP process optimisation (managing aeration against DO feedback, dosing and hydraulic loading to meet treatment efficiency at minimum power); RO normalised-flux and salt-rejection trending to time the membrane CIP and replacement; quarterly calibration of all instruments (influent / effluent flow meters, DO and pH sensors, TDS meter, pressure gauges) against certified references; pre-monsoon inspection of terraces, expansion joints and parapets with minor patch waterproofing; and the monthly potable-water (IS 10500) and effluent (CPCB / TSPCB) testing of Sections 4.2 and 4.3. The Contractor maintains the STP Consent to Operate conditions, prepares the data for CTO renewal, escorts the PCB during inspections (statutory fees borne by INCOIS), and provides the anti-termite warranty where applicable. Defects found are rectified within the SLA, and the analysis informs the next PPM cycle.

4.7 Exclusions and cross-contract boundaries

To avoid duplication across the four INCOIS contracts, the following are excluded from this CAMC and are read with the matrix at Annexure V:

- All electrical maintenance, spares, OEM work and statutory testing, including the electrical motor, panel, drive and control wiring of the STP and RO pumps, the booster and submersible pump-sets and the water-supply pumps: under the Electrical CAMC. The mechanical and hydraulic part of those pumps and the process equipment stays in this Civil & PHE CAMC.
- All HVAC maintenance, refrigerant work and HVAC spares: under the HVAC CAMC.
- Round-the-clock plant operation, control-room watch, daily logbooks, first-level response, and first-line plumbing complaints: under the Operation & Maintenance Manpower contract. This CAMC carries the scheduled and preventive maintenance, the specialised incident response and the item-rate works.
- The rooftop solar PV plant: operated and maintained by M/s Cleanmax Solar under the RESCO Power Purchase Agreement.

Day-to-day operation of the in-scope assets is by the Operations manpower; this CAMC carries the maintenance, repair and routine consumables. The two work to a single coordinated logbook and the coordination obligations at Section 6. Where a fault straddles a boundary, the agency on whose side the root cause lies leads the rectification; none disowns a shared task.

4.8 Item-Rate and One-Time Works (Part B)

The works below are listed at Part B of the Price Bid (Section 10 — Price Bid, Part B). They do not form part of the fixed monthly CAMC. Each is taken up only on a written work order of the Engineer-in-Charge, executed to the scope and specification given here and per the CPWD specifications, and paid on the quoted Part B rate for the quantity actually executed, jointly measured and recorded in the Measurement Book, and accepted (the payment-terms clause under Section 11 — General Terms and Conditions). For an item not in the schedule, the rate is derived from the nearest scheduled item or from the current CPWD Delhi Schedule of Rates, negotiated and recorded in writing before execution.

The Part B works comprise: semi-annual cleaning of the storm-water drains and the sewerage system (manual and mechanised high-pressure suction-cum-jetting); cleaning of all UG sumps, OHTs and Sintex tanks every 6 months with chlorination and a fit-for-use certificate; annual cleaning of the rainwater-harvesting lake (about 120 m x 50 m); painting works (interior and exterior emulsion, enamel on wood and metal, wall-care putty, French spirit polish); masonry, plaster and PCC works; false-ceiling (GRG and mineral-fibre grid) and structural-steel fabrication; supply of minor materials (marine plywood, polycarbonate sheet, red earth, door closers, lock-sets); JCB and tractor-with-trolley hire on an hourly logged basis; RO consumables (antiscalant, cartridge filters, filter media, membranes, salt, dispenser bottles and caps) as a rate contract; mosquito fogging on written instruction; and the anti-termite item-rate works (ground-floor soil treatment, drill-and-inject of RCC members and walls, in-situ wood treatment, full-building pre-renovation treatment and bait-station installation and monitoring) per IS 6313 Parts 2 and 3. The detailed anti-termite specifications, dosages, standards and measurement bases are at Annexure VIII-B.

5. Manpower, Qualifications and Key Performance Indicators

5.1. Minimum manpower deployment

The Contractor prices all manpower within the Part A lump-sum and deploys at least the following. Every shift post has a nominated reliever; no shift is left uncovered. The STP is manned continuously, 24 hours a

day, 365 days a year, without exception. Deployment of fewer staff than specified attracts action under Section 8.

Post	Minimum qualification & experience	Shift / deployment	Posts
Resident Site Supervisor (Civil)	B.E./B.Tech Civil + 3 yrs (or Diploma Civil + 6 yrs) relevant O&M; AutoCAD 2D and MS Office.	Mon to Sat, general shift; on-call 24x7	1
STP Team Lead / Senior Operator	Diploma (Civil / Environmental / Chemical) + 1 yr STP/ETP O&M (MBBR preferred), OR ITI + 2 yrs ;	Designated lead across shifts	(within the 5 below)
STP Operator (shift)	ITI (Fitter / Electrician / Mechanic / Chemical Plant Operator) + 2 yrs STP/ETP/WTP, OR Diploma (Env / Chem / Civil) + 1 yr; MBBR / blower / dosing familiarity; fit for 3-shift duty.	3 shifts x 8 hrs, 365 days (A 0600-1400, B 1400-2200, C 2200-0600) + 1 reliever	4
Pest Control Operator	10th pass with pesticide-handling training; employed by a firm holding a valid Pest Control Licence (Insecticides Act 1968); able to operate a thermal fogger.	During pest-control and item-rate fogging (17:30-19:30) on instruction	1
Minimum total manpower (including relievers)			6

The Contractor maintains a leave-reserve / reliever pool so that no shift is uncovered for casual / sick leave, weekly offs or holidays. Leaving the STP unmanned for any reason is a critical SLA breach at the highest tier. The Resident Supervisor's planned absence needs prior INCOIS approval with a named qualified substitute. Every deployed person clears police / antecedent verification and INCOIS clearance before deployment (Section 6.5). The Contractor retains staff for continuity; a planned replacement needs 30 days' notice, an equal-or-better-qualified and police-verified replacement, and INCOIS approval. Bidders may propose additional manpower (for example a dedicated plumber or STP helper) as a value-add, priced within the Part A lump-sum. All personnel deployed under this contract shall mark attendance on the biometric attendance system installed / designated by INCOIS, in addition to the Contractor's muster roll. The biometric record shall be the primary basis for verification of deployment, manning penalties and wage-payment certification. Failure of a worker to register on the biometric system without written INCOIS exemption shall be treated as absence for that shift.

5.2 Key Performance Indicators

Performance is assessed monthly against the KPIs below, recorded in the KPI tracker (Annexure IX) and submitted with the monthly report. Where a KPI consequence also appears in Section 8, the Section 8 quantum prevails.

KPI	Target	Measurement
Power continuity to the Glass Room and Tsunami Room (UPS chain)	100%, zero outage attributable to the Contractor	UPS event log; INCOIS incident log
Overall campus power availability	≥ 99.9% per month (excluding TGSPDCL outage covered by DG)	Outage log; metering
DG starting reliability on a grid outage	100%, first attempt	DG / AMF event log
UPS uptime feeding critical loads	≥ 99.9% per month	UPS event log
Critical-complaint response	Within 1 hr (working) / 2 hr (off-hours)	Complaint register
PPM schedule compliance	≥ 95% for non-critical PPM tasks; 100% for critical and statutory	PPM tracker, INCOIS-verified

	tasks, of the approved PPM calendar	
Statutory-test compliance (IR, earth, oil, relay)	100% on the due date	Statutory-test register
Safety: lost-time incidents	Zero	Safety register; incident reports

6. Mobilization, Approved Makes and Site Takeover

6.1. 30-day mobilization schedule

All mobilization is completed within 30 calendar days of the Letter of Award (LoA). A delay against any milestone attracts Rs 2,000 per day per milestone under Section 8.

Milestone	Action required by the Contractor
Day 7	Deploy the Resident Electrical Site Supervisor. Submit the full staff-deployment list (name, designation, qualification, experience).
Day 10	Submit insurance (Workmen's Compensation, third-party liability, all-risk for equipment), EPFO / ESIC registration and latest challans, and the police-verification status of all proposed personnel.
Day 15	Submit the Performance Bank Guarantee. Establish the Hyderabad project office if not already present. Deploy all shift technicians and relievers. Begin full site familiarisation of substations, HT yard, DG / UPS / panel rooms.
Day 21	Submit the baseline as-found condition report (HT switchgear, transformers, DG, UPS, LT) with IR thermography and earth-resistance baselines; updated as-built drawings (HT / LT SLDs, panel schedules, earthing and lightning layout); and stock the initial 30-day spares.
Day 30	Submit the first-year PPM calendar, the emergency-escalation matrix and the statutory-testing plan. Complete the joint as-found inventory sign-off.

6.2 Approved makes and material standards

The Contractor uses reputed makes carrying the ISI / BIS mark where mandatory and OEM or OEM-equivalent spares for branded equipment. Indicative approved makes: switchgear and protection (ABB, Siemens, Schneider, L&T); cables (Polycab, Finolex, KEI, Havells, RR); MCB / RCBO / DB (Legrand, Schneider, Hager, L&T, Havells); LED fittings (Philips, Wipro, Crompton, Bajaj); contactors / capacitors (L&T, Schneider, EPCOS); transformer oil (IS 335 / IEC 60296 from a reputed refiner); UPS / DG spares (OEM: Riello / Emerson; Cummins). Any alternative make is approved in writing by the INCOIS Engineer-in-Charge before procurement; INCOIS may approve or reject any material.

6.3 Joint mutual inspection and takeover of site

Within 14 days of the LoA, a joint mutual inspection of all in-scope installations is carried out by INCOIS, the outgoing agency (where any) and the successful bidder, and a mutually signed as-found inventory and condition report is recorded; this supersedes the bid inventory. Major deficiencies or defects recorded at takeover are attributable to the outgoing agency; routine servicing and minor defects (lamp / indicator / single-phase switch, socket or MCB replacement, belt replacement, tightening, gas / oil top-up of the in-scope equipment, and the like), even if due at takeover, are within this Contractor's scope. On completion of the contract the Contractor hands over all installations to INCOIS in good working order, with a joint closing inventory. The Contractor stocks sufficient spares, tools and instruments at site so that operation and maintenance, including preventive servicing, is never held up for want of spares.

6.4 Coordination with the other INCOIS contracts

The Contractor works as one team with the Operation & Maintenance Manpower, HVAC CAMC and Civil & PHE CAMC contractors, INCOIS engineers, OEM teams and the utilities. It attends the weekly site-coordination meeting; gives at least 48 hours' written notice of any shutdown affecting another agency or user area and obtains a PTW; maintains entries in the common Coordination Logbook co-signed by all parties; jointly plans every shutdown of HVAC LT panels with the HVAC contractor; coordinates with the Civil contractor for work near panel rooms, cable trenches, transformer plinths, DG rooms, earth pits and lightning down-conductors; monitors that the Operations manpower runs every electrical asset to design intent and gives them induction and refresher training; and liaises with TGSPDCL on HT metering / outages and with the Electrical Inspectorate / CEA on

inspections. Where a fault straddles a boundary, the agency on whose side the root cause lies leads the rectification; none disowns a shared task.

6.4-A Master Coordination Clause (common to the four INCOIS facility contracts)

(a) The four contractors (O&M Manpower, Electrical CAMC, HVAC CAMC, Civil & PHE CAMC) function as one facility team under the INCOIS Engineer-in-Charge (EIC). (b) On any breakdown or incident touching more than one contract (illustratively: a pump tripping electrically, an AHU condensate overflow, a panel-room seepage, an STP electrical fault), every contractor summoned by the EIC or the Help-Desk shall attend within 30 minutes during working hours and within 2 hours otherwise, irrespective of its view on ownership. Attendance is without prejudice to the final allocation. (c) Where the contractors do not agree on ownership of a task or the root cause of a failure, the EIC's written allocation is final and binding for execution. A contractor may record its protest in the Coordination Logbook and raise it at the monthly review; it shall not suspend or delay the work. Cost consequences follow the root cause as finally recorded; where the root cause is mixed, the EIC apportions the cost in writing. (d) A Joint Monthly Coordination Review is held on the first working Monday of each month, chaired by the EIC, attended by the Resident Supervisor / Site Engineer-in-Charge of all four contractors. Agenda: open Help-Desk items by contract, boundary disputes, the Joint Shutdown Calendar for the next 60 days, PPM clashes, safety observations and the Coordination Logbook audit. Minutes are binding records. The weekly site-coordination meeting continues as the working-level forum. (e) Handover/takeover of any common asset between contractors (isolation, permit transfer, restoration) is recorded in the Coordination Logbook and countersigned by both Supervisors; the asset is not left in an intermediate state. (f) The escalation chain on the INCOIS side is: Help-Desk → EIC → INCOIS Facility In-charge → Director, INCOIS. The contractor-side chain is per each contract's Annexure III. (g) Non-attendance under (b), or refusal to execute an EIC allocation under (c), is a penalty event under Section 8 of the defaulting contract (Rs 2,000 per incident, escalating on repetition) and a performance record for Stage-2 scoring in future INCOIS tenders. (h) An annual joint emergency drill involving all four contractors is held as per the O&M Manpower contract, Annexure VII row A-3; attendance is mandatory for all four.

6.5 Police verification and INCOIS clearance before deployment

INCOIS is a restricted establishment. Before any person is deployed, in any category, the Contractor submits the person's police / antecedent verification report (or the acknowledged application) with Aadhaar / photo ID and a photograph; INCOIS may interview, test or verify any proposed person and may reject anyone found unsuitable without assigning reasons; and each person signs a non-disclosure undertaking. No person is deployed until INCOIS clears the deployment in writing.

7. Preventive Maintenance Programme (PPM) and Standards

The Contractor delivers a planned preventive-maintenance programme to the frequency matrix below, against an approved annual PPM calendar (April to March) issued at mobilisation. The detailed daily-to-annual checklists are at Annexure VII. Slippage is dealt with under Section 8; an STP, RO or potable-water critical miss is treated as an immediate breach.

Service family	Routine (daily / weekly / monthly)	Periodic (quarterly / half-yearly / annual & statutory)
STP (50 KLD MBRR)	Daily DO, pH, carrier-movement, flow, blower and pump logs and shift handover; weekly screen, valve and filter checks and toolbox talk; monthly carrier health and fill-ratio, diffuser / blower / pump PM, and the influent and effluent NABL test	Quarterly instrument calibration, clarifier de-sludge and equalization-tank clean; half-yearly bar-screen / grit-chamber clean and blower overhaul; annual CTO data and renewal facilitation
RO plant (2 x 250 LPH)	Daily TDS, production, pump and pre-filter checks; weekly backwash and flux / salt-rejection trend; monthly PM and the product-water NABL test	Quarterly membrane CIP (or as needed) and sensor / gauge calibration
Civil / PHE network	Daily meter reading, leak round, pump and OHT checks; weekly toilet, water-balance, drain and drip inspection; monthly sump / OHT / valve checks,	Half-yearly storm-drain and sewer cleaning and tank cleaning; annual RWH-lake cleaning and pre-monsoon terrace / waterproofing inspection

Service family	Routine (daily / weekly / monthly)	Periodic (quarterly / half-yearly / annual & statutory)
	pump PM and minor civil round	
Pest control	Per-visit register; fortnightly rodent, canteen and residential checks; monthly indoor treatment of all buildings, ILT service and larviciding	Quarterly residential bed-bug inspection; annual termite inspection and ILT-lamp replacement
HSE & documentation	Daily PPE, PTW and gas-detector checks; weekly toolbox talk, first-aid and chemical-store checks; monthly safety inspection and the four monthly reports	Half-yearly gas-detector calibration and confined-space rescue drill; annual statutory renewals and records audit

7.1 Standards and references

All maintenance, testing and materials conform to the latest editions of, among others: IS 10500 (drinking water); the CPCB / TSPCB General Standards for Discharge of Environmental Pollutants; IS 3025 (methods of sampling and test for water and wastewater); IS 6313 Parts 2 and 3 (anti-termite measures) and IS 401 (preservation of timber); the CPWD General Specifications for Civil Works and for PHE / Sanitary and Water-Supply Works; NBC 2016; the Insecticides Act 1968 and the CIB label rates; the Water (Prevention and Control of Pollution) Act 1974 and the Environment (Protection) Act 1986; the Building and Other Construction Workers Act 1996 and the Factories Act 1948 where applicable; the conditions of the STP Consent to Operate; and the relevant OEM service manuals. Where an OEM manual is more stringent than a code, the OEM manual prevails for that equipment.

8. Service Levels and Penalties

The penalty regime is designed to make the Contractor perform, not to earn revenue and not to scare away good firms, and follows normal CPWD practice. For documentation, reporting and minor preventive-maintenance lapses, INCOIS first issues a written notice and allows a reasonable cure period; a penalty applies only if the lapse is not cured in time. Immediate penalty is kept only for safety-critical, environmental and statutory failures. The tables cover the full range of faults under this contract. Penalties are without prejudice to the recovery of actual damages and statutory dues.

8.1 Minor and curable lapses (written notice and cure period first)

INCOIS issues a written notice (Show Cause) and allows the cure period shown; a penalty is levied only if the lapse is not cured. A second occurrence of the same lapse within a rolling six months carries the penalty straight away; a third escalates to a Performance Improvement Notice (PIN).

Lapse	First action / cure period	Penalty if not cured
Delayed monthly report, logbook, KPI tracker or Measurement Book	Written notice + 7-day cure	Rs 500 per item
PPM slippage on a non-critical task	Written notice + 7-day cure	Rs 1,000 per task
Housekeeping of the STP, RO room, pump rooms or work areas below standard	Written notice + 48-hour cure	Rs 500 per instance
As-built / service drawing not updated within 7 working days of a change	Written notice + 7-day cure	Rs 500 per drawing
Site register / daily log not maintained (after a first warning)	Written notice	Rs 500 per day per register
Frequent / unapproved change of deployed manpower	Written notice + cure period	Rs 1,000 per person; escalates on repeat
Mobilisation milestone delayed (Section 6.1)	Written notice	Rs 2,000 per day per milestone

8.2 Response and resolution time (graded)

Service level	Target	Penalty beyond target
Routine complaint response (civil, plumbing, pest)	On-site within 4 hrs (working hours)	Rs 500 per incident per hour beyond
Critical complaint response (major pipe burst,	Within 1 hr (working) / 2	Rs 1,000 per incident

Service level	Target	Penalty beyond target
STP breakdown / alarm, flooding, structural risk, safety incident)	hr(off-hours)	
Resolution of routine faults	Within 24 hrs of attendance	Rs 500 per day beyond
Resolution of complex faults (specialist parts / sub-contracted)	Within 48 hrs of attendance	Rs 1,000 per day beyond
Same defect recurs at the same location within 30 days	Permanent rectification	Rs 5,000 per recurrence + written root-cause analysis in 7 days
STP unplanned downtime (within the Contractor's control)	No stoppage > 2 continuous hours	Rs 5,000 per incident; immediate written report
Potable-water supply outage attributable to the Contractor	No outage > 2 hours	Rs 2,000 per hour beyond 2 hours
Monthly STP / RO lab report or KPI tracker not submitted by the 5th	By the 5th of the following month	Rs 1,000 per week of delay
Potable-water outage attributable to the Contractor exceeding 8 continuous hours	Restoration within 8 hrs; alternate supply arranged meanwhile	Rs 2,000 per hour beyond 2 hrs AND Rs 10,000 per event beyond 8 hrs + cost of alternate water supply
Item-rate / one-time work (painting, masonry, tank cleaning, etc.) rejected at acceptance for sub-standard quality	Rework to specification at no extra cost	Re-execution at Contractor's cost + Rs 2,000 per rejected item; persistent failure forfeits that item's payment

8.3 Safety-critical, environmental and statutory failures (immediate penalty)

Failure	Penalty	Category
STP overflow, bypass or discharge of untreated / partially treated sewage to a drain, the lake or the campus	Rs 10,000 per incident + recovery of all regulatory fines and remediation cost	Environmental
STP effluent fails the CPCB / TSPCB norms in a monthly NABL report	Rs 5,000 per report; Rs 10,000 per report from the 2nd consecutive failure + specialist audit at cost	Environmental
STP shift left unmanned (no qualified operator present)	Rs 5,000 per uncovered shift (critical; termination trigger)	Mission-critical
RO product water fails IS 10500 in a monthly NABL report	Rs 3,000 per report + rectification at cost	Mission-critical
Confined-space entry without a valid PTW, gas-test clearance, buddy and surface standby	Rs 5,000 per instance + stop-work + removal of the worker	Safety
Reportable accident due to Contractor negligence	Rs 25,000 to Rs 50,000 by severity + recovery of all compensation and costs	Safety
Chemical spillage or sewage release to the lake / drains / campus	Rs 10,000 per incident + full remediation + recovery of regulatory fines	Environmental
PCB / TSPCB or other statutory notice attributable to the Contractor	Full compliance cost + recovery of fines + a formal Performance Warning	Statutory
Worker without mandatory PPE on a site inspection	Rs 1,000 per instance per worker (on the spot)	Safety
Pest chemical not on the CIB-registered / approved list used	Rs 10,000 per detection + stop-work on pest control + replacement at cost	Safety

Failure	Penalty	Category
Canteen food-safety protocol violated during treatment	Rs 5,000 per instance + re-inspection and replacement of contaminated materials	Safety
Resident Supervisor or a critical post absent without an approved substitute	Pro-rata deduction + Rs 1,000 to Rs 2,000 per day	Mission-critical
Underage worker, or a worker without valid insurance / EPF / ESI cover	Rs 10,000 per instance + removal; labour authorities notified	Statutory
Documented pest re-infestation of the same area within 30 days of a scheduled treatment (after the cure opportunity)	Rs 2,000 per recurrence + free re-treatment until cleared; escalates to Rs 5,000 on a third recurrence in a rolling 6 months	Service-outcome

8.4 Caps, worst-case exposure and enforcement

- Two ceilings apply so a bidder can read the worst case at a glance: a monthly cap (total penalties in any one month do not exceed 10% of that month's invoice) and a contract-period cumulative cap (total penalties over the whole contract do not exceed 10% of the total contract value). Both are in line with CPWD and GFR norms. Recovery of actual asset damage, third-party damage, statutory shortfalls (wages, PF, ESI) and PCB fines is outside these caps.
- Enforcement: for non-critical breaches a Show Cause Notice gives the Contractor 3 working days to respond before any penalty; for safety-critical, environmental and statutory breaches the penalty is immediate. Penalties are deducted from the next invoice and notified with the payment advice; a disputed penalty is flagged in writing within 7 days and, if upheld in the Contractor's favour, refunded in the next invoice. Reaching the monthly cap in any 2 months within a rolling 6 months, or any single critical breach (STP overflow or untreated discharge, a reportable accident, or a PCB statutory notice), triggers a PIN with a 7-day corrective-action plan to be implemented within 30 days. Breach of the cumulative cap, the monthly cap in 3 or more months within a rolling 12 months, abandonment, a reduction of manpower below 50% of the minimum, fraud, or a repeated critical failure after a PIN is material breach and may lead to termination, forfeiture of the Performance Guarantee, recovery of the replacement-agency cost and debarment from INCOIS tenders for up to 3 years.

The cure-period principle, the split between curable and immediate penalties, and the 10% monthly and 10% cumulative caps are fixed and uniform across all four INCOIS tenders.

- 9. Contents of the Bid:** The quote should be submitted in two bid formats. (i) Technical Bid and (ii) Commercial Bid. Technical bid should contain filled-in Table-1 along with legible documentary proof. Commercial bid should contain filled-in Table-2.

Table 9.1: Technical Compliance Statement

S No	Description	Compliance status Yes / No	Page number of the proof attached	Remarks
1	Name of the bidder, bidder address and contact details like E Mail, Phone etc.,			
2	Full Bank Details: (Note: Bank Details provided cannot be changed during Contract, unless special request from the company)			
3	Single point of Contact Name: E-mail: Ph No.			
4	Indian legal entity (Company / LLP / Partnership / Proprietorship) with valid PAN and GSTIN. (The bidder should provide Incorporation / registration + PAN + GSTIN)			

5	Valid EPFO and ESIC registration with current contributions (ECR / challans not older than 90 days from the bid due date). (The Bidder should provide Registrations + latest 3 months ECR / challans with UTR)			
6	Labour-law compliance undertaking (Annexure III). (The Bidder should Provide Signed, stamped undertaking)			
7	Non-blacklisting, integrity and Eligibility declaration (Annexure II). (The Bidder Should Provide Notarised affidavit / self-declaration)			
8	Average annual turnover $\geq$ Rs 1.05 Crore from services / facility-management / civil O&M, in the last 3 completed FYs (2023-24, 2024-25, 2025-26). (The Bidder Should Provide CA-certified FY-wise turnover certificate + audited P&L and Balance Sheet (3 FYs)			
9	Net profit (before tax) in at least 2 of the last 3 FYs. (The Bidder Should Provide CA certificate / audited financials)			
10	Solvency / banker's certificate $\geq$ Rs 84.00 lakhs from a Scheduled Commercial Bank (cooperative banks not accepted), not older than 12 months. (The Bidder should Provide Banker's solvency certificate)			
11	Similar work in the last 7 years: civil / PHE / comprehensive facility maintenance (civil scope) at an institutional / multi-block / large campus. One work $\geq$ Rs 1.68 Cr, OR two each $\geq$ Rs 1.05 Cr, OR three each $\geq$ Rs 0.84 Cr. STP / ETP / WTP or RO O&M as part of the scope is preferred, not mandatory; specialist sub-agencies are permitted (Sl. 9). (The Bidder Should Provide Work orders + completion / client certificates (scope, value, dates) + client contacts)			
12	Specialist-service delivery model. Pest control: own valid Pest Control License under the Insecticides Act 1968, OR a confirmed Letter of Intent from a licensed pest-control sub-agency with its license. STP O&M: own STP / ETP O&M experience OR a confirmed Lol from a specialist STP O&M sub-agency with its credentials. (The Bidder Should Provide Contractor's Licence + Supervisor Certificate + employment proof)			
13	Hyderabad presence of at least 1 year, OR a signed undertaking to set up a functional Hyderabad office within 15 days of award. (The Bidder Should Provide Lease + utility bill /			

	Udyam / Shops & Establishment / Hyderabad CLRA, OR undertaking)			
14	Bid-Securing Declaration for MSE (EMD) Exempted Bidders only (Annexure XIV).			
15	Mandatory pre-bid site visit completed. (The Bidder Should Provide Site-visit certificate (Annexure I)			
16	EMD as in the NIT, or MSE / Startup exemption. (The Bidder should Provide DD / BG / online proof, OR Udyam / DPIIT certificate)			
18	Unconditional acceptance of the tender; signed on every page; (The Bidder should Provide Signed tender document)			
19	Compliance with the restriction under Rule 144(xi) of GFR 2017 on bidders from a country sharing a land border with India (see clause below). (The Bidder Should Provide DPIIT (Registration Committee) registration certificate, OR self-certificate that the restriction does not apply)			

Table 9.2: Price Bid

The bid is submitted in two covers on GeM. Cover-I (Technical / Techno-Commercial Bid) contains only the eligibility and technical documents, with no price. It carries the bidder's profile and bank details, the single point of contact, and the documentary proof against each of the 14 Stage-1 criteria of Section 3.1 and the Stage-2 evidence of Section 3.2, each cross-referenced to its page number in a filled compliance checklist, together with the signed and stamped tender (every page), the Bid-Securing Declaration, the EMD proof or exemption, the pest-control licence (own or sub-agency), the STP delivery-model proof and the ISO certificates. Offers without legible and relevant proof, or with the price disclosed in Cover-I, or that are partial / conditional / incomplete, are not considered further.

Cover-II (Price Bid) is the Bill of Quantities below, filled only on GeM in the same format as the existing tender, in two parts. For the Part A lump-sum CAMC, the bidder shall enclose a separate detailed item-wise cost break-up at Annexure VIII (a spreadsheet), quoting a rate against every line. The Grand Total of the break-up shall reconcile with the Part A lump-sum. If the two differ, the lump-sum prevails for award, while the item-wise rates are binding for penalty levy on an individual service, for pro-rata adjustment under a scope-change order, and for addition / deletion of a service during the contract.

10. Price Bid — Bill of Quantities

Notes to Bidders:-

1. The Price Bid comprises two parts: Part A — Fixed Monthly CAMC Charges (lumpsum per month, payable over 36 months) and Part B — Item-Rate Works (firm unit rates, payable on actual measured quantities against written instructions). Bidders must quote for all items in both parts.
2. The bidder quotes every item (no item blank; a zero item is written as Rs 0.00); all rates are firm and fixed for the full 36 months and any extension.
3. All rates shall be inclusive of all costs including labour (statutory wages, EPF, ESI, bonus, leave salary, uniform), materials, consumables, tools, PPE, overheads, insurance, and contractor's profit — unless a specific item description states otherwise. GST is quoted separately.
4. Part B quantities are indicative estimates for L1 evaluation only. INCOIS does not guarantee any minimum or maximum quantity. Actual payment shall be for quantities of work executed and jointly measured, against written instructions from the INCOIS Engineer-in-Charge.
5. Part A payment shall be monthly, subject to SLA/penalty deductions (refer Section 8). Part B payment shall be on the basis of measured work recorded in the Measurement Book (MB) and verified by the INCOIS Engineer.

6. Unit rates shall be firm and fixed for the entire contract period. In case of any arithmetic discrepancy between the quoted unit rate and the platform-computed extended value, the unit rate shall prevail.
7. GeM Option Clause applies: INCOIS reserves the right to vary contracted quantities by up to $\pm 25\%$ at the discovered unit rate, without any price escalation by the contractor.
8. Each bidder shall fill, sign, stamp, and upload the Price Breakup Matrix PDF under 'Financial Document' on the GeM portal. Submissions with missing breakdowns or with charges outside the prescribed template shall be treated as non-responsive and rejected.

Part A — Fixed Monthly CAMC Charges (Lump-sum). Quantity = 36 months for each item.

Sl.	Item description	Qty	UoM	Rate (Rs)	Amount (Rs)
A.1	O&M of the Sewage Treatment Plant (STP), 50 KLD MBBR, on a 24x7 basis: round-the-clock operation (1 operator per shift x 3 shifts x 365 days incl. reliever), all preventive maintenance (bar screen, grit chamber, MBBR carriers and screens, clarifier, blowers, pumps, dosing, sensors), all process chemicals and routine consumables, monthly NABL influent and effluent testing, CTO compliance and monthly specialist visit, per Section 4.2.	36	Months		
A.2	CAMC of the RO Water Treatment Plant, 2 x 250 LPH: daily operation, monthly preventive maintenance (cartridges, backwash, membrane CIP, HP pump, valves, sensors), product-water IS 10500 monitoring and monthly NABL testing, all parts and labour except the Part B consumables, per Section 4.3.	36	Months		
A.3	Comprehensive Pest Control Services (lump-sum) for all buildings, labs, canteen, residential quarters and guest house: monthly indoor treatment, fortnightly rodent and special-area protocols, Insect Light Trap (ILT) service, larviciding, Weekly Mosquito control services (Antilarval and Adult Mosquito treatment), annual termite inspection with minor spot treatment, all CIB-registered chemicals and licensed operators, per Section 4.5. Mosquito fogging and large-scale anti-termite works are at Part B.	36	Months		
A.4	Resident Site Supervisor (Civil), full-time, with all allowances, EPF, ESI, bonus, gratuity provision, uniform and statutory obligations, per Section 4.1 (enclose the manpower cost break-up).	36	Months		
	A DETAILED ITEM-WISE COST BREAK-UP SHALL BE SUBMITTED AS A SEPARATE SHEET (Annexure X in Financial Document Option in GeM).				
	Sub-Total Part A (Monthly CAMC x 36 months), excluding GST			Rs	

Part B — Item-Rate Works (Provisional Quantities) - Rates shall be firm for the full contract duration. Quantities are indicative estimates for L1 evaluation only. Payment (Monthly) on actual executed and jointly measured quantities against written INCOIS instructions.

Sl.	Item description	Qty	UoM	Rate (Rs)	Amount (Rs)
	Civil, Sanitation & Site Maintenance Works				
B-1	Mosquito Fogging Operations — (~5 Acres) Per operation: full campus coverage — all roads, footpaths, storm water drains, garden areas, lake periphery, parking areas, and exterior	75	Operation		

Sl.	Item description	Qty	UoM	Rate (Rs)	Amount (Rs)
	of all buildings — using diesel/petrol thermal fogger with CIB-registered insecticide. Conditions: (a) Operations during dusk hours 17:30–19:30 IST unless directed otherwise. (b) Commencement within 24 hours of written instruction. (c) Rate includes insecticide, fuel, and operator with full PPE (full-face respirator, gloves, full coverall). (d) Incomplete operations (less than full campus coverage route) shall not be accepted or paid for. <i>Note: Indicative qty — approx. 25 operations/year, concentrated during/after monsoon. Actual payment for completed and verified operations only.</i>				
B-2	Periodic Cleaning of Storm Water Drains — Manual Removal of silt, leaves, and debris from trench drains, roadside channels, catch basins, gully traps, and culverts using shovels and pressure jet. Debris disposed at INCOIS-designated location. Rate per linear metre of drain cleaned. <i>Note: Semi-annual frequency — pre-monsoon and post-monsoon. Indicative estimate: 6 cycles over 3 years, 6,500 m total.</i>	6,500	RM		
B-3	Annual Cleaning of Rainwater Harvesting Lake (~120 m × 50 m) — Per Job Per job: cutting and removal of aquatic weeds from lake bed and embankments; mechanical dredging of silt from lake bed; spreading on garden areas or disposal at INCOIS-designated location as directed. <i>Note: One job per year before monsoon season. Estimated 3 jobs over 3-year contract period.</i>	3	Job		
B-4	Periodic Manual Cleaning of Sewer Lines and Manholes Rodding and flushing of underground sewer pipes and desilting of manholes to ensure unobstructed flow to STP, using manual rods or mechanical rodding equipment. Measurement per linear metre between manholes. <i>Note: Semi-annual frequency. Indicative estimate: 10,000 m over 3 years.</i>	10,000	RM		
B-5	Mechanised Cleaning of Sewer Lines — Suction-cum-Jetting Machine Vehicle-mounted hydraulic suction-cum-jetting machine (min. 4,000-litre suction capacity; 6,000-litre jetting tank; min. 2,200 PSI) for 150–300 mm dia. sewer lines; includes skilled operator and all fuel/consumables. Rate per linear metre of sewer line jetted. <i>Note: Deployed for choked/problem sewer lines as instructed. Estimated 2,000 m over 3 years.</i>	2,000	RM		
B-6	Cleaning of Underground Sumps (UGS) and Overhead Tanks (OHT) — All Campus Tanks — Per Cycle Per cycle (all campus tanks in one cycle): complete dewatering; mechanical scrubbing of all inner walls, floor, and fittings; chlorination/disinfection; Vacuum cleaning, rinsing; and cleanliness certificate signed by INCOIS Engineer before return to service. Campus tanks covered: UGS — 6 Nos., OHT — 4 Nos., Sintex tanks (various sizes) — 20 Nos. <i>Note: Frequency — once every 6 months. Estimated 6 cleaning cycles over 3-year contract period.</i>	6	Job		
	Civil Repair, Painting & Construction Works				

Sl.	Item description	Qty	UoM	Rate (Rs)	Amount (Rs)
B-7	Internal Wall Painting — Premium Acrylic Emulsion 1 coat primer + min. 2 coats premium interior acrylic emulsion paint (Asian Paints Royal / Berger Silk or approved equivalent; VOC ≤ 50 g/litre) of approved shade. Includes: surface preparation, minor putty filling, all materials, scaffolding for heights above 3.5 m, and labour. Rate per sqm of finished painted area.	10,000	Sqm		
B-8	Providing and Applying White Cement-Based Putty — 1 mm Thick White cement-based wall putty of approved make (Birla White Wallcare / JK Wall Putty or approved equivalent) applied in an average thickness of 1 mm in two coats over plastered surfaces, including surface preparation, sanding between coats, all materials, scaffolding for heights above 3.5 m, and labour. Rate per sqm of finished surface. Reference: CPWD DSR item 13.80.	1,000	Sqm		
B-9	Exterior Wall Painting — Weatherproof Emulsion Min. 2 coats exterior acrylic weatherproof emulsion (Apex Ultima or approved equivalent) at all heights. Includes: surface cleaning, removal of fungal/algae growth, primer coat, all materials, scaffolding, and labour. Rate per sqm.	10,000	Sqm		
B-10	Painting of Wood and Metal Surfaces — Synthetic Enamel Doors, windows, grills, railings, and other wood/metal surfaces. 1 undercoat + min. 1 finish coat synthetic enamel. Includes sanding, wood putty on wooden surfaces, all materials, and labour. Rate per sqm.	10,000	Sqm		
B-11	French Spirit Polishing — Wooden Surfaces Doors, handrails, furniture, and panelling. Multiple shellac/spirit polish coats to smooth glossy finish; includes sanding, grain filling, all materials, and labour. Rate per sqm.	1000	Sqm		
B-12	Brick Masonry in Cement Mortar 1:6 Common burnt clay FPS bricks (Class 7.5) in CM 1:6 in superstructure above plinth level; includes curing, all materials, scaffolding, and labour. Rate per cum.	100	Cum		
B-13	Cement Plaster 15 mm — CM 1:3 15 mm thick cement plaster in CM 1:3 with floating coat of neat cement at all heights; includes curing, all materials, scaffolding, and labour. Rate per sqm.	500	Sqm		
B-14	Plain Cement Concrete (PCC) — (1:1½:3) PCC 1:1½:3 at all heights, excluding centering / shuttering; includes curing, all materials, and labour. Rate per cum.	30	Cum		
B-15	Epoxy Tile Grouting — Floor / Wall Tiles Epoxy grout mix of desired shade. Includes joint cleaning, filling, and finishing complete. Rate per sqm of grouted tile area.	500	Sqm		
B-16	Structural Steel Fabrication, Erection & Painting — MS Sections MS sections — cut, weld, bolt, hoist, and erect at all heights; includes 1 coat steel primer + 2 coats synthetic enamel; all materials, electrodes, and labour. Rate per kg fabricated, erected, and painted.	2000	Kg		
B-17	False Ceiling — GRG (Glass Fibre Reinforced Gypsum) Moisture-resistant GRG panels with MS frame/grid suspension system; includes suspension accessories, fixing hardware, all materials, and labour. Rate per sqm.	500	Sqm		
B-18	Armstrong Grid False Ceiling — Mineral Fibre Tiles 600 x 600 mm	1,000	Sft		

Sl.	Item description	Qty	UoM	Rate (Rs)	Amount (Rs)
	Armstrong White 2'x2' grid system; 8 mm mineral fibre tiles on MS T-grid; includes suspension wires, perimeter wall angle, accessories, all materials, and labour. Rate per sqft.				
B-19	Polycarbonate Solid Sheet — Min. 4 mm UV-Resistant — Supply & Installation Clear/opal as directed; for windows, canopies, and open structures; includes MS/aluminium fixing framework, fasteners, sealants, and labour. Rate per sqft.	100	sqft		
B-20	Marine Plywood — 18 mm BWP (IS 710) — Supply Standard 4'x8' sheets of approved make. Rate per sheet including transport to site.	25	Sheet (Nos)		
B-21	Marine Plywood — 12 mm BWP (IS 710) — Supply Standard 4'x8' sheets of approved make. Rate per sheet including transport to site.	25	Sheet (Nos)		
B-22	Red Earth / Murrum — Supply & Stacking Good quality red earth/murrum for garden, landscaping, or filling works as directed. Rate per cum including loading, transport, and stacking at INCOIS-designated location.	25	Cum		
	Hardware & Carpentry Works				
B-23	Hydraulic Door Closer — Heavy-Duty, Premium Make — Supply & Fixing Approved premium make (Dorma, Godrej, Hardwyn, or INCOIS-approved equivalent); suitable for door size and weight. Includes removal of existing defective closer and all fixing hardware. Rate per unit installed.	30	Nos		
B-24	Cylindrical / Mortise Door Lock Set — Premium Make — Supply & Fixing Approved premium make (Godrej, Hardwyn, or INCOIS-approved equivalent). Includes removal of existing lock and supply of min. 3 keys per set. Rate per lock set installed.	30	Nos		
	Machinery & Equipment Hire				
B-25	JCB Excavator / Backhoe — Hire Charges (With Operator) For trenching, excavation, silt removal, and allied tasks as directed. Rate per hour of actual deployment on site. Idle/transit time not payable. Hours to be logged by operator and counter-signed by INCOIS Engineer daily.	100	Hours		
B-26	Tractor with Trolley — Hire Charges (With Operator) For hauling debris, silt, materials, and equipment within campus as directed. Rate per hour of actual deployment. Hours logged and counter-signed by INCOIS Engineer daily.	100	Hours		
	RO Plant Consumables & Spares				
B-27	RO Antiscalant Chemical — Food-Grade — Supply Approved food-grade antiscalant (Genesys LF, King Lee, or equivalent). Rate per litre including packaging and delivery to RO plant room.	100	Litre		
B-28	PP Wound Cartridge Filter — 20-inch, 5-Micron — Supply & Installation For RO pre-treatment filter housing. Rate per piece including installation and disposal of used cartridge.	200	Nos		
B-29	Silica Sand Filter Media — Supply Required grade as per filter manufacturer specification for	350	Kg		

Sl.	Item description	Qty	UoM	Rate (Rs)	Amount (Rs)
	multimedia pre-filter. Rate per kg including delivery to RO plant room.				
B-30	Activated Carbon Filter Media — Granular Coconut Shell — Supply Required iodine value for carbon pre-filter. Rate per kg including delivery to RO plant room.	350	Kg		
B-31	RO Membrane Element — 4" x 40" — Supply & Installation Approved make (Hydranautics, Filmtec, Toray, or INCOIS-approved equivalent); compatible with 250 LPH plant. Includes flushing and commissioning after replacement. Rate per element supplied and installed.	18	Nos		
B-32	Industrial Salt (NaCl) — Food-Grade — Supply For water softener brine regeneration (if applicable). Rate per kg including delivery to RO plant room.	1000	Kg		
B-33	20-Litre Water Dispensing Bottle (PC/PET) — Supply New, food-grade, BPA-free, bubble-top PC/PET bottles for RO water dispensers. Rate per bottle.	100	Nos		
B-34	Sealed / Tamper-Evident Caps for 20-Litre Bottles — Supply Rate per bag of 100 caps.	100	Bag (100nos)		
	Anti-Termite & Wood Preservation Works				
B-35	Treatment of Wooden Members — In-situ Spray / Brush Application Surface spray or brush application of approved wood preservative/termiticide (Permethrin 0.5%; Borate-based DOT; or Bifenthrin 0.05%) on door/window frames, furniture, timber roof members, and wooden flooring. Drilling and injection for inaccessible sections as required. Includes surface preparation. IS Reference: IS 6313 (Part 3): 2013; IS 401: 2001. Rate per sqm of wooden surface treated.	300	Sqm		
B-36	Comprehensive Anti-Termite Treatment — Entire Building (Major Renovation / Post-Opening Works) Full building treatment: soil treatment of all exposed ground surfaces, trenches, and backfill per IS 6313 Part 2; treatment of wall-floor and column-plinth junctions and expansion joint cavities; drilling and injection around building perimeter; spray treatment of all ground-floor internal walls and columns. Includes treatment completion certificate and 10-year warranty where supported by chemical manufacturer. IS Reference: IS 6313 (Parts 2 & 3): 2013. Rate per sqm of building plinth area treated.	1,000	Sqm		
	Sub-Total Part B (Item-Rate Works at Indicative Quantities), excluding GST			Rs _____	

Price Bid Summary

Item	Amount (Rs)
Part A — Fixed Monthly CAMC x 36 months (sub-total)	Rs _____
Part B — Item-rate works (sub-total at indicative quantities)	Rs _____
Grand Total (Part A + Part B), excluding GST	Rs _____
GST @ 18%	Rs _____
Total bid value including GST	Rs _____
Grand Total in words	Rupees _____ only

The amounts must agree exactly with the sub-totals in the Part A and Part B tables. Evaluation is on the Grand Total (Part A + Part B), excluding GST. Any arithmetic discrepancy is referred to the Engineer before award; the

lump-sum Part A prevails over the break-up in case of difference. The GeM option clause (variation up to 25%) applies at the discovered unit rates without price escalation. The amounts must agree exactly with the sub-totals in the Part A and Part B tables. Evaluation is on the Grand Total (Part A + Part B), excluding GST. Any arithmetic discrepancy is referred to the Engineer before award; the lump-sum Part A prevails over the break-up in case of difference. The GeM option clause (variation up to 25%) applies at the discovered unit rates without price escalation.

11. General terms and Conditions

Point No.	Details
1	Validity Period: Bids/Offer shall have the validity period of 120 days from the tender closing date.
2	Contract period: The CAMC is for 3 (three) years from the date of commencement, extendable by INCOIS in writing up to 2 (two) more years on the same terms, subject to satisfactory performance.
3	* Acceptance of the order by successful bidder upon AOC: Within 10 days from the date of issue of the PO/Order. If the acceptance communication is not received within 10 days, then PO would be deemed as accepted and binding to the successful bidder.
4	Payment terms: The Part A lump-sum services (STP O&M, RO CAMC, pest control and the Resident Supervisor) are paid monthly in arrears, only on satisfactory completion of the month's services, by RTGS / NEFT; no advance is paid. The Contractor raises the monthly invoice with the signed checklists and logbooks, the STP and RO lab test reports, the pest-control registers, the attendance and deployment record, the EPF and ESI challans, the statutory compliance certificate, the KPI tracker and the monthly performance report. Part B item-rate works are taken up only on a written work order of the Engineer-in-Charge and are paid on the quoted Part B rate for the quantity actually executed, jointly measured and recorded in the Measurement Book, after testing and acceptance. INCOIS releases payment within 30 days of a correct and complete invoice, after deduction of penalties (Section 8), statutory dues and TDS; an invoice not accompanied by the wage / PF / ESI proof and the scheduled documents is treated as incomplete. GST is paid extra at actual against a valid tax invoice. Pro-rata deduction applies for any Part A service not rendered for part of a month.
5	Earnest Money Deposit (EMD): Bid Security (BS) Rs. 4,18,000/- (Rupees four Lakhs and Eighteen Thousand only) has to be submitted as per the following form/ options: Demand Draft Insurance Security Bond e-Bank Guarantee Fixed Deposit in favor of Director, INCOIS payable at Hyderabad with validity for a period of 45 days beyond the tender validity period. Online payment through NEFT/RTGS as per Bank details given below: Name of the Bank: SBI, HAL Campus Branch: HAL Campus Account Name: Director, INCOIS Account No.: 10442322840 IFSC Code: SBIN0001676 The scanned copy of the same is to be uploaded to the GeM Portal while submitting the tender. Bank Guarantee should be sent by the issuing banker directly to the office of INCOIS, Hyderabad. The original DDs / Financial instruments if any should reach to INCOIS within 5 working days of Bid opening, failing which the bid may be treated as incomplete and may lead to rejection of the bid by buyer without making any reference to the bidder. Start ups recognized by DPIIT and MSEs registered with Udyam / NSIC are exempted from paying EMD subject the submission of valid registration certificate for the services being tendered.
6	Performance Guarantee: Successful Bidder should submit Performance Bank Guarantee for 5% of the total CAMC contract value, valid for 38 months from the date of commencement (that is, the three-year contract period plus a claim period of 60 days), within 15 days from the date of Award of Contract. Where INCOIS extends the contract under point 2, the Contractor shall, not later than 30 days before the expiry of the subsisting guarantee, extend or replace the Performance Bank Guarantee so that it remains valid for 60 days beyond the extended contract period as per the following form/ options: Demand Draft Insurance Security Bond e-Bank Guarantee Fixed Deposit Receipt in favor of Director, INCOIS payable at Hyderabad

	Online payment through NEFT/RTGS as per Bank details given below: Name of the Bank: SBI, HAL Campus Branch: HAL Campus Account Name: Director, INCOIS Account No.: 10442322840 IFSC Code: SBIN0001676 Performance Guarantee is liable to be invoked in the event of Non-execution contract during validity period of the contract If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our bid terms and conditions Any unilateral revision/decision made by the successful bidder during the validity period of the contract.
7	Successful bidder has to submit the Service Level Agreement in prescribed format on Indian non-judicial stamp paper worth Rs. 200/- duly signed by authorized signatory within 21 days of the acceptance of the order
8	If any loss or damage is caused to INCOIS property by workmen deployed by the successful bidder, the cost of the same will be recovered from the agency/contractor.
9	The Successful Bidder shall ensure safety and security of all workforces employed for this work and equipment provided by him under the Contract until all the works entrusted are completed in all respects and taken over by INCOIS. In the event of damages except under force majeure clause i.e., fire, wind, rain, floods or through any hazards, pilferage, other natural calamities etc., the Contractor shall make good the damaged works and restore the same to the original condition at his own cost
10	GST: The Successful bidder should specifically/particularly state GST if any applicable as extra and the rate at which the same is chargeable, failing which, the prices quoted, will be deemed to be inclusive of such levies. If a particular bidder is not registered under the GST Act, the prices quoted by him will be treated as net and inclusive of all taxes and statutory levies and that any future claims made by him for reimbursement of those levies on account of retrospective registration under the GST Act will under no circumstances be entertained by the INCOIS and that liability for payment of these levies will be wholly and exclusively that of the bidder quoting against our tender.
12	Force Majeure Clause: A Force Majeure (FM) means extraordinary events or circumstances beyond human control, such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability and obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not entirely excuse a party's non-performance but only suspends it for the duration of the FM. The firm must give notice of FM within a reasonable time as the conditions permit (not later than 14 days after its occurrence), and it cannot be claimed ex-post facto. There may be an FM situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (ninety) days, either party may, at its option, seek to terminate the contract without any financial repercussion on either side. Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.
13	Confidentiality, data security and IPR : All personnel maintain strict confidentiality of scientific data, network and security configurations, CCTV and access-control layouts and any information encountered on campus. Nothing is copied, photographed or disclosed without the written permission of the Director, INCOIS. A non-disclosure undertaking is signed before deployment. Any intellectual property arising vests with INCOIS. Breach is material breach and attracts action under the Information Technology Act 2000 and other law.
14	Price and price variation: Quoted rates are firm for the full contract period and any extension, inclusive of all costs except GST. The only escalation allowed is for a statutory increase in minimum wages or statutory levies, paid pro-rata on proof of actual payment to workers. No escalation on account of inflation or any other factor is admissible.
15	Statutory compliance, safety and indemnity: The Contractor is solely responsible for compliance with Code on Wages 2019, the Code on Social Security 2020, the Occupational Safety, Health and Working

	Conditions Code 2020, Industrial Relations Code 2020 and all other applicable central and state labor laws/rules as amended from time to time, the Minimum Wages and Payment of Wages Acts, the Payment of Bonus Act, the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 and the applicable PESO / pollution-control norms, and all other applicable law, and maintains the logbooks, wage, attendance, ESI and PF registers for inspection. INCOIS is not responsible for any accident, injury or death of the Contractor's personnel; the Contractor indemnifies INCOIS against all claims under the Workmen's Compensation Act 1923 or otherwise, and holds valid insurance (Workmen's Compensation, third-party liability and all-risk for its equipment). Any damage to persons or property of INCOIS attributable to the Contractor is made good by the Contractor.
16	The Bids shall be uploaded only after signed by a duly authorized officer of the firm which is bidding for the tendered requirement, and in the case of a Corporation, seal, or otherwise appropriately executed under seal.
17	Safety, security, site and storage : INCOIS is a restricted area; personnel follow all security regulations, confine themselves to the work area and do not tamper with any user equipment. The Contractor ensures the safety and security of its workforce and equipment until takeover, and makes good any damage (except under force majeure) at its own cost. INCOIS provides storage space without furniture; the Contractor arranges its own storage, tools and instruments and stocks sufficient spares and consumables at site.
18	Before bidding, the bidder inspects the site and acquaints itself with the working conditions, access, and the general and special conditions and specifications. No misunderstanding of any condition entitles the bidder / Contractor to any compensation.
19	Acceptance of the tender rests solely with the Director, INCOIS, who does not bind himself to accept the lowest or any tender and assigns no reasons. INCOIS may cancel the tender at any stage for technical / administrative reasons, and may alter or reduce the scope before or after the work order, without any claim by the bidder.
20	INCOIS may add, delete, modify or substitute any equipment or scope during the contract, including where an existing equipment is replaced by a new one under an upgradation or modernization. Any such change is effected through a written Scope-Change Order. For an item already in the price schedule, the CAMC value is adjusted pro-rata at the item-wise annual unit rate quoted in Annexure VIII, applied on a per-month basis for the balance contract period. For new equipment or a service not covered in the schedule, the rate is fixed by mutual agreement, derived from the nearest comparable item in Annexure VIII or from prevailing CPWD / DSR / market rates and recorded in writing before the work is taken up. Deletion of an item correspondingly reduces the CAMC value on the same basis.
21	If INCOIS requires additional manpower of any category for a specific work, extended hours or a new facility, the Contractor shall provide it within a reasonable time on a written request, engaged in full compliance with the Contract Labour (Regulation and Abolition) Act, the Minimum Wages Act, the EPF and ESI Acts and all applicable labour law, and at terms and conditions mutually agreed and recorded in writing (at rates derived from the Annexure VIII item-wise break-up, or on the prevailing minimum-wage base for the category plus a documented overhead agreed in writing). INCOIS may reject or seek replacement of any person found unsuitable; all additional personnel are subject to the same police verification and INCOIS clearance before deployment.
22	Any bidder from a country which shares a land border with India shall be eligible to bid in this tender only if the bidder is registered with the Competent Authority, i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT), in terms of Department of Expenditure O.M. No. F.7/10/2021-PPD dated 23.02.2023 read with O.M. F.No. 6/18/2019-PPD dated 23.07.2020 and the amendments thereto. The bidder shall submit a certificate to this effect in the bid. If the certificate is found false, this would be a ground for immediate termination and further legal action in accordance with law.
23	Termination for default: Where the Contractor commits a material breach — including a repeated breach after a Performance Improvement Notice under Section 8, failure to deploy the minimum manpower under §5.1, breach of confidentiality under point 13, a false land-border certificate under point 22, or cumulative penalties reaching the cap in Section 8.4 — INCOIS may, after issuing 15 (fifteen) days' written notice to cure and the Contractor having failed to cure within that period, terminate the contract in whole or in part and forfeit the Performance Guarantee in full. INCOIS may additionally get the balance work executed at the Contractor's risk and cost and recover the excess expenditure from any sum due to the Contractor or from the Performance Guarantee. INCOIS may also terminate the contract for convenience on 90 (ninety) days' written notice, in which case the Contractor is paid for services

	satisfactorily rendered up to the date of termination and the Performance Guarantee is released, with no further claim on either side. Termination does not prejudice any accrued right or remedy of either party.
24	Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of such Bidders ineligible.
25	Code of Integrity and conflict of interest: The bidder and its personnel shall abide by the Code of Integrity for Public Procurement. No bidder shall offer any inducement, misrepresent facts, collude with other bidders to fix or distort competition, obstruct any INCOIS enquiry or audit, or disclose confidential procurement information. A bidder has a conflict of interest where it has a controlling shareholder, directorship or common partner in common with another bidder for this tender, receives or grants a subsidy from or to another bidder, has the same legal representative as another bidder, or has advised INCOIS on the preparation of this tender. A bidder shall disclose any such interest in its bid. Breach of the Code of Integrity or non-disclosure of a conflict of interest renders the bid liable to rejection, and after award is a material breach attracting action under point 23, forfeiture of the Bid Security or Performance Guarantee and debarment in accordance with law.
26	Dispute Resolution: (a) Any dispute or difference arising out of or in connection with this contract shall first be settled amicably by discussion between INCOIS and the Contractor, within 30 days of a written dispute notice by either party. (b) Failing amicable settlement, the dispute shall be referred to a Dispute Resolution Committee comprising representatives of INCOIS and the Contractor, chaired by an officer nominated by the Director, INCOIS, which shall Endeavour to resolve the matter within 30 days of its constitution. (c) Failing resolution under (b), the parties may by mutual written consent refer the dispute to mediation under the Mediation Act, 2023. (d) Arbitration shall not be a method of dispute resolution under this contract. Disputes not resolved through (a) to (c) shall be adjudicated by the courts at Hyderabad, Telangana, which alone shall have jurisdiction. This contract is subject to the laws of India alone.

Annexure I — Site-Visit Certificate (format)

This is to certify that Shri / Ms _____, representing M/s _____, visited the INCOIS campus on _____, inspected the Civil and Public Health Engineering (PHE) Installations and site conditions and is acquainted with the full scope of work under tender No. INCOIS: PUR:99/2025, for Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations.

Signature and seal of the authorized INCOIS officer;

name; designation;

date.

Annexure –II Eligibility Declarations

(To be submitted as part of Technical bid)

(On Company Letter-head)

(Along with supporting documents)

Ref: Your Tender Document No. INCOIS: PUR:99/2025; Tender Title: **Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations.**

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

Note: The list below is indicative only. You may attach more documents as required to confirm your eligibility criteria.]

Eligibility Declarations

(Please tick appropriate boxes or cross out any declaration not applicable to the bidder)

We hereby confirm that we comply with all the stipulations of tender document and declare as under and shall provide evidence of our continued eligibility to the Procuring Entity as may be requested:

Legal Entity of Bidder: _____

Bidder/ Agent Status: _____

We solemnly declare that we (including our affiliates or subsidiaries or constituents):

- (a) are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;
- (b) (including our Contractors/ subcontractors for any part of the contract):
 - i) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its Tender Processes; and/ or
 - ii) Are not convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for offences mentioned in Tender Document in this regard. We have neither changed our name nor created a new "Allied Firm", consequent to the above disqualifications.
- (c) Do not have any association (as bidder/ partner/ Director/ employee in any capacity) with such retired public official or near relations of such officials of Procuring Entity, as counter-indicated, in the Tender Document.
- (d) We certify that we fulfil any additional eligibility Criteria mentioned prescribed in Tender Document.
- (e) We have no conflict of interest, which substantially affects fair competition. The prices quoted are competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt has been made or shall be made by us to induce any other bidder to submit or not to submit an offer to restrict competition.

Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017:

"We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;

we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

MSME Status:

Having read and understood the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended and revised till date), and solemnly declare the following:

- a) We are - Micro/ Small/ Medium Enterprise/ SSI/ Govt. Deptt. /PSU/ Others:.....
- b) We attach herewith, Udyam Registration Certificate with the Udyam Registration Number as proof of our being MSE registered on the Udyam Registration Portal. The certificate is the latest up to the deadline for submission of the bid.
- c) Whether Proprietor/ Partner belongs to SC/ ST or Women category. (Please specify names and percentage of shares held by SC/ ST Partners):.....

Start-up Status

we confirm that we are/ are not a Start-up entity as per the definition of the Department of Promotion of Industrial and Internal Trade – DPIIT.

Make in India Status:

Having read and understood the Public Procurement (Preference to Make in India PPP - MII) Order, 2017 (as amended and revised till date) and related notifications from the relevant Nodal Ministry/ Department, and solemnly declare the following:

a) Self-Certification for the category of suppliers:

(Provide a certificate from statutory auditors/ cost accountant in case of Tenders above Rs 10 Crore for Class-I or Class-II Local Suppliers).Details of local content and location(s) at which value addition is made are as follows:

Local Content and %age

Location(s) of value addition

Therefore, we certify that we qualify for the following category of the supplier (tick the appropriate category):

- ☐ Class-I Local Supplier/
- ☐ Class-II Local Supplier/
- ☐ Non-Local Supplier.

b) We also declare that.

- ☐ There is no country whose bidders have been notified as ineligible on a reciprocal basis under this order for the offered Services, or
- ☐ We do not belong to any Country whose bidders are notified as ineligible on a reciprocal basis under this order for the offered Services.

Penalties for false or misleading declarations:

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties as mentioned in this Tender Document.

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign bid for and on behalf of

.....
[name & address of Bidder and seal of company]

Annexure III — Labor-Law Compliance Undertaking (format)

Along with the above forms the Bidder has to attach the following Annexure without fail with the technical bid .

We, M/s _____, undertake to comply at all times during the contract period with

- a) Code on Wages 2019,
- b) Code on Social Security 2020,
- c) Occupational Safety, Health and Working Conditions Code 2020,
- d) Industrial Relations Code 2020

and all other applicable central and state labor laws/rules as amended from time to time. We confirm that we employ no child or forced labor, and shall maintain all statutory registers to produce them on demand.

Date:

Signature, Name, Designation, and Seal.

Annexure IV — Escalation Matrix (format)

Level	Name & designation	Mobile / e-mail	Response time
Level 1 — Site	Resident Electrical Site Supervisor	_____	Immediate / 1 hr
Level 2 — Supervisory	Project Manager / Area Manager	_____	Within 2 hrs
Level 3 — Management	Head of Operations / Director (firm)	_____	Within 4 hrs

Annexure V — Service-wise Scope & Exclusion Matrix

This matrix states, for each service, what is included in this CAMC and the boundary with the sister contracts. It is read with Section 4 and the inventory at Annexure VIII.

Service	In-scope under this CAMC	Boundary / handled by another contract
Sewage Treatment Plant (50 KLD MBBR)	Full process O&M, mechanical and hydraulic maintenance, dosing, sludge management, monthly NABL testing, CTO compliance and renewal data, monthly specialist visit.	Treated water Electrical pump motor, panel, drive and control wiring = Electrical CAMC. Round-the-clock operation logging and first response = O&M Manpower.
RO Water Treatment Plant (2 x 250 LPH)	Comprehensive maintenance, preventive maintenance, membrane and filter care, monthly IS 10500 testing; all parts and labour.	Major consumables (membranes, cartridges, media, antiscalant, salt) = Part B rate contract. Daily operation, TDS log and bottle sanitation by this CAMC's operator team; the O&M Manpower contractor only reads dispenser points on its site round and reports complaints. Electrical part = Electrical CAMC.
Water supply, sumps, OHTs, PHE network, sanitary	Scheduled and preventive maintenance; specialised / large repair (sewer jetting, major leak, manhole, large-bore pipe); deep cleaning of drains, sewers, tanks and lake (Part B).	First-line plumbing complaints (taps, washers, simple unblocking, minor fittings) = O&M Manpower. Pump electricals = Electrical CAMC. Capital replacement of structures / network = INCOIS.
Buildings and civil elements	Minor civil and masonry repair, waterproofing patches, hardware, and item-rate painting / masonry / steel / false-ceiling works (Part B).	Structural and major civil works and new construction = INCOIS capital works.
Pest control	Monthly indoor treatment, fortnightly rodent control, special area protocols, annual termite inspection with minor spot treatment, larviciding.	Mosquito fogging and large-scale anti-termite treatment = Part B item-rate.
Drip irrigation	Maintenance of laterals, emitters, filters and valves.	Minor and major drip consumables procured by INCOIS.

Annexure VI — Complete Civil & PHE Asset Inventory

This is the as-known inventory on the date of bid issue. The bidder verifies every line during the mandatory pre-bid site visit; a joint as-found inventory signed at takeover supersedes this list. No claim arising from a variation in count, capacity, make or location is entertained after bid submission.

Sl.	Asset description	Qty	UoM	Location
Group A — Sewage Treatment Plant (50 KLD MBBR)				
A.1	Inlet chamber, bar screen and grit chamber	1	Set	STP
A.2	Equalization tank with aeration	1	No.	STP
A.3	MBBR reactor(s) with free-floating carrier media (fill 30-50%)	1	Set	STP
A.4	Secondary clarifier / tube settler	1	No.	STP
A.5	Disinfection unit (or chlorination)	1	Set	STP
A.6	Treated-water storage / reuse tank	1	No.	STP
A.7	Air blowers (equalization + MBBR)	As installed	Nos.	STP
A.8	Sewage transfer / feed pumps	As installed	Nos.	STP
A.9	Sludge / recirculation pumps and dewatering arrangement	As installed	Nos.	STP
A.10	Chemical dosing units (coagulant, disinfectant)	As installed	Sets	STP
A.11	Flow meters (influent & effluent), DO and pH sensors, level sensors	1	Set	STP
Group B — RO Water Treatment Plant				
B.1	RO unit, 250 LPH (HP pump, pressure vessels, membranes)	2	Nos.	RO room
B.2	Raw-water feed pumps	2	Nos.	RO room
B.3	Multimedia (sand) filter and activated-carbon filter	As installed	Nos.	RO room
B.4	5-micron cartridge filter housings	As installed	Nos.	RO room
B.5	Antiscalant dosing system	1	Set	RO room
B.6	Product-water storage tank and dispensing points	As installed	Nos.	Campus
Group C — Water Supply, Storage & Pumping (mechanical/hydraulic)				
C.1	Underground sumps (UG)	6	Nos.	Campus
C.2	Overhead tanks (OHT)	4	Nos.	Campus
C.3	Sintex / poly tanks (various sizes)	20	Nos.	Campus
C.4	Booster / pressure pump-sets	As installed	Nos.	Pump houses
C.5	Submersible / open-well pump-sets (mechanical part)	As installed	Nos.	Pump houses / bore-wells
C.6	Level controls, float valves, isolation and control valves	Lot	-	Campus
Group D — Sewerage, Drainage & Water Body				
D.1	Underground sewer network	~3,000	RM	Campus
D.2	Storm-water drain network (channels, catch basins, culverts)	~1,000	RM	Campus
D.3	Manholes and gully traps	Lot	-	Campus
D.4	Rainwater-harvesting lake (about 120 m x 50 m)	1	No.	Campus
Group E — PHE Distribution & Sanitary Installations				
E.1	Internal and external water-supply piping network	Lot	-	All blocks
E.2	Sanitary fittings (WC, basin, urinal, cistern, taps, traps)	Lot	-	All blocks
E.3	Drip-irrigation network (laterals, emitters, filters, valves)	Lot	-	Landscape
Group F — Buildings & Civil Elements (for civil upkeep)				
F.1	Main Building (operations, Glass Room, TEWC, labs,	1	No.	Main campus

Sl.	Asset description	Qty	UoM	Location
	admin)			
F.2	ITCO Academic Block and Hostel Block	2	Nos.	ITCO
F.3	Amenity Building and Multi-Purpose Hall	2	Nos.	Main campus
F.4	Oceansat-2 Building and Guest House	2	Nos.	Campus
F.5	Director's Residence and residential quarters	As built	Nos.	Campus
F.6	Roads, pathways, boundary wall, terraces and RCC structures	Lot	-	Campus

Annexure VII — Maintenance & Compliance (PPM) Checklists

The Contractor delivers the planned maintenance and compliance regime below, against the approved annual PPM calendar. Acceptance is pass / fail: where met, mark the item; where not, record the action taken and the date of closure. The checklists are organised by service (STP, RO, Civil & PHE, Pest Control, HSE, and Documentation). The section references shown correspond to the Scope of Work at Section 4 and the Service Levels at Section 8; they are read together with the day-to-day registers maintained on site.

Division of daily work: the round-the-clock operational checks, readings and logbook entries listed in the O&M Manpower contract (Tender No. INCOIS/OM-MANPOWER/2026, Annexure IX) are performed by the Operations contractor. The daily rows in this Annexure are discharged by this Contractor through (i) verification and countersignature of the operations logbook each working day, and (ii) physical checks only of those parameters that require this Contractor's tools, competency or statutory responsibility. A deviation flagged in the operations log is this Contractor's maintenance call from the moment of entry. Nothing in this Annexure transfers any maintenance obligation to the Operations contractor. The STP and RO daily rows in Sections 1 and 2 below remain physical duties of this Contractor's own operators (this CAMC runs the STP and RO plant directly) and are not converted to verification-only.

SECTION 1 SEWAGE TREATMENT PLANT (STP) — 50 KLD MBBR | Tender Ref: Section 4.2

MBBR TECHNOLOGY NOTE: This STP uses Moving Bed Biofilm Reactor (MBBR) technology. Treatment relies on biofilm grown on plastic carriers — NOT on suspended MLSS as in conventional activated sludge. The MLSS test and SV30/SVI tests applicable to conventional ASP are NOT required for MBBR process control. Key MBBR parameters are: DO $\geq$ 3.0 mg/L in reactor (not 1.5–3.0), carrier movement (vigorous tumbling), carrier fill ratio 30–50%, and retention screen condition. These are the process control benchmarks in this checklist.

S.No.	Activity / Checkpoint	Acceptance Criteria	By	Freq.	Status ✓ / X / NA	Remarks / Action
◆ DAILY CHECKS — Every Operational Day (All Shifts)						
1.1	Shift handover complete — outgoing operator brief incoming operator; handover register signed by both	Handover register signed; no unrecorded alarms or abnormal conditions carried over	STP Op.	Daily		
1.2	Record influent sewage inflow (flow meter reading) and treated effluent output volume	Both meter readings logged; no blank entries	STP Op.	Daily		
1.3	Measure and record dissolved oxygen (DO) in MBBR reactor	DO $\geq$ 3.0 mg/L in reactor zone (MBBR target — not the ASP range of 1.5–3.0)	STP Op.	Daily		
1.4	Measure and record pH of aeration/reactor tank and treated effluent outlet	Reactor pH: 6.5–8.5; Effluent pH: 6.5–8.5 (CPCB norm)	STP Op.	Daily		
1.5	Visual check — MBBR carrier movement in reactor: confirm carriers are freely tumbling throughout the reactor	Carriers vigorously tumbling; no dead zones, stagnant carrier	STP Op.	Daily		

	volume	beds, or clumping observed				
1.6	Check all blowers — running status, discharge pressure, motor temperature, abnormal noise/vibration	All blowers running; discharge pressure within design range; no abnormal noise	STP Op.	Daily		
1.7	Check all pumps (influent, effluent, sludge, recirculation) — running, current, shaft seal leaks	Pumps running; current within FLC; no shaft seal leakage	STP Op.	Daily		
1.8	Check bar screen — remove and dispose of screenings; check grit chamber	Screen clear; grit chamber clean; no solids bypassing screen	STP Op.	Daily		
1.9	Check secondary clarifier — sludge blanket depth, clarity of supernatant, surface condition	Sludge blanket < 1/3 tank depth; clear supernatant; no floating sludge or scum	STP Op.	Daily		
1.10	Check chemical dosing — coagulant and disinfectant dosing pumps running; tank levels	Dosing pumps operational; chemical tank level > 25% capacity	STP Op.	Daily		
1.11	Record chemical consumption (coagulant, disinfectant) in chemical register	Daily quantities recorded; no unaccounted variance	STP Op.	Daily		
1.12	Check all electrical panels — no tripped breakers, no alarm indicators	All breakers ON; no alarms; MCC panel door closed	STP Op.	Daily		
1.13	Supervisor daily STP site round — review logbook, inspect critical equipment, sign logbook	Supervisor sign-off in logbook; deviations noted and escalated in writing	Supervisor	Daily		
1.14	Record all parameters in STP daily logbook — sign and date every entry	Logbook complete, legible, signed; no blank entries in any shift	STP Op. + Supervisor	Daily		
◆ WEEKLY CHECKS — Every Monday (or first working day of week)						
1.15	Inspect MBBR retention screens — check for blockage, biofilm blinding, or damage; clean if required	Screens clear; no biofilm blinding; full flow passing through screens; no holes or damage	STP Op.	Weekly		
1.16	Inspect all STP valves (gate, ball, sluice) — exercise and confirm operation	All valves operable; no seized valves; partially open/close exercise	Supervisor	Weekly		

		completed				
1.17	Check and clean blower air filters — replace if differential pressure high	Filter clean; differential pressure within limit	STP Op.	Weekly		
1.18	Check chemical stock — coagulant and disinfectant minimum 15-day buffer stock on site	Minimum 15-day stock confirmed; re-order raised if stock < 15 days	Supervisor	Weekly		
1.19	Inspect STP area housekeeping — no pooling sewage, paths clear, area lighting functional	STP area clean; no sewage overflow; emergency lighting working	Supervisor	Weekly		
1.20	Check PPE availability for STP operators — gas detector, SCBA/respirator, gloves, gumboots, coverall	Full PPE set for each operator; gas detector functional and calibrated; SCBA charged	Supervisor	Weekly		
1.21	Safety toolbox talk conducted — attendance register signed by all STP staff	Attendance register signed; topic noted; no week skipped	Supervisor	Weekly		
◆ MONTHLY CHECKS — By last working day of each month						
1.22	MBBR carrier health inspection — physically examine 10–15 carriers: check biofilm thickness, colour (healthy dark brown), surface texture; assess for excessive fouling or carrier damage	Carriers show healthy dark-brown biofilm; no excessive fouling, slime, or dead white biofilm; no cracked/damaged carriers	STP Op. + Supervisor	Monthly		
1.23	Verify MBBR carrier fill ratio by sampling — ensure carriers occupy 30–50% of reactor volume	Carrier fill ratio 30–50% confirmed; no significant loss of carriers through screens	Supervisor	Monthly		
1.24	Preventive maintenance — blowers: check V-belts/direct coupling, bearing lubrication, air intake filter condition	Belts in good condition, proper tension; bearings lubricated; filter clean	STP Op.	Monthly		
1.25	Preventive maintenance — pumps: check shaft seals, bearing temperature, coupling alignment	No seal leaks; bearing temperature normal; coupling aligned	STP Op.	Monthly		
1.26	Inspect sludge drying beds — sludge removed from last cycle; check drainage, liner, and inlet gates	Beds clean and ready; drainage channels clear; inlet gates operable	STP Op.	Monthly		
1.27	Collect and submit STP	Lab report	Supervisor	Monthly		

	effluent sample to NABL-accredited laboratory for monthly analysis (pH, BOD, COD, TSS, Oil & Grease)	received and submitted to INCOIS by 5th of following month; all parameters within CPCB/TSPCB norms				
1.28	Collect and submit STP influent sample to NABL lab — monthly characterisation (BOD, COD, pH, TSS)	Influent characterisation report filed; data used for process optimisation	Supervisor	Monthly		
1.29	Monthly PM completion report — all STP PM tasks ticked; any deferred tasks explained with new schedule	PM compliance $\geq$ 95%; no task deferred more than once consecutively	Supervisor	Monthly		
◆ QUARTERLY CHECKS — End of every 3rd month (March, June, September, December)						
1.30	Calibrate all STP instruments — influent flow meter, effluent flow meter, DO sensor, pH sensor — by certified agency; obtain calibration certificates	Calibration certificates obtained and filed; instrument readings verified post-calibration	Supervisor / Agency	Quarterly		
1.31	Clean and inspect equalization/collection tank — dewater, scrub, check inlet and outlet pipes, inspect structural condition	Tank clean; no sludge accumulation; inlet/outlet pipes clear; no cracks	STP Op. + Supervisor	Quarterly		
1.32	Inspect secondary clarifier — de-sludge accumulated blanket; inspect weirs; clean scum baffle	Clarifier running efficiently; weirs level and flowing uniformly; scum baffle clean	STP Op.	Quarterly		
1.33	Inspect UV disinfection system (if installed) — clean UV sleeves, check lamp intensity, replace ageing lamps	UV intensity at or above design threshold; sleeve clean; lamps < 9,000 hrs operation	STP Op. + Supervisor	Quarterly		
◆ HALF-YEARLY CHECKS — April and October each year						
1.34	Bar screen and grit chamber full inspection and cleaning — remove all accumulated grit, clean walls and floor, check structural condition	Grit chamber and bar screen fully clean; no structural damage; access covers serviceable	STP Op. + Supervisor	Half-Yearly		
1.35	Full blower overhaul — dismantle impeller housing, clean, inspect, re-assemble; replace worn belts/seals as needed; submit service	Blower service report submitted; replaced items listed; blower performing within design	STP Op. + Agency	Half-Yearly		

	report	specifications				
1.36	Inspect all interconnecting sewer pipes between STP units — check for blockage, root intrusion, cracks	All inter-unit pipes clear and free-flowing; any damage reported to INCOIS in writing	Supervisor	Half-Yearly		

SIGN-OFF — Section 1 — STP

Prepared By Resident Site Supervisor Name: _____ Sign: _____ Date: _____	Verified By INCOIS Engineer-in-Charge Name: _____ Sign: _____ Date: _____	Reviewed By Contractor Project Manager Name: _____ Sign: _____ Date: _____	Acknowledged By INCOIS Facility In-charge Name: _____ Sign: _____ Date: _____
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SECTION 2 RO WATER TREATMENT PLANT — 2 × 250 LPH | Tender Ref: Section 4.3

S.No.	Activity / Checkpoint	Acceptance Criteria	By	Freq.	Status ✓ / X / NA	Remarks / Action
◆ DAILY CHECKS						
2.1	Record RO plant production volume and product water TDS (handheld TDS meter)	TDS ≤ 500 mg/L (IS 10500); production volume meets campus demand; logged in RO logbook	STP Op.	Daily		
2.2	Check feed pump, high-pressure pump — running status, pressure gauges, motor condition	Feed and HP pump running; pressures within design range; no leaks from high-pressure lines	STP Op.	Daily		
2.3	Check pre-filter cartridge pressure differential — replace if ΔP exceeds limit	Pre-filter ΔP within limit; replace immediately if ΔP > 1.0 bar (or per OEM specification)	STP Op.	Daily		
2.4	Check antiscalant dosing pump — running, antiscalant level in day tank, dosing rate correct	Dosing pump running; day tank level > 25%; dosing rate per OEM recommendation	STP Op.	Daily		
2.5	Record RO logbook entry — production, TDS, alarms, maintenance actions,	All columns filled; any alarm or abnormality documented with	STP Op.	Daily		

	operator sign-off	action taken; operator signed				
◆ WEEKLY CHECKS						
2.6	Backwash multimedia sand filter and activated carbon filter — manual or automatic cycle	Backwash completed; effluent turbidity clear post-backwash; valve positions restored	STP Op.	Weekly		
2.7	Inspect RO membrane feed, permeate, and concentrate pressure readings — record normalised permeate flux and salt rejection	Salt rejection $\geq$ 95%; normalised flux within 15% of baseline; trend monitored	STP Op. + Supervisor	Weekly		
2.8	Check RO pressure vessels and high-pressure pipework for leaks — inspect O-rings and end-caps	No leaks; O-rings in good condition; end-caps seated properly	STP Op.	Weekly		
2.9	Check minimum on-site buffer stock — cartridge pre-filters, pump seals, solenoid valves, pressure gauges	Minimum 1 set of each critical spare on-site at all times	Supervisor	Weekly		
◆ MONTHLY CHECKS						
2.10	Full monthly PM — replace cartridge pre-filters; inspect high-pressure pump; lubricate pump bearings; inspect solenoid valves, pressure gauges, conductivity sensor	PM checklist fully completed; replaced items listed with make/part number; PM report submitted	STP Op. + Supervisor	Monthly		
2.11	Collect RO product water sample and submit to NABL lab for IS 10500 analysis — pH, TDS, Total Hardness, Chlorides, Nitrates, Fluoride, Total Coliforms, E. coli	Lab report received; all parameters within IS 10500; report submitted to INCOIS by 5th of following month	Supervisor	Monthly		
2.12	Inspect and clean RO system distribution pipework and dispensing points — check for biofilm growth, leaks, or scaling	All distribution points clean; no biofilm or scale; any leaks repaired	STP Op.	Monthly		
2.13	Sanitise 20-litre dispenser bottles before refilling — check bottle integrity and caps	Bottles sanitised per protocol; cracked bottles removed; tamper-evident	STP Op.	Monthly		

		caps used				
◆ QUARTERLY CHECKS						
2.14	Chemical CIP (Clean-In-Place) of RO membranes — if normalised flux has declined > 15% OR salt rejection has dropped; or as quarterly preventive measure	CIP completed with approved chemicals; membrane performance restored; CIP report submitted	STP Op. + Supervisor	Quarterly (or as needed)		
2.15	Calibrate conductivity/TDS sensor and pressure gauges using certified standards	Calibration certificate obtained; meter readings match reference standard within $\pm 2\%$	Supervisor / Agency	Quarterly		

SIGN-OFF — Section 2 — RO Plant

Prepared By Resident Site Supervisor Name: _____ Sign: _____ Date: _____	Verified By INCOIS Engineer-in-Charge Name: _____ Sign: _____ Date: _____	Reviewed By Contractor Project Manager Name: _____ Sign: _____ Date: _____	Acknowledged By INCOIS Facility In-charge Name: _____ Sign: _____ Date: _____
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SECTION 3 CIVIL, PHE & PLUMBING MAINTENANCE | Tender Ref: Section 4.4

S.No.	Activity / Checkpoint	Acceptance Criteria	By	Freq.	Status ✓ / X / NA	Remarks / Action
◆ DAILY CHECKS — Campus Site Round						
3.1	Read all campus water meters — domestic supply, STP feed, RO feed, tanker receipt; record in water meter register	All meters read; register updated; no unexplained > 5% daily variance without investigation	Supervisor	Daily		
3.2	Site round — inspect all campus buildings (ground floor + exterior): check for leaking taps, pipe leaks, blocked drains, overflowing bins, broken fittings	All active leaks reported in complaint register; no leak left unattended > 24 hours	Supervisor	Daily		
3.3	Check all submersible/booster pumps — running status, panel indicators; note	All pumps running; no tripped MCBs; no abnormal	Supervisor / STP Op.	Daily		

	any alarm	noise				
3.4	Log all maintenance complaints received — time received, nature, action taken, closure time	Complaint register updated same day; no unlogged complaint; routine complaints closed within 24 hrs	Supervisor	Daily		
3.5	Check all campus water tanks (OHT) — level, overflow pipe condition, float valve operation	All OHTs at adequate level; float valves operating; no overflow onto roofs	Supervisor	Daily		
◆ WEEKLY CHECKS						
3.6	Inspect all campus toilets and washrooms — check WCs, wash basins, urinals, taps, flush cisterns, floor traps, anti-siphon traps; attend to any defects	All sanitary fittings clean and functional; no running taps; all floor traps in place; no blocked drains	Supervisor	Weekly		
3.7	Water balance computation — total supply vs. consumption vs. recorded use; identify and investigate losses	Weekly water balance completed; unaccounted loss > 5% of supply to be investigated and reported	Supervisor	Weekly		
3.8	Inspect campus storm water drain network — check for blockage, silt accumulation, weed growth, debris in catch basins and gully traps	Drains flowing freely; no blockage at catch basins; any issue noted and scheduled for clearing	Supervisor	Weekly		
3.9	Inspect drip irrigation system — laterals, emitters, filters, valves, and pressure regulators; check for blockages or damage	Drip system operational; emitters discharging uniformly; no major leaks or blowouts	Supervisor	Weekly		
3.10	Inspect campus boundary walls, pathways, and external drainage — check for cracks, settlement, or trip hazards	Structural defects reported to INCOIS in writing within 24 hours of detection; no safety hazard	Supervisor	Weekly		

		left unaddressed				
◆ MONTHLY CHECKS						
3.11	Monthly water balance/consumption summary — compile meter readings, tanker log, identified losses; submit to INCOIS	Report submitted by 5th of following month; water loss analysis included	Supervisor	Monthly		
3.12	Inspect all UG sumps — check water level, pump-start float switches, cover slabs, ladder access, ventilation; no sewage backup	All sumps clean and accessible; pumps cycling correctly; covers in place and locked	Supervisor	Monthly		
3.13	Inspect all OHT access hatches, overflow pipes, vent pipes, and internal ladder condition	Hatches secure and lockable; overflow pipes clear; vents intact; ladders safe	Supervisor	Monthly		
3.14	Check all campus isolation valves and gate valves — exercise valves to prevent seizure	All valves operable; no seized valve; any seized valve reported and scheduled for attention	Supervisor	Monthly		
3.15	Preventive maintenance — all submersible and booster pumps: check coupling condition, impeller for wear, mechanical seal condition and vibration levels (motor winding insulation-resistance testing is performed by the Electrical CAMC on this Supervisor's request)	Pump PM checklist completed; any worn component flagged for replacement to INCOIS	STP Op. + Supervisor	Monthly		
3.16	Minor civil maintenance round — attend to all open items: plaster patches, floor tile repairs, door/window hardware, cracked drain covers, minor waterproofing	All open minor civil defects attended or logged with target completion date; no defect left > 7 days without action plan	Supervisor	Monthly		
◆ SEMI-ANNUAL CHECKS — Pre-Monsoon (April/May) and Post-Monsoon (October/November)						
3.17	Full storm water drain cleaning — remove silt, debris, vegetation from all trench drains, roadside channels, catch	Full campus storm drain network cleaned; measurement	Contractor + Supervisor	Half-Yearly		

	basins, culverts across campus	recorded; completion verified by INCOIS				
3.18	Full sewer line and manhole cleaning — manual and/or mechanical jetting; desilting of all manholes; CCTV inspection if directed by INCOIS	All sewer lines and manholes cleaned; no repeat blockage within 30 days; MB prepared and submitted	Contractor + Supervisor	Half-Yearly		
3.19	Full UGS and OHT cleaning — dewater, scrub walls and floor, chlorinate, rinse, certify fit-for-use before refilling	All tanks cleaned; chlorination record maintained; Supervisor and INCOIS sign-off before return to service	Contractor + Supervisor	Half-Yearly		
3.20	Pre-monsoon inspection of all terrace waterproofing, expansion joints, parapet walls — report any waterproofing failures to INCOIS for remediation	Inspection report submitted; any active leaks or water ingress points reported; minor patch waterproofing done	Supervisor	Pre-Monsoon		
3.21	Annual cleaning of Rainwater Harvesting Lake — aquatic weed removal, silt dredging; spread silt on garden as directed	Lake cleaned; silt disposal completed; measurement recorded; MB prepared	Contractor + Supervisor	Yearly (pre-monsoon)		

SIGN-OFF — Section 3 — Civil, PHE & Plumbing

Prepared By Resident Site Supervisor Name: _____ Sign: _____ Date: _____	Verified By INCOIS Engineer-in-Charge Name: _____ Sign: _____ Date: _____	Reviewed By Contractor Project Manager Name: _____ Sign: _____ Date: _____	Acknowledged By INCOIS Facility In-charge Name: _____ Sign: _____ Date: _____
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SECTION 4 PEST CONTROL SERVICES | Tender Ref: Section 4.5

Mosquito fogging is item-rate (Part B, B.1.1) — executed ONLY on written INCOIS instruction. There is NO daily fogging obligation. All scheduled pest control services are lumpsum Part A (Item A.3). Separate service registers are mandatory for: (i) General buildings, (ii) Canteen/Cafeteria, (iii) Residential Quarters, (iv) Guest House.

S.No.	Activity / Checkpoint	Acceptance Criteria	By	Freq.	Status ✓ / X / NA	Remarks / Action
◆ AFTER EACH SERVICE — Record within 24 hours of every pest control visit						
4.1	Update pest control service register — record: date, area treated, chemical name, CLB reg. no., dilution rate, quantity used, operator name, findings, recommendations	Service register entry complete for every visit; no blank fields; operator and Supervisor signatures	Pest Op. + Supervisor	Per visit		
4.2	Canteen service register updated after every canteen/kitchen visit (fortnightly or more frequent as required)	Separate canteen register maintained; food-safety chemicals only; treatment time outside food-service hours confirmed	Pest Op. + Supervisor	Per visit		
4.3	Any pest sightings, infestation signs, or structural entry points identified during service visit — reported in writing to INCOIS within 24 hours	Written report submitted promptly; findings documented with location and recommended remedial action	Pest Op. + Supervisor	Per visit		
◆ FORTNIGHTLY CHECKS — Every 15 days (or nearest working day)						
4.4	Rodent bait station servicing — inspect all campus bait stations (perimeter, buildings, canteen external, lake periphery); replenish bait; check for rodent activity; seal any newly found entry points	All stations serviced; active rodent signs noted and acted on; activity log updated; no bait station missed	Pest Op.	Fortnightly		
4.5	Canteen kitchen inspection — inspect for cockroach gel bait condition, drain/grease trap IGR treatment, fly activity near waste area; replace gel baits if consumed	Gel baits active in all target locations; drains treated; ILT units checked; any findings reported	Pest Op.	Fortnightly		
4.6	Residential quarters — fortnightly mosquito breeding source check within quarters (coolers, water containers, flower pots, overhead tanks); apply larvicide as needed	All breeding sources inspected; larvicide applied where required; residents advised on source reduction	Pest Op.	Fortnightly		

◆ MONTHLY CHECKS — By last working day of each month						
4.7	Monthly indoor pest treatment — all campus buildings (offices, labs, STP area, canteen exterior/dining, stores, reception, corridors, toilets) using CIB-registered gel bait and/or residual spray	100% of buildings treated; no building skipped; canteen treatment only outside food-service hours; all chemicals CIB-registered	Pest Op.	Monthly		
4.8	Monthly pest treatment — residential quarters: gel bait inside all flats (24-hr advance notice given); spray only at external perimeters and utility areas	All flats treated (where access permitted with advance notice); service register entries complete per flat	Pest Op.	Monthly		
4.9	Monthly pest treatment — guest house: treat all vacant rooms; gel bait in bathrooms and wardrobes; spray at external perimeter and utility areas	All vacant rooms treated; treatment log per room maintained; bed-bug check done on each vacant room visit	Pest Op.	Monthly		
4.10	Check ILT (Insect Light Trap) units in canteen kitchen — confirm both units operational; replace glue boards; note trap catch counts	Both ILTs operational; glue boards replaced if full; catch count recorded; faulty unit reported for immediate repair	Pest Op. + Supervisor	Monthly		
4.11	Larviciding of campus stagnant water bodies, open drains, lake margins, and any other breeding sites as identified	All identified sites treated with CIB-approved larvicide; quantity and chemical logged	Pest Op.	Monthly		
4.12	Monthly pest control report submitted to INCOIS — summary of all services, chemicals used, pest sightings/infestations, recommendations	Report submitted by 5th of following month; separate canteen/residential/guest house entries included	Supervisor	Monthly		
◆ QUARTERLY CHECKS						
4.13	Residential quarters quarterly bed-bug inspection — inspect all flats: mattress seams, headboards, bed frames, skirting boards, sofa seams; document findings	All flats inspected; inspection log per flat completed; any confirmed infestation treated within 7 days at no extra cost (first treatment cycle)	Pest Op. + Supervisor	Quarterly		

	per flat					
4.14	Annual UV lamp replacement in ILT units — replace UV tubes when nearing 8,000–9,000 hours of operation	Replacement date recorded; new lamp operating hours log started; old lamps disposed as per MSDS	Pest Op. + Supervisor	Annual		
◆ ANNUAL CHECKS — By 31st March each year						
4.15	Annual comprehensive termite inspection — all campus buildings, wooden furniture, door/window frames, archival racks, library, wooden structures; systematic room-by-room check	Inspection completed by 31st March; Annual Termite Inspection Report submitted to INCOIS within 15 days of completion; severity rating per building recorded	Supervisor + Agency	Yearly		
4.16	Minor spot termite treatment (within lumpsum scope) — treat any individual items of furniture or small localised infestations found during annual inspection, within 7 days of finding	Spot treatment completed; chemical name and area recorded in service register; larger-scale treatment referred to INCOIS for item-rate work order	Pest Op. + Supervisor	As found		
4.17	Annual ILT unit service — clean ILT housing, check wiring and lamp fittings, replace glue boards, confirm unit performing correctly	ILT annual service record completed; any defects repaired; service history log updated	Pest Op. + Supervisor	Yearly		
◆ MOSQUITO FOGGING — Item-Rate (As Directed by INCOIS — NOT a scheduled daily/weekly obligation)						
4.18	Upon receipt of written INCOIS fogging instruction — confirm response and commencement within 24 hours; equipment and chemical ready-to-deploy at all times	Written instruction received → fogging commenced within 24 hours; route: all roads, drains, gardens, lake periphery, building exteriors fully covered	Pest Op. + Supervisor	As directed		
4.19	Fogging operation record — date, time, chemical used (CIB reg. no.), dilution rate, quantity, operator name, PPE worn, campus route covered, completion time	Fogging log for each operation completed and submitted to INCOIS; PPE compliance confirmed; incomplete operations not claimed for payment	Pest Op. + Supervisor	Per operation		

SIGN-OFF — Section 4 — Pest Control

Prepared By Resident Site Supervisor Name: _____ Sign: _____ Date: _____	Verified By INCOIS Engineer-in-Charge Name: _____ Sign: _____ Date: _____	Reviewed By Contractor Project Manager Name: _____ Sign: _____ Date: _____	Acknowledged By INCOIS Facility In-charge Name: _____ Sign: _____ Date: _____
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SECTION 5 SAFETY, HEALTH & ENVIRONMENT (HSE) | Tender Ref: Sections 4.1 and 8

S.No.	Activity / Checkpoint	Acceptance Criteria	By	Freq.	Status ✓ / X / NA	Remarks / Action
◆ DAILY / PER-SHIFT						
5.1	All workers on site wearing mandatory PPE — STP operators: gumboots, gloves, coverall, safety helmet; Pest operators during fogging: full-face respirator, gloves, coverall	Zero PPE violations; spot inspection by Supervisor each morning; no exception permitted	Supervisor	Daily		
5.2	Confined space permit-to-work (PTW) issued before any entry into STP tanks, sumps, or manholes — gas test clearance, buddy system, standby on surface	PTW form completed and signed; gas test result attached; standby person confirmed before entry; no entry without all three elements	Supervisor	Per entry		
5.3	Check gas detector (H ₂ S, CH ₄ , O ₂) — switched on, battery charged, alarm test passed before any confined space entry	Gas detector functional; alarm activates at set-point; battery ≥ 50% charge	STP Op.	Daily		
◆ WEEKLY						
5.4	Weekly safety toolbox talk — topic relevant to current site activities (confined space, chemical handling, electrical safety, fire, manual handling); attendance register signed	Attendance register signed by all team members; topic recorded; no week skipped	Supervisor	Weekly		
5.5	Inspect first-aid box — all items present, within expiry, and properly stored; replace	First-aid box fully stocked; no expired items; box	Supervisor	Weekly		

	consumed/expired items	accessible to all staff				
5.6	Inspect all chemical storage — STP chemicals, pest control chemicals, RO chemicals properly labelled, segregated, and stored in ventilated area; MSDS available	All chemicals labelled with MSDS; incompatible chemicals segregated; no unlabelled containers	Supervisor	Weekly		
◆ MONTHLY						
5.7	Monthly safety inspection of STP area, RO plant room, chemical store, all pump rooms — check for hazards, housekeeping, emergency exit signs, fire extinguishers	Safety inspection report submitted; all deficiencies with corrective action and target date	Supervisor	Monthly		
5.8	Check and record fire extinguisher service dates — all extinguishers within annual service due date	All extinguishers serviceable; any overdue for service raised with INCOIS immediately	Supervisor	Monthly		
5.9	Incident/near-miss register — all near-misses, minor accidents, unsafe conditions reported and logged; root cause and corrective action recorded	No unreported incident; all near-misses logged even if no injury; corrective action closed out	Supervisor	Monthly		
◆ HALF-YEARLY / YEARLY						
5.10	Calibrate gas detectors (H ₂ S, CH ₄ , O ₂) using certified calibration gas — obtain calibration certificates	Calibration certificates filed; detector set-points verified; out-of-range detectors replaced	Supervisor / Agency	Half-Yearly		
5.11	Confined space rescue drill — simulate rescue of incapacitated worker from STP tank; all STP staff participate	Drill record with date, participants, lessons learned; any gaps in rescue capability reported to INCOIS	Supervisor	Half-Yearly		
5.12	Annual renewal of statutory safety certifications — Factories Act compliance (if applicable), PCB Consent to Operate, fire NOC (if	All statutory certificates renewed and filed before expiry; copies submitted to	Supervisor	Yearly		

applicable)	INCOIS				
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SIGN-OFF — Section 5 — Safety & HSE

Prepared By Resident Site Supervisor Name: _____ Sign: _____ Date: _____	Verified By INCOIS Engineer-in-Charge Name: _____ Sign: _____ Date: _____	Reviewed By Contractor Project Manager Name: _____ Sign: _____ Date: _____	Acknowledged By INCOIS Facility In-charge Name: _____ Sign: _____ Date: _____
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SECTION 6 DOCUMENTATION, RECORDS & REPORTING COMPLIANCE | Tender Ref: Sections 4.1 and 8

S.No.	Activity / Checkpoint	Acceptance Criteria	By	Freq.	Status ✓ / X / NA	Remarks / Action
◆ DAILY RECORDS						
6.1	STP daily logbook — all fields complete, both operator and Supervisor signatures on every page; no blank entries in any shift column	Logbook complete and legible; no blank entries; both signatures present; available for INCOIS inspection	STP Op. + Supervisor	Daily		
6.2	RO plant daily log — production volume, TDS, pump checks, alarms, maintenance actions; operator signed	All columns filled; alarms documented with action taken; operator signed	STP Op.	Daily		
6.3	Complaint/work order register — every complaint logged with: time received, nature of complaint, action taken, time of closure	No complaint unlogged; every complaint has a closure entry; register available for INCOIS audit	Supervisor	Daily		
6.4	Pest control service register updated for any pest control activity carried out today	Service register entry completed within 24 hours of each pest control visit; no visit unrecorded	Pest Op. + Supervisor	Per visit		
◆ WEEKLY						
6.5	PM tracker updated — all PM tasks due this week marked completed or deferred with reason and new due date	Tracker current; no entry older than 2 days; deferred tasks flagged to INCOIS	Supervisor	Weekly		
6.6	Water meter register totalled — weekly	Weekly water balance	Supervisor	Weekly		

	consumption computed; any anomaly (>5% unexplained increase) investigated	computed; anomalies noted and investigated				
◆ MONTHLY						
6.7	Compile and submit all four monthly reports to INCOIS by 5th of following month: (i) STP performance + lab report, (ii) RO plant + water quality lab report, (iii) Civil/PHE + water consumption summary, (iv) Pest Control services summary	All four reports submitted to INCOIS by the 5th; INCOIS acknowledgement obtained; reports filed chronologically	Supervisor	Monthly (by 5th)		
6.8	KPI self-assessment tracker completed and submitted with monthly reports — planned vs. completed tasks; % PM compliance computed	KPI tracker submitted; PM compliance $\geq 95\%$ or gap explained with corrective plan	Supervisor	Monthly		
6.9	EPF/ESI contribution challans obtained for current month — copies submitted to INCOIS along with monthly invoice	Challan copies submitted with invoice; no invoice without statutory deposit confirmation	Supervisor	Monthly		
6.10	Measurement Books (MB) for all item-rate works completed in the month — jointly verified and signed by INCOIS Engineer-in-Charge; submitted for RA billing	MB complete with dimensions, sketches, BoQ references; jointly signed; submitted within 7 working days of work completion	Supervisor	Monthly		
6.11	Materials at site register updated — all consumables received, issued, and closing stock balance reconciled	Stock register current; no unexplained material variance; independent verification available	Supervisor	Monthly		
◆ QUARTERLY / HALF-YEARLY / YEARLY						
6.12	AutoCAD campus service drawings updated within 7 working days of any infrastructure change — updated .dwg files submitted to INCOIS; drawing revision log	All current drawings up to date; revision log maintained; INCOIS acknowledgement for each revision	Supervisor	As required (within 7 days)		

	updated					
6.13	Quarterly PM compliance summary — tasks planned vs. completed; % compliance; gap analysis; corrective schedule for any deferred tasks	Quarterly summary submitted; PM compliance $\geq$ 95%; any gap explained; plan to close out deferred tasks	Supervisor	Quarterly		
6.14	Half-yearly SLA compliance review with INCOIS — lab report compliance, penalty status, open complaints, PM tracker	Review meeting held; minutes recorded; action plan agreed; any penalty disputes resolved	Supervisor + Contractor PM	Half-Yearly		
6.15	Annual records audit — verify completeness of all registers, lab reports, safety records, equipment logs, calibration certificates for the full year	All records complete, legible, securely stored; audit readiness confirmed; gaps identified and closed	Supervisor	Yearly		

SIGN-OFF — Section 6 — Documentation & Reporting

Prepared By Resident Site Supervisor Name: _____ Sign: _____ Date: _____	Verified By INCOIS Engineer-in-Charge Name: _____ Sign: _____ Date: _____	Reviewed By Contractor Project Manager Name: _____ Sign: _____ Date: _____	Acknowledged By INCOIS Facility In-charge Name: _____ Sign: _____ Date: _____
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Annexure VIII — Item-wise Civil & PHE CAMC Price Schedule (Part A break-up)

For the Part A lump-sum CAMC, the bidder encloses this item-wise cost break-up as a separate sheet, quoting an annual unit rate against every line. The Grand Total of the break-up reconciles with the Part A lump-sum; if the two differ, the lump-sum prevails for award while the item-wise rates are binding for penalty levy, pro-rata adjustment and scope change.

Sl.	Cost line (per annum)	Basis	Annual rate (Rs)	Amount (Rs)
1	STP O&M: shift operators (4) including reliever, wages and statutory benefits	Manpower		
2	STP: process chemicals, routine consumables and minor spares	Consumables		
3	STP: preventive maintenance, monthly NABL testing and specialist visit	Service		
4	RO plant: preventive maintenance, membrane care and monthly NABL testing	Service		
5	Pest control: monthly / fortnightly treatments, ILT, larviciding, termite inspection	Service		
6	Resident Site Supervisor (Civil): wages and statutory benefits	Manpower		
7	Tools, instruments, PPE, insurance, supervision and overhead	Overhead		
	Grand Total per annum (reconciles with Part A)			Rs _____

Annexure VIII-B — Detailed Scope of works and specifications for the works:-

The Scope of Work is organized into six service categories as detailed below. Each sub-section describes the tasks, responsibilities, performance standards, and deliverables expected from the Contractor. All works shall comply with CPWD Specifications, BIS Standards, CPCB/TSPCB Regulations, and any specific requirements of INCOIS, as applicable. The Contractor is strongly advised to study the complete campus through a site visit before submitting the bid.

1 Resident Site Supervisor (Civil)

Position Details — Resident Site Supervisor (Civil)	
Designation	Resident Site Supervisor (Civil)
Minimum Qualification	• B.E./B.Tech in Civil Engineering with minimum 3 years post-qualification relevant experience; OR • Diploma in Civil Engineering with minimum 6 years post-qualification relevant experience. • Preferably with exposure to civil O&M, institutional facility management, STP/PHE systems, AutoCAD 2D, measurement books, and billing.
Deployment	Full-time, on-site. Monday to Saturday (9.00am to 6.00pm), excluding declared Public Holidays. Available on-call 24×7 for emergencies, regardless of day or time.
Reporting	Reports to the Contractor's Project Manager. Coordinates daily with the INCOIS Engineer.

1.1 Site Supervision & Quality Control

- Supervise all works under this CAMC: STP operation and maintenance, RO plant CAMC, civil repair and maintenance, PHE and plumbing works, pest control services, and all scheduled/item-rate works (drain cleaning, tank cleaning, lake cleaning, painting, masonry, concreting, mosquito fogging operations, etc.).

- Ensure that all workmanship and materials comply with CPWD Specifications, relevant BIS Standards, and INCOIS approvals. Personally inspect all critical activities including concreting, painting, pipeline jointing, and STP preventive maintenance tasks.
- Prepare and coordinate work programmes for all scheduled activities — tank cleaning, drain/sewer cleaning, lake desilting, fogging operations — in coordination with INCOIS; arrange additional manpower and/or equipment as required.
- Conduct daily site rounds covering the STP, RO plant, all campus buildings, the PHE network, and pest control operations. Identify deficiencies promptly and direct immediate rectification.

1.2 Documentation, Records & Reporting

- Maintain all mandatory site registers including: STP daily logbook (MBBR process parameters), RO plant log, water meter register, complaint and work-order register, preventive maintenance (PM) tracker, pest control service register, materials-at-site register, and safety toolbox talk records.
- Compile and submit comprehensive monthly reports covering STP performance, RO plant status, Civil/PHE works, and Pest Control services to INCOIS by the 5th of the following month.
- Maintain archived records of all laboratory reports — effluent quality (CPCB/TSPCB norms) and RO product water quality (IS 10500) — and ensure records are available for Pollution Control Board inspections or statutory audits at all times.
- Prepare Measurement Books (MB) for all item-rate works, get them jointly verified by the INCOIS Engineer-in-Charge, and assist in the preparation of monthly Running Account (RA) Bills.

1.3 AutoCAD Drafting & Technical Drawings

- Maintain and update all campus service drawings — water supply network, sewer network, storm drainage, STP layout (MBBR), and RO room layout — in AutoCAD (.dwg format). Updated drawings shall be submitted to INCOIS within 7 working days of any infrastructure change.
- Prepare AutoCAD sketches for proposed repair and rectification works; assist INCOIS Engineers in preparing As-Built drawings, site layout plans, and regulatory submission drawings as and when required.
- Maintain a drawing register listing all current drawing revisions, revision dates, and submission records.
- The Contractor shall equip its own Resident Site Supervisor with a suitable laptop and a licensed copy of AutoCAD, at its own cost, for preparation of the drawings; no laptop or software is supplied to INCOIS.

1.4 Safety, Compliance & Environment

- Enforce mandatory use of PPE by all on-site workers at all times. Implement confined space entry procedures — gas testing, permit-to-work, buddy system — for all STP, tank, and manhole works. Conduct weekly safety toolbox talks and maintain attendance records.
- Maintain Material Safety Data Sheets (MSDS) for all chemicals used on-site, including STP process chemicals, RO treatment chemicals, and pest control pesticides. Ensure no chemical effluent or sewage is discharged to storm drains or the campus lake.
- Report all accidents, near-misses, and PCB / statutory notices immediately to both INCOIS and the Contractor's Project Manager, in writing.

1.5 Coordination& Monitoring of the HVAC and Electrical CAMCs

The campus also employs a separately engaged HVAC CAMC and a separately engaged Electrical CAMC — and a separately engaged 24×7 Operations & Maintenance Manpower contractor (covering HVAC operators, electricians, plumbers, carpenters and civil helpers) — each under an independent contract with INCOIS. Civil and PHE works fall under THIS contract and are not part of the M&E agency's scope. The Resident Site Supervisor shall coordinate closely with both the M&E agency and the manpower contractor's Site Engineer-in-Charge. Specific responsibilities include:

- Attend weekly / biweekly coordination meetings with INCOIS; present work status, upcoming PM schedules, and open issues.
- Coordinate with external agencies: HMWSSB / water tanker suppliers for water supply; NABL-accredited laboratories for sample dispatch and report collection; OEM/vendor representatives for equipment service visits; and pest control sub-agencies.
- Escalate supply chain delays, major equipment breakdowns, regulatory notices, or scope gaps to the Contractor's Project Manager and INCOIS Engineer in writing, without delay.

- Coordinate with the MEP outsourced agency on all day-to-day operations, planned maintenance, utility shutdowns, and emergency works to ensure seamless integrated facility management.
- Coordinate with the MEP agency regarding the safe and correct operation of campus installations and equipment under their scope, and promptly bring any observed deviations from manufacturer guidelines, standard operating procedures, or safety protocols to the notice of INCOIS and the MEP agency.
- Jointly plan all utility shutdowns — water supply, electrical, HVAC, etc. — with the MEP team to avoid operational overlap or disruption; co-ordinate site access and work-front scheduling.
- Provide site-access induction briefing to personnel of the manpower contractor (INCOIS: PUR:97/2025) on the safe operation and access protocols of plant under this CAMC's care — STP, RO plant, water tanks, sewer network — at the time of their initial deployment, change of personnel, or commissioning of new equipment under this contract. Training, supervision, and direction-and-control of the manpower contractor's personnel are the obligation of the manpower contractor and its Site Engineer-in-Charge, and shall not be assumed by the Resident Site Supervisor under this contract.
- Attend joint coordination meetings involving both agencies whenever called by INCOIS; maintain clear and documented communication with the MEP team lead.

1.6 Emergency Response

- Respond on-site within 1 (one) hour of any emergency call — including STP breakdown, major pipe burst, flooding, structural damage, or safety incident — regardless of day or time.
- Take charge of emergency response, mobilize necessary resources, coordinate with INCOIS, and submit a written report of action taken within 24 hours of the incident.

NOTE: Replacement Clause: INCOIS reserves the right to direct replacement of the Resident Site Supervisor if performance is found unsatisfactory. The Contractor shall provide an equally qualified replacement within 10 working days of receipt of written notice from INCOIS.

2 Sewage Treatment Plant (STP) — Operation & Maintenance

Scope:

The Contractor shall operate and maintain the campus Sewage Treatment Plant (STP) on a 24x7, 365-days-per-year basis. The STP is a 50 KLD (50,000 litres per day) plant based on MBBR (Moving Bed Biofilm Reactor) technology. The treatment process train comprises: Inlet Chamber → Bar Screen & Grit Chamber → Equalization Tank → MBBR Reactor(s) → Secondary Settling Tank (Clarifier) → Disinfection (UV and/or chlorination) → Treated Water Storage / Reuse. The scope covers all treatment units and all mechanical, electrical, and instrumentation components of the STP under comprehensive maintenance. Complete equipment inventory is provided in the Technical Specifications / Tender Annexure.

NOTE: MBBR Technology Note: Unlike conventional activated sludge processes, MBBR relies on biofilm growing on free-floating plastic carrier media within the reactor. Operators must be familiar with MBBR-specific process control — including carrier fluidization, biofilm monitoring, and aeration management specific to attached-growth systems. There is no conventional return activated sludge (RAS) recycle in a pure MBBR system.

2.1 Continuous Operation

- Deploy trained STP operators in round-the-clock shifts to ensure continuous, uninterrupted treatment of all sewage inflow. No shift shall be left unmanned under any circumstances.
- Operate all STP components as per manufacturer guidelines and the plant operating manual: sewage transfer pumps, equalization tank aeration blowers, MBBR blowers/aerators (for carrier fluidization and process aeration), secondary clarifier, chlorination unit, sludge management pumps, and all ancillary equipment.
- Maintain optimum MBBR process conditions at all times: dissolved oxygen (DO) in the MBBR reactor ≥ 3.0 mg/L (optimal range 3.0–5.0 mg/L), pH 6.5–8.0, free and uniform carrier movement throughout the reactor volume, and adequate retention time in the equalization tank to prevent shock loads to the MBBR zone.

2.2 Process Monitoring & Control (MBBR-Specific)

The following MBBR-specific process parameters shall be monitored and recorded:

- Daily Monitoring:
 - Dissolved oxygen (DO) in MBBR reactor: measure and record each shift; maintain ≥ 3.0 mg/L. Adjust blower output (or air flow valves) as needed.
 - pH in MBBR zone and at outlet: measure and record each shift; pH 6.5–8.0 in reactor, pH 6.5–8.5 in final effluent.
 - Visual inspection of carrier media: carriers should be freely moving and uniformly distributed across the full reactor depth. Clumping, settling, or floating of carriers indicates insufficient aeration or overloading — report and rectify immediately.
 - Effluent clarity from secondary clarifier: visually assess clarity; excessive turbidity may indicate clarifier overloading or sludge blanket rise.
 - Raw sewage inflow volume and treated effluent volume: record from respective flow meters at inlet and outlet.
 - Blower operating conditions: air pressure, motor temperature, and vibration readings — each shift.
- Weekly Monitoring:
 - Biofilm condition on carriers: collect a sample of carrier media from the MBBR reactor, visually inspect biofilm thickness and colour. Healthy aerobic biofilm appears as a grey-brown coating, 0.3–1.0 mm thick. Black/slimy biofilm indicates anaerobic conditions. Thin or absent biofilm indicates process upset or toxicity. Record observation in logbook.
 - Suspended solids in MBBR effluent going to clarifier: visual turbidity assessment; if TSS appears elevated, check clarifier sludge blanket level.
 - Carrier retention screens (wedge wire or perforated screens at MBBR reactor outlets): visual check for blockage or deformation; clean if required.
 - Secondary clarifier surface: check for scum accumulation, floating sludge, or uneven weir flow.
- Sludge Management (Secondary Clarifier):
 - Withdraw excess sludge from the secondary clarifier bottom as required to maintain clear effluent quality. Unlike activated sludge, there is no return sludge to the MBBR reactor — all settled sludge is waste sludge.
 - Dewater sludge using available dewatering equipment (filter press, centrifuge, or drying beds as provided) and dispose of dewatered sludge safely: as garden manure on campus if digested, or transport to authorized disposal site as per local PCB regulations and INCOIS instructions.
 - Record sludge withdrawal volumes and disposal method in the sludge disposal register.

2.3 Chemical Supply & Consumables

- Supply and maintain adequate on-site stock of all chemicals required for STP operation, including: coagulants (alum/PAC for enhanced clarification if needed), disinfection chemicals (calcium hypochlorite $\geq 70\%$ available chlorine for chlorination unit, or ensure UV lamps are operational), and any pH correction chemicals if required.
- Maintain sufficient stock of consumables: lubricants for blowers and pumps, minor spare parts (gaskets, seals, valves), UV lamp replacements, and other items necessary for uninterrupted operation.
- All routine consumables and minor spares necessary for STP operation are included within the lumpsum CAMC rate and shall be borne by the Contractor. Maintain a minimum 15-day on-site chemical stock at all times.

2.4 Preventive Maintenance (PM) of STP Equipment

- Adhere strictly to the approved PM schedule for all STP equipment. The PM schedule shall be submitted to INCOIS within 30 days of Letter of Award and updated annually.
- MBBR-Specific PM activities shall include, at minimum:
 - Monthly: Inspect carrier retention screens (wedge wire / perforated screens at MBBR reactor outlets) — clean using high-pressure water jet; check for damage or deformation; record condition.
 - Monthly: Check carrier fill ratio in MBBR reactor — collect 10-litre sample from reactor, allow to settle for 30 minutes, measure percentage of volume occupied by carriers. Maintain carrier fill ratio within design specification (typically 30–50% of reactor volume). Report significant deviation to INCOIS.

- Monthly: Inspect fine or coarse bubble diffusers in MBBR zone — check for blockage, fouling, or membrane damage; clean or replace as required.
- Monthly: Full inspection and servicing of blowers — check air filters, clean if choked, check V-belt tension and condition, oil level in lobe blower gear case (if applicable), bearing temperature, vibration levels.
- Quarterly: Oil change for all blowers and sewage transfer pumps as per OEM recommendations.
- Quarterly: Calibrate all instruments — influent and effluent flow meters, DO meters, pH meters, level sensors — using certified calibration references. Record calibration certificates in the maintenance register.
- Quarterly: Full inspection of secondary clarifier — sludge scraper mechanism (if provided), effluent weir levels, and outlet channel condition.
- Half-Yearly: Full cleaning and inspection of the equalization tank — drain, clean accumulated grit from floor, inspect tank walls for cracks, inspect equalization tank blowers/aerators.
- Half-Yearly: Full cleaning and inspection of the bar screen chamber and grit chamber — desilting, screen cleaning, and structural inspection.
- Any components failure or repairs to be immediately attended and rectified including repair or replacement.

2.5 STP Quality Testing

- Conduct monthly water quality analysis of both the STP influent (raw sewage) and treated effluent through an NABL/BIS-accredited laboratory. Sampling shall follow IS 3025 methods. Minimum parameters to be tested: pH, BOD₅ (at 20°C), COD, TSS, Total Dissolved Solids (TDS), Oil & Grease, Total Coliform, and any other parameters required by CPCB/TSPCB for the applicable discharge category.
- Applicable CPCB/TSPCB standards for treated STP effluent discharge/reuse (as per General Standards for Discharge of Environmental Pollutants): pH 6.5–8.5, BOD ≤ 30 mg/L, COD ≤ 250 mg/L, TSS ≤ 100 mg/L, Oil & Grease ≤ 10 mg/L. For treated effluent reused for irrigation, applicable standards for reuse shall also be met.
- Laboratory test reports shall be submitted to INCOIS by the 5th of the following month. Any parameter exceeding permissible norms shall be immediately reported to INCOIS and remediated through process adjustments or corrective measures without delay.

2.6 Record-Keeping & Reporting

- Maintain a daily STP logbook recording: raw sewage inflow volume, treated effluent volume, DO levels (each shift), pH readings, carrier condition observations, equipment running hours, chemical dosing quantities, equipment abnormalities, and any maintenance carried out.
- Maintain a separate maintenance register capturing all PM and corrective maintenance, with dates, nature of work, parts replaced, and operator/supervisor signature.
- Maintain a sludge disposal register with dates, volumes, disposal method, and authorized disposal site.
- Submit a daily operational summary to INCOIS and a comprehensive monthly report by the 5th of the following month covering: treated water quantity and quality results, consumables consumed, downtime events and corrective actions, PM tasks completed, carrier condition observations, and upcoming planned maintenance.
- All monthly reports shall be endorsed by the Resident Site Supervisor and countersigned by the INCOIS authorised representative.

2.7 Staffing & Safety

- Deploy qualified STP operators with prior experience in sewage treatment plant operation, preferably with MBBR or biofilm-based system experience. Minimum qualifications are specified in Section 4.1.
- At least one qualified operator shall be present at the STP at all times (24×7). A designated STP Team Lead / Senior Operator shall oversee shift operators and liaise with the Resident Site Supervisor.
- A visiting STP Specialist / Service Engineer shall inspect the plant at least once per month to review MBBR process performance, assess carrier condition, and guide the on-site team. Records of such visits shall be maintained.

- All STP staff shall strictly observe safety protocols: confined space entry procedures (permit-to-work, gas testing for H₂S and CH₄, buddy system, safety standby), mandatory PPE (chemical-resistant gum boots, gloves, gas detector, safety harness for height work). Confined space entry without a valid permit and gas-clearance is strictly prohibited.

2.8 Process Optimization

- Continuously optimize MBBR operations: manage aeration to achieve required treatment efficiency while minimizing power consumption; adjust blower output based on DO feedback; control chemical dosing to optimize usage; adjust hydraulic loading on MBBR based on actual inflow patterns.
- Any significant change to operating parameters shall be documented and discussed with INCOIS before implementation.

2.9 Compliance & Regulations

- Ensure full compliance with all statutory requirements relating to sewage treatment, effluent discharge, and sludge disposal. Assist INCOIS in obtaining or renewing any Consent to Operate (CTO) or other licence required from TSPCB for the STP.
- Maintain all environmental records — daily flow logs, monthly lab reports, sludge disposal records — in a ready-to-inspect format at all times.
- The Contractor shall: (a) maintain STP operations in full compliance with CTO conditions at all times; (b) prepare and submit all operational data and lab reports required for CTO renewal to INCOIS; (c) accompany INCOIS during PCB inspections. CTO application fees are borne by INCOIS. Penalties/fines arising from the Contractor's operational failures are borne by the Contractor as per SLA prescribed.

Deliverables & Acceptance Criteria — STP:

Deliverable	Acceptance Criteria
Continuous plant operation (24×7)	Operational uptime ≥ 99% per month; no untreated sewage discharged from campus under any circumstances.
Monthly STP quality lab reports	100% of monthly reports within CPCB/TSPCB norms; submitted by 5th of following month. (input & output water test reports to be submitted).
PM checklists and completion reports	≥ 95% of scheduled PM tasks completed on time each month; MBBR carrier checks and screen inspections completed as scheduled.
Daily logbooks and maintenance register	Records up to date, signed by operator, verified by Supervisor; available for inspection at all times.
Sludge disposal register	All sludge withdrawal and disposal events recorded; disposal compliant with PCB/INCOIS instructions.
Emergency response	Any STP downtime or bypass reported to INCOIS immediately; temporary measures arranged; written incident report within 24 hours.

NOTE: Penalties for non-compliance — failure to maintain effluent within permissible limits, extended downtime, failure to submit reports, or inadequate carrier/screen maintenance leading to process failure — shall be as per the SLA / Penalty provisions in Section 8.

3 RO Water Treatment Plant — Comprehensive Annual Maintenance Contract (CAMC)

Scope:

The campus is served by a RO water treatment system comprising two (2) units of 250 LPH (litres per hour) each, operating in parallel or in duty-standby mode, supplying potable/drinking water to all campus buildings. The

Contractor shall provide a Comprehensive AMC (CAMC) for the RO plant covering continuous operation, routine and preventive maintenance, and replacement of components. The AMC is 'comprehensive' — covering all parts and labour — except for major consumables listed as rate contract items in the BoQ (refer Annexure VIII-B, §6.9).

3.1 Routine Operation

- Day-to-day operation of the RO plant shall be carried out by the designated STP operator/assigned operator as part of their duties, to meet the campus potable water requirements continuously.
- Ensure adequate raw water feed (from municipal supply or other source as directed by INCOIS), and operate feed pumps, high-pressure pumps, and associated valves as per demand and daily water consumption patterns.
- Monitor product TDS daily using a calibrated handheld TDS meter; record reading in RO plant logbook. Product water TDS should remain well within IS 10500 limits (≤ 500 mg/L for TDS is the standard threshold).

3.2 Preventive Maintenance (PM)

- Conduct comprehensive PM of the RO system at least once per month. PM activities shall include:
 - Checking and replacing cartridge pre-filters (5-micron polypropylene) as needed or at maximum monthly intervals.
 - Backwashing of multimedia (sand) filters and activated carbon filters as per prescribed frequency.
 - Inspecting high-pressure pump pressure, motor condition, and checking for leaks in high-pressure lines and fittings.
 - Measuring and recording RO membrane feed pressure, permeate pressure, and concentrate pressure; normalizing performance data to assess fouling trends.
 - Chemical CIP (Clean-In-Place) of RO membranes as needed based on normalized permeate flux decline or salt rejection drop (typically quarterly or earlier if performance deteriorates).
 - Inspecting and replacing O-rings, gaskets, and seals showing signs of wear.
 - Lubricating pump bearings and mechanical components as per OEM recommendations.

3.3 Consumables & Spares (Rate Contract Items)

- The following items are covered within the CAMC lumpsum rate: minor O-rings, gaskets, seals, and membrane cleaning chemicals for CIP operations.
- The following items are listed as separate rate contract items in the BoQ (Annexure VIII-B, §6.9) and shall be procured/replaced as needed, paid at contracted rates: RO membranes, 5-micron cartridge pre-filters, sand filter media, activated carbon filter media, RO antiscalant chemical, and water softener rock salt (if applicable).
- All chemicals used in RO treatment must be food-grade and compliant with BIS standards for potable water treatment. Minimum 15-day on-site buffer stock of cartridge filters and antiscalant must be maintained at all times.

3.4 Water Quality Assurance

- Conduct monthly testing of RO product water through an NABL-accredited / BIS-certified laboratory. The product water shall comply with IS 10500 (BIS Drinking Water Standard). Parameters to be tested shall include at minimum: TDS, pH, Total Hardness, Total Alkalinity, Chlorides, Nitrates, Fluoride, Total Coliforms, and E. coli.
- Any deviation from IS 10500 standards shall be immediately reported to INCOIS and rectified without delay — by replacing filters, cleaning or replacing membranes, or sanitizing the system.

3.5 Breakdown Response

- Attend to all RO plant complaints within 4 hours of intimation; restore normal operation within 48 hours. In case of membrane failure or product TDS exceeding IS 10500 limit, arrange replacement membrane modules within a maximum of 7 days.
- Maintain minimum on-site stock of critical spare parts: at least one set of cartridge pre-filters, critical pump seals, solenoid valves, and pressure gauges.

3.6 Documentation

- Maintain a RO plant logbook recording: daily production volume, product TDS, daily checks, downtime events, and maintenance activities.
- Submit monthly lab test reports to INCOIS by the 5th of the following month. Prepare and submit a quarterly RO plant performance summary covering: cumulative water produced, total downtime hours, consumables replaced, and membrane performance trend.

Deliverables & Acceptance Criteria — RO Plant:

Deliverable	Acceptance Criteria
Continuous safe drinking water supply	No single RO unit downtime exceeding 48 hours; if one unit is under repair, the second shall cater to full campus demand.
Monthly product water quality reports	100% compliant with IS 10500; submitted by 5th of following month.
Monthly PM completion reports	All scheduled PM tasks completed on time; no services skipped.
Quarterly performance summary	Submitted along with monthly report for the last month of each quarter.

4 Civil, PHE & Plumbing Maintenance Works

Scope:

The Contractor shall carry out routine operation, maintenance, and minor repair of the entire Civil, PHE (Public Health Engineering), and Plumbing infrastructure across the INCOIS campus. This includes all water supply and distribution networks, sanitary installations in all buildings, sewer network, storm drainage network, UG sumps and overhead water tanks, all drip irrigation infrastructure, and associated civil/masonry elements. The objective is to maintain all PHE and civil installations in a safe, serviceable, and hygienic condition at all times, with zero unplanned outages of water supply or sewage systems.

Scope demarcation with the in-house O&M Manpower contract (INCOIS: PUR:97/2025): First-line, day-to-day user-complaint response — including leaking taps, washer/gland replacement, running flushes, simple drain/WC unblocking, replacement of minor sanitary fittings, and routine plumbing call-outs in offices, laboratories, residential quarters and guest houses — is performed by the 24×7 in-house plumber/civil-helper manpower engaged under INCOIS: PUR:97/2025. The Contractor's scope under this Annexure VIII-B, §4 covers (i) all scheduled and preventive maintenance of the Civil and PHE infrastructure listed above; (ii) all minor civil and masonry works (item-rate, Part B.2); (iii) expert/specialised incident response — sewer jetting, major water leak excavation, structural defect investigation, large-bore pipeline repair, manhole repair — that is beyond the capability of the in-house plumbing crew; and (iv) the scheduled deep-cleaning works under Annexure VIII-B, §6 (storm-water drains, sewerage system, water tanks, RWH lake). Where a complaint is initially attended by the in-house plumbing crew but escalates beyond first-line repair, the Resident Site Supervisor under this contract shall take ownership and resolve.

- **Water Supply & Distribution:** Inspect and maintain all water supply pipelines, isolation valves, control cocks, and fittings within the campus. Identify and repair all leaks promptly. Monitor water meter readings daily; compile monthly water balance report. Coordinate with HMWSSB / water tanker suppliers for external water procurement as directed by INCOIS; record all tanker receipts in the water meter/consumption register.
- **Sanitary Installations:** Maintain all sanitary fittings — WCs, wash basins, urinals, flushing cisterns, taps, mixers, showers, and accessories — across all office buildings, laboratories, residential quarters, and guest houses. Attend to all complaints relating to blocked drains, leaking taps, faulty flushes, or damaged sanitary ware promptly. Maintain all floor traps and anti-siphon traps.
- **Sewer & Storm Drainage Network:** Monitor the condition of the campus underground sewer network, manholes, gully traps, and storm water drains regularly. Carry out day-to-day unblocking of drains and sewer lines using appropriate rodding tools. Scheduled semi-annual deep cleaning is detailed under Annexure VIII-B, §6.1 and 3.6.2. Report any structural damage, pipe collapse, or root intrusion found during inspection to INCOIS in writing.

- **UG Sumps & OHTs:** Maintain all underground sumps and overhead tanks in clean and serviceable condition; ensure pumps, level controls, and valves are functional at all times. Scheduled tank cleaning is detailed under Annexure VIII-B, §6.3
- **Minor Civil & Masonry Repairs:** Carry out minor civil repair works: plastering patches, floor tile repairs, door/window repairs (hinges, handles, closers, locks), fixing minor cracks, waterproofing small leaking patches in terraces or toilets, replacement of broken/missing drain covers and gratings. All works shall use approved materials and meet CPWD workmanship standards.
- **Plumbing Maintenance (Residential/Guest House):** Maintain all piping, valves, and fittings in campus residential quarters and guest houses. (Replacement of geyser/water heater units is excluded — refer Annexure VIII-B, §4.1)
- **Drip Irrigation:** Maintain the campus drip irrigation network — laterals, emitters, filters, valves, and connectors. Replace parts as required, (Drip irrigation minor & major consumables are procured directly by INCOIS separately).

4.1 Exclusions — Civil, PHE & Plumbing

The following are explicitly excluded from the lumpsum CAMC scope:

- a. Replacement of geyser/water heater units in residential and guest house areas (only associated piping/tap connections are in scope).
- b. RO plant major consumables — antiscalant chemicals, filter media, membranes, cartridges — to be supplied and paid separately under rate contract as mentioned under price bid.
- c. Major civil works such as new manhole construction, complete pipeline replacement, or structural repairs beyond minor reinstatement, requiring formal drawing and BOQ approval.
- d. External water tanker procurement costs (procurement and payment arranged by INCOIS; Contractor records and coordinates only).
- e. Disposal charges / fees levied by municipal or statutory authorities for sludge or waste disposal (to be borne by INCOIS).
- f. Capital replacement of UG sump structures, OHT structures, or complete sewer/storm drainage network.

4.2 Deliverables & Acceptance Criteria — Civil, PHE & Plumbing

Deliverable	Acceptance Criteria
Daily leak check report and water meter readings	Submitted daily; no active leak left unattended for more than 24 hours after detection.
Monthly potable water quality test report	Compliant with IS 10500; submitted by 5th of following month.
Monthly water balance/consumption summary	Submitted monthly; includes meter readings, tanker supply log, and identified losses.
PM reports — pumps, tanks, valves, sanitary, drains	PM compliance $\geq$ 95% of scheduled tasks per month.
Tank cleaning records (every 6 months)	All tanks cleaned on schedule; certified fit-for-use by Supervisor and INCOIS representative.
Sewer/drain cleaning records	Cleaned on schedule; no repeated blockages within one month of cleaning.
PHE complaints — response and resolution	Routine: attended within 4 hours; resolved within 24 hours. Complex: resolved within 48 hours.
Potable water supply continuity	Continuous supply to all buildings; no outage > 2 hours due to Contractor failure without prior INCOIS approval.

5 Pest Control Services

Scope:

The Contractor shall provide comprehensive pest control services across the entire INCOIS campus — all buildings (offices, laboratories, residential quarters, cafeteria, stores, etc.) and outdoor areas (roads, lawns, landscaping, common areas). The lumpsum scope covers: scheduled monthly indoor pest control for crawling insects and flies; fortnightly rodent control; annual termite inspection and treatment; and special pest services as described herein. All services shall be performed using only chemicals registered and approved by the Central Insecticides Board (CIB) and carried out by a licensed pest control operator. The pest control services under this section cover the entire campus, including – but not limited to – the following premises:

Sl.	Premises / Area	Special Remarks
1	Office Buildings & Administrative Blocks	Standard monthly gel-baiting and residual spray treatment. Schedule during non-office hours wherever possible.
2	Research Laboratories	Use only gel-baiting (no spray) in active laboratory areas. Coordinate with lab in-charge for shutdown schedule. Avoid chemical application near sensitive instruments, chemicals, and biological samples.
3	Canteen / Cafeteria (Food Preparation & Dining Areas)	Special protocol — see §5.2A below. Only food-safe, non-residual formulations permitted. Treatment strictly outside food-preparation and serving hours.
4	Residential Quarters	Special protocol — see §5.2B below. Residents must be informed 24 hours in advance. Gel-baiting preferred inside quarters; spray limited to external areas. Additional bed-bug monitoring as described.
5	Guest House	Special protocol — see §5.2C below. Guest rooms treated only when vacant and at INCOIS instruction. Gel-baiting for cockroaches, bed-bug inspection on every vacant room turnover.
6	Server Room / Data Centre	Gel-baiting only; absolutely no spray or fogging inside server rooms. Coordinate shutdown window with INCOIS IT team. Rodent entry-point sealing critical.
7	Stores / Warehouses	Monthly treatment. Rodent control emphasis. Inspect for signs of stored-product pests (beetles, weevils) in addition to standard pests.
8	Outdoor / Common Areas, Gardens, Lake Periphery, Roads	Larviciding and rodent station servicing as per standard scope. Fogging as directed (item-rate, Sec. 3.6.11).
9	Toilets, Washrooms & Utility Passages (all blocks)	Monthly treatment. Emphasis on cockroaches, flies, and drain-flies. Check and treat all floor traps.

NOTE: Mosquito Fogging is NOT included in the lumpsum pest control scope. Fogging operations shall be carried out on an as-directed, on-call basis as an item-rate service under Annexure VIII-B, §6.10 (Part B — Item-Rate Works). INCOIS will instruct the Contractor whenever fogging is required based on seasonal need, monsoon conditions, or specific mosquito outbreak situations. The Contractor must have equipment and trained operators available to respond to a fogging instruction within 24 hours.

5.1 General Insect Pest Control (Indoor) — Monthly

- Carry out scheduled monthly indoor pest control treatments in all campus buildings for control of cockroaches, ants, flies, spiders, silverfish, lizards, and other crawling/flying insects. Coverage: office spaces, pantries, washrooms, server rooms, stores, residential quarters and all common areas in all buildings.

- Use appropriate chemical formulations: gel-baiting for cockroaches in kitchens and server rooms; synthetic pyrethroid-based residual sprays in general areas. Use odorless / low-odor formulations wherever occupancy is continuous.
- Schedule treatments during non-office hours or with minimum disruption; cover or remove food items and sensitive equipment prior to treatment; ensure no harmful chemical residue is left in contact with occupants.
- Maintain a monthly service record listing all buildings/areas treated, chemicals used (name, formulation, quantity), and treatment method.

5.2 Rodent Control — Fortnightly

- Implement a comprehensive rodent control programme. Install tamper-proof rodent bait stations with approved rodenticide (bromadiolone or other CIB-registered anticoagulant rodenticide) along all building perimeters, in pantries, stores, server rooms, utility areas, and manholes as appropriate.
- Service all rodent bait stations fortnightly (every 15 days): inspect each station, record bait consumption, replenish fresh bait or replace glue boards, clean stations, and update the campus rodent station map / service record.
- Identify and seal rodent entry points (gaps around cable/pipe entries, gaps under doors, openings in walls) using wire mesh, metal plates, or sealant as appropriate, in coordination with the Resident Site Supervisor.

5.2A — Canteen / Cafeteria: Special Pest Control Protocol

The campus canteen / cafeteria is an area of heightened pest risk due to continuous food preparation, food storage, and waste generation. The following protocol shall apply in addition to the standard monthly treatment:

- **Treatment Frequency & Timing:** The canteen shall be treated with a minimum monthly frequency. However, the Contractor's pest control plan shall also include a fortnightly inspection of the canteen kitchen, store room, and waste-collection area. Treatments shall be scheduled at the end of the last meal service (after 10:00 PM or before 05:00 AM) when the kitchen is fully shut and cleaned, to ensure zero food contamination.
- **Chemical Restrictions:** Only food-safe, non-residual, odourless pesticide formulations shall be used inside the canteen kitchen, pantry, and food store. Gel baits for cockroaches (e.g., fipronil 0.05% w/w or indoxacarb-based gel from CIB-registered products) must be placed in concealed locations behind equipment, in cracks, and inside cabinets — NOT on open food surfaces or near cooking appliances. No residual spray is permitted on food-preparation surfaces, cooking equipment, utensils, or inside food storage cabinets.
- **Drain Treatment:** The kitchen drainage system is a major cockroach and fly breeding site. Apply a CIB-approved insect growth regulator (IGR) or drain gel treatment to all floor drains, grease traps, and drainage lines fortnightly. Record chemical name and quantity in the service register.
- **Fly Control:** Install and maintain a minimum of two (2) insect light traps (ILT / electric fly killer units) inside the kitchen or as directed by INCOIS. Service ILTs monthly — clean glue boards / collection trays and replace UV lamps annually. ILT supply and installation is included in the CAMC lumpsum; electricity is provided by INCOIS.
- **Rodent Control — Canteen Emphasis:** Place tamper-proof bait stations along the outer perimeter of the canteen building at not more than 5-metre intervals. No rodenticide bait to be placed inside the kitchen or food store. Use glue boards (checked and replaced weekly) inside kitchen near entry points and drainage openings. All gaps, holes, and conduit openings in the canteen structure must be sealed using wire mesh or metal plates — Contractor to identify and recommend sealing to INCOIS.
- **Food Storage Area:** Monthly inspection of all food storage shelves for signs of stored-product insects (grain weevils, flour beetles, pantry moths). Report any findings to INCOIS immediately. Treatment with food-safe formulations only; no fumigation without INCOIS prior written approval.
- **Waste Management Interface:** Inspect the canteen waste bins and bin storage area fortnightly. Apply approved fly-control spray to waste bin areas (external only) and recommend appropriate bin hygiene improvements to INCOIS if required.

- **Service Record:** A separate canteen pest control service register shall be maintained, recording each visit, areas treated, chemicals and quantities used, ILT board change dates, and any pest sightings or recommendations.

NOTE: All pest control chemicals applied inside the canteen / cafeteria must be from the approved list and must carry explicit CIB registration for use in food-handling areas. The Contractor must submit MSDS and CIB registration number for each product used in the canteen before first application.

5.2B — Residential Quarters: Special Pest Control Protocol

The residential quarters are occupied on a 24-hour basis, including by families with children. The following protocol shall apply:

- **Advance Notice:** INCOIS shall notify residents at least 24 hours before scheduled pest control treatment. The Contractor shall co-ordinate with the INCOIS Estate/Facility Office for treatment scheduling. No treatment shall proceed in an occupied flat without the resident's consent.
- **Treatment Frequency:** Monthly standard treatment for cockroaches, ants, and common insects using gel-baiting inside all residential units. Spray treatment restricted to external perimeter walls, utility areas, and wet areas (bathrooms, kitchens) only — using low-toxicity, quick-drying formulations.
- **Bed-Bug Monitoring:** Bed-bug infestation, though not always prevalent, is a specific concern in residential/guest premises. The Contractor shall include a quarterly visual bed-bug inspection of all residential quarters as part of the service (checking mattress seams, bed frames, headboards, skirting boards). Any confirmed infestation shall be treated promptly using a CIB-registered residual spray or steam treatment protocol as appropriate, at no additional cost.
- **Mosquito Control (Residential Premises):** Inspect all residential premises fortnightly for mosquito breeding sites — overhead tanks, water coolers, flower pots, cooler trays, and decorative water features — and apply CIB-approved larvicide as needed. Advise residents on source reduction in writing.
- **Rodent Control:** Rodent bait stations along external perimeter of residential buildings only; no loose rodenticide inside residential units. Internal rodent issues to be addressed using glue boards or snap traps placed in concealed locations after resident consent.
- **Safety:** Residents with known chemical sensitivities, pregnant women, infants, or pets must be notified by INCOIS. Post-treatment ventilation of treated areas (minimum 2 hours) is mandatory before re-occupancy.
- **Service Record:** Maintain a block-wise / flat-wise pest control service register for all residential quarters, recording treatment dates, areas treated, chemicals used, and resident acknowledgement.

5.2C — Guest House: Special Pest Control Protocol

The Guest House receives visiting scientists, officials, and guests from INCOIS and partner organisations. The following protocol shall apply:

- **Treatment on Vacancy:** Guest rooms shall be treated only when vacant. Treatment scheduling shall be as directed by the INCOIS Guest House in-charge. The Contractor shall be able to treat a vacant room within 48 hours of notification.
- **Standard Treatment:** Apply cockroach gel bait inside wardrobes, kitchen niches, and bathroom areas of each room. Apply residual spray on external perimeters and in utility areas. No spray on bedding, upholstery, or soft furnishings.
- **Bed-Bug Inspection:** Every guest room changeover is an opportunity for a visual bed-bug inspection. The Contractor's operator shall include bed-bug checks (mattress seams, headboard, sofa seams, behind picture frames) as part of each room visit. Any finding shall be immediately reported to INCOIS in writing, and the room shall not be re-let until treated.
- **Ant & Fly Control:** Guest house pantry/dining area to receive monthly treatment consistent with the canteen protocol (§5.2A) for the food-handling areas.
- **Service Frequency:** Monthly routine treatment of all guest house rooms (whether occupied or vacant, as access permits) and common areas. Additional reactive treatments as directed by INCOIS Guest House management.

- **Documentation:** A room-wise treatment log shall be maintained for the guest house, recording treatment dates, operator name, chemical used, and room-readiness confirmation.

5.3 Termite Management — Annual

- Carry out a comprehensive annual termite inspection of all campus buildings, wooden structures (doors, window frames, furniture), and vulnerable areas (archives, library, records stores). Submit an annual termite inspection report to INCOIS.
- If active termite infestation is detected, carry out appropriate spot treatment (drilling and chemical injection for sub-terrain termites, or direct wood treatment) at no additional cost for minor spot treatments. Large-scale anti-termite treatment of entire buildings is a separate item-rate work.
- Carry out a comprehensive annual termite inspection of all campus buildings, all wooden structures (door frames, window frames, wooden furniture, archival racks, library shelves), and other vulnerable areas. Inspection shall be systematic: check all skirting boards, door frames, wall junctions, wooden furniture, roof timber members, and outdoor wooden structures.
- Submit an Annual Termite Inspection Report to INCOIS within 15 days of completion of inspection, listing: all areas inspected, findings (active infestation, old damage, mud tubes, exit holes), severity assessment, and recommended treatment.
- Minor spot treatments (confined to individual items of furniture or small localised infestations in a limited area of a single room): execute at no additional cost as part of the lumpsum scope. Spot treatment shall be by direct spray, dust application, or gel injection into the affected wood only — no drilling into building structure for spot treatment.
- Large-scale anti-termite treatment of buildings (entire building soil barrier, comprehensive wall injection, renovation-triggered treatment, or bait station installation): these are NOT part of the lumpsum scope and shall be executed as separate item-rate works upon written INCOIS instruction. The Annual Inspection Report shall serve as the trigger document recommending whether and what type of large-scale treatment is required.

5.4 Larviciding for Mosquito Source Reduction — As Required

- Apply an approved larvicide (temephos granules or *Bacillus thuringiensis israelensis* — Bti — based formulation, as per CIB approval) to stagnant water bodies, slow-flowing open drains, and lake margins to prevent mosquito breeding. This is a complementary source-reduction measure and shall be carried out whenever directed by INCOIS or when stagnant water conditions are observed during site rounds.
- All larvicide applications shall be documented with chemical name, quantity used, dilution rate, and location.

5.5 Special& Incidental Services

- Remove beehives and wasp nests found on campus buildings or trees, accessible up to 6-metre ladder height, as part of routine scope.
- For snake sightings or stray animal issues, immediately report to INCOIS and coordinate with the relevant municipal/animal control authority. Trained snake-catcher contact to be available through the Contractor.

5.6 Licensing, Compliance & Documentation

- All pest control services shall be performed by or under direct supervision of a licensed pest control operator holding a valid licence under the Insecticides Act, 1968. The Contractor or pest control sub-agency shall be an active IPCA member. Valid Pest Control Licence and IPCA membership certificate copies to be submitted before commencement.
- Use only CIB-registered formulations. Maintain MSDS for all pesticides on-site. All personnel to use appropriate PPE during application.
- Submit a monthly pest control report to INCOIS by the 5th of the following month, summarizing all services performed and any persistent problem areas. Maintain a pest complaint register for all ad-hoc pest sightings from INCOIS staff.

Deliverables & Acceptance Criteria — Pest Control:

Deliverable	Acceptance Criteria
Monthly indoor pest treatment — all buildings	100% of scheduled monthly treatments completed; no buildings skipped in any cycle.
Fortnightly rodent bait station servicing	All stations serviced every 15 days; no active rodent infestations in buildings.
Annual termite inspection report	Submitted annually; infestations treated within 7 days of detection.
Ad-hoc pest complaint response	All pest complaints attended within 24 hours of intimation.
Monthly pest control report	Submitted by 5th of following month.

6 Scheduled Maintenance & Miscellaneous Works (Item-Rate Basis)

In addition to the continuous lumpsum services described in Sections 3.1 to 3.5, the following maintenance activities and minor works shall be executed on a measured item-rate basis, payable as and when executed based on jointly verified quantities. INCOIS provides estimated quantities for each item for the 3-year contract period; Bidders shall quote unit rates accordingly. All item-rate works shall be executed only upon written work orders from the INCOIS Engineer-in-Charge.

6.1 Cleaning of Storm Water Drains

- Semi-annual cleaning of all storm water drains across the campus — one thorough pre-monsoon cleaning (April–May) and one post-monsoon cleaning (or as directed) each year. Works include: removal of silt, leaves, garbage, and debris from all drain channels, catch basins, roadside stormwater channels, and culverts; use of shovels, buckets, and pressure water jets; secure replacement of all drain covers and gratings after cleaning.
- Estimated total storm drain length: approximately 1,000 metres. Payment: per metre of drain cleaned/desilted.
- Silt and debris to be disposed of in campus-designated areas or transported to authorized dumping sites as directed by INCOIS.

NOTE: The mandatory pre-monsoon cleaning shall be carried out regardless of when the previous cleaning was done. It is counted within the semi-annual frequency and not paid additionally.

6.2 Cleaning of Sewerage System

- Semi-annual cleaning of all sewer lines, manholes, and gully traps — once before the monsoon season and once post-monsoon or as directed. Works include: rodding and pressure-flushing of underground sewer pipes; desilting and cleaning of manhole chambers; clearing all gully traps. Mechanical cleaning equipment to be used wherever possible to minimize confined space entry.
- Estimated total sewer line length: approximately 3,000 metres. Payment: per metre of sewer line cleaned.
- All manhole entry shall strictly follow confined space safety protocols (gas testing, PTW, buddy system). Sections with repeated blockage to be reported to INCOIS in writing as potential structural/gradient issues.

6.3 Water Storage Tank Cleaning

- All campus underground sumps (UG) and overhead tanks (OHT) shall be cleaned at least twice per year (every 6 months) or more frequently if directed. Each cleaning cycle: co-ordinate supply shutdown; dewater tank; mechanical scrubbing of inner walls and floor; chlorination/disinfection; vacuum cleaning, rinsing, UV and refilling. Use only food-safe chlorine-based cleaners.
- After each cleaning, the Supervisor and INCOIS representative shall jointly inspect and certify the tank as fit for use. Payment: per cleaning job per tank (as per BoQ inventory listing all UG sumps and OHTs on campus).

6.4 Rainwater Harvesting Lake Cleaning

- Annual cleaning of the campus rainwater harvesting lake (approximately 120 m × 50 m), typically during summer months (February–May). Works include: cutting and removal of all aquatic and marginal weeds; dredging and removal of accumulated silt from the lake bed; clearing of embankment and bund slopes.
- Aquatic life to be minimally disturbed; no chemical weed-killers without INCOIS written approval. Removed silt to be spread on campus garden areas or disposed as directed. Payment: per annual cleaning job. Estimated: 3 jobs in 3-year contract period.

6.5 Painting Works

Painting works to be executed upon written INCOIS instruction at contracted item rates. All materials shall be from the approved brands list (Section 6.2).

- Interior Painting: Supply and apply premium acrylic emulsion (Asian Paints Royal or INCOIS-approved equivalent) on interior walls/ceilings — including surface preparation (scraping, spot-putty, primer, minimum two finish coats). Rate per sqm, all-inclusive.
- Exterior Painting: Supply and apply exterior-grade weatherproof emulsion (Asian Paints Apex Ultima or INCOIS-approved equivalent) on building facades — cleaning, removal of algal/fungal growth, primer, two finish coats. Rate per sqm.
- Wall Care Putty (Interior): Supply and apply white cement-based wall care putty on interior walls as surface preparation prior to repainting. Rate per sqm.
- Synthetic Enamel Painting (Wood & Metal Surfaces): Supply and apply synthetic enamel paint (undercoat plus two finish coats) on doors, windows, grilles, railings, and other metal/wood surfaces. Rate per sqm.

6.6 Masonry & Concreting Works

Minor civil works to be executed upon INCOIS instruction at contracted item rates, per CPWD specifications:

- Brick Masonry in Cement Mortar (1:6): per cubic metre.
- Cement Plaster (15 mm thick, CM 1:3): per square metre.
- Plain Cement Concrete (PCC 1:2:4 or as specified): per cubic metre.

6.7 Plant & Equipment / Vehicle Hire

- JCB Excavator / Backhoe Loader: per hour — for trenching, pipe repairs, lake silt dredging, or other earth-works as directed.
- Tractor with Trolley and Driver: per hour — for hauling silt, debris, or materials within/outside the campus as directed.

NOTE: Equipment hire rates shall apply only when specifically directed by INCOIS. Manual-labour-executable routine works shall not be charged as equipment hire.

6.8 Supply of Minor Construction Materials

Supply and delivery of the following materials upon INCOIS instruction, paid at contracted rates:

- Red Earth / Topsoil: per cubic metre.
- UV-resistant Polycarbonate solid Sheet (4 mm thick): per square foot.
- Marine Plywood 18 mm (4' × 8', IS:710 BWR grade): per piece.
- Marine Plywood 12 mm (4' × 8', IS:710 BWR grade): per piece.
- Hydraulic Door Closers (heavy-duty premium make — Dorma/Godrej/Hardwyn, EN Grade 2–6): per unit.
- Cylindrical Door Lock Sets (commercial grade — Godrej/Dorma/Hafele equivalent): per unit.
- French Spirit Polishing on Wood Surfaces: per square metre.
- MS Structural Section Fabrication (angles, flats, channels): per kg.

6.9 RO Plant — Spare Parts & Consumables (Rate Contract)

The following RO plant items are excluded from the CAMC lumpsum and shall be supplied/replaced as needed at contracted BoQ rates:

- RO Antiscalant Chemical (food-grade, membrane-compatible brand): per 10-litre can.
- 20-inch Cartridge Pre-Filters (5-micron PP spun): per piece.

- Sand Filter Media (graded silica sand): per kg.
- Activated Carbon Filter Media (food-grade coconut shell): per kg.
- RO Membranes (Hydranautics/Filmtec or INCOIS-approved equivalent, compatible with installed RO units): per element.
- Water Softener Salt / RO Rock Salt: per kg (if softener is installed).
- 20-litre Mineral Water Bottle (bulk): per piece. Bottle Caps: per bag.

6.10 Mosquito Fogging Operations (Item-Rate — As Directed)

NOTE: This is a new item-rate service. Mosquito fogging is NOT included in the monthly lumpsum Pest Control rate (Part A, Item 3). The Contractor shall carry out fogging operations as and when specifically directed by INCOIS in writing, based on seasonal conditions, monsoon season requirements, or specific mosquito outbreak situations.

- Carry out thermal fogging operations across all campus external areas upon written instruction from INCOIS. Each fogging operation shall cover: all campus roads and footpaths, open storm water drains, garden and landscaping areas, lake periphery, parking areas, and exterior of all campus buildings — covering the full ~10-acre campus in a single operation.
- Use a diesel/petrol thermal fogger machine with a CIB-registered approved insecticide (pyrethrum extract or equivalent approved fogging agent). Chemical name, formulation, dilution rate, and quantity used shall be documented for each operation.
- Fogging shall be carried out during dusk hours (approximately 17:30 to 19:30 IST) or as directed by INCOIS. The fogging operator shall wear appropriate PPE (full-face mask or respirator, gloves, full-body coverall) during operations.
- INCOIS will issue fogging instructions based on need — typically more frequently during and after the monsoon season (July–October) and less during dry months. The estimated BoQ quantity for 3 years is indicative; actual payment shall be for actual operations carried out.
- The Contractor shall be able to respond to a fogging instruction within 24 hours — equipment must be maintained in a ready-to-operate condition at all times.
- Payment: per fogging operation (one complete campus coverage = one operation). Estimated quantity: [to be filled by INCOIS based on anticipated frequency — suggested estimate: 60–80 operations over 3 years].

Execution Provisions — Item-Rate Works:

- All item-rate works shall be executed strictly upon written work orders from the INCOIS Engineer-in-Charge.
- The Contractor shall deploy additional manpower and resources beyond the routine team, as required. Materials shall comply with CPWD/BIS standards and the approved brands list.
- Measurement Books shall be prepared by the Contractor and jointly verified with the INCOIS Engineer-in-Charge before submission of RA Bills.
- For items not listed in the BoQ, rates shall be derived from the current CPWD Delhi Schedule of Rates (DSR) or negotiated before execution.

7 Anti-termite and wood-preservation works (item-rate):-

These are the detailed specifications, chemicals, standards, units and measurement bases for the anti-termite item-rate works. Each item is executed only on a written INCOIS instruction after a visual survey confirms the need, and is paid on the measured area treated, volume injected or linear metres, as specified.

Each item is independent and shall be executed only upon written INCOIS instruction after visual survey/inspection confirms the need. Payment shall be on the basis of measured area treated / volume injected / linear metres, as specified per item.

7.1 Soil Treatment (Chemical Barrier): Ground-Floor Level

Parameter	Description
Item Reference	
Description of Work	Anti-termite soil treatment (chemical barrier method) to ground-floor level of existing building — comprising:

	• Drilling of holes at 150 mm intervals along the inside face of all load-bearing walls at plinth level (hole size: 12 mm diameter x 300 mm deep or up to hard strata, whichever is less); • Injection of approved termiticide emulsion at the specified dosage into each drill hole using pressure injection rod/lance until soil is saturated; • Sealing of all drill holes with cement mortar (CM 1:3) flush with the floor surface after injection; • Supplementary rod-injection treatment along external perimeter of the building at 150 mm intervals, 300 mm deep from finished ground level, to create a continuous chemical barrier; • All works as per IS 6313 Part 3: Treatment of Existing Buildings.
Chemical Specification	Approved termiticides (any ONE, CIB-registered): • Chlorpyrifos 20% EC diluted to 1.0% emulsion — IS 6313 Part 3 / CIB Schedule • Bifenthrin 10% EC diluted to 0.05% emulsion — CIB-registered • Imidacloprid 30.5% SC diluted as per CIB label rate — non-repellent, preferred for enclosed areas • Fipronil 0.3% SC — non-repellent, slow-acting, preferred where concealed termite galleries are suspected Chemical brand and dilution rate must be approved by INCOIS in writing before commencement. MSDS and CIB registration certificate to be submitted before first use.
Applicable Standards	• IS 6313 (Part 3): 2013 — Code of Practice for Anti-Termite Measures in Buildings: Treatment of Existing Buildings • Insecticides Act, 1968 — for registration and permitted use of termiticide • CPWD Specifications for Building Works — Anti-termite treatment provisions • Central Insecticides Board (CIB) label rates for each specific product
Unit of Measurement	Per Square Metre (sqm) of ground-floor plinth area treated
Measurement Basis	Measured as the ground-floor plinth area (in plan) of the building or portion of building treated, verified by INCOIS Engineer before payment.
Rate Includes	• Drilling, injection, and sealing of all holes; • Supply of approved termiticide (chemical cost included in rate); • All labour, equipment (pressure injection pump, drill machine), and consumables; • Disposal of drill waste and clean-up; • Issue of treatment completion certificate with chemical details, dosage, and date.
Estimated Qty (3 yrs)	[To be filled by INCOIS based on building inventory. Suggested provision: 500–1,000 sqm indicative for planning purposes.]

7.2 Drilling & Injection Treatment: RCC Members, Columns & Walls (Upper Floors)

Parameter	Description
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Item Reference	B-AT-2
Description of Work	Anti-termite treatment by drilling and chemical injection into masonry walls, brick-work, and RCC junction points at upper floors and in areas where termite activity / mud galleries are detected — comprising: • Drilling of holes at 150 mm intervals along the base of all affected walls and columns (hole size: 12 mm diameter, depth: minimum 150 mm through plaster into masonry / concrete); • Pressure injection of approved termiticide emulsion as per CIB label rate; • Sealing of drill holes with CM 1:3 mortar flush with wall surface; • Direct application (surface spray) of diluted termiticide on exposed termite galleries and mud tubes before they are sealed; • Works per IS 6313 Part 3.
Chemical Specification	Same as B-AT-1. Imidacloprid or Fipronil-based termiticides preferred for upper-floor treatments due to non-repellent properties.
Applicable Standards	• IS 6313 (Part 3): 2013 — Anti-Termite Treatment of Existing Buildings • CIB registration and label rate for specific product used
Unit of Measurement	Per Running Metre (RM) of wall length treated (measured along base of affected wall/column)
Rate Includes	• Drilling, injection, sealing, and surface spray as described; • Chemical, labour, drill machine, pressure pump; • Treatment certificate with details.
Estimated Qty (3 yrs)	[Indicative: 200–300 RM over 3 years — to be confirmed by INCOIS.]

7.3 Termite Treatment to Wooden Members (In-situ Spray / Brush Application)

Parameter	Description
Item Reference	B-AT-3
Description of Work	Treatment of wooden members, door/window frames, wooden furniture, wooden flooring, timber roof members, and other wood elements in-situ against subterranean and dry-wood termite attack — comprising: • Surface spray or brush application of approved wood preservative / termiticide on all exposed surfaces of wooden members; • For inaccessible sections (recessed frames, embedded timber ends): drilling and injection into the wood as needed; • Removal and disposal of badly damaged wood not suitable for treatment (supervised by INCOIS — replacement of damaged members is a separate civil work item, not part of this BoQ); • Works per IS 6313 Part 3 and IS 401.
Chemical Specification	CIB-approved wood preservatives / insecticides for dry-wood / subterranean termites: • Permethrin 0.5% solution (spray/brush) — effective for dry-wood termite control on surface wood • Borate-based wood preservative (disodium

	octaboratetetrahydrate — DOT) — water-soluble, low toxicity, suitable for furniture and interior woodwork • Bifenthrin 0.05% emulsion — for brush application on timber in contact with soil or masonry
Applicable Standards	• IS 6313 (Part 3): 2013 — Treatment of Existing Buildings • IS 401: 2001 — Code of Practice for Preservation of Timber (Section on preservative application) • CIB product registration and label rate
Unit of Measurement	Per Square Metre (sqm) of wooden surface area treated (measured on both faces of frame/member)
Rate Includes	• All chemicals, labour, brushes / spray equipment; • Surface preparation (dust and loose material removal) before application; • Treatment certificate.
Estimated Qty (3 yrs)	[Indicative: 300–500 sqm over 3 years — to be confirmed by INCOIS.]

7.4 Anti-Termite Soil Treatment: Full Building (Pre-Renovation / Major Repair Works)

Parameter	Description
Item Reference	B-AT-4
Description of Work	Comprehensive anti-termite treatment of an entire building — applicable when a building undergoes major renovation or after flooring/wall opening works expose subterranean termite pathways. Treatment comprises: • Soil treatment at all exposed ground surfaces, trenches, and backfill areas during renovation at the rate specified in IS 6313 Part 2 (even though the building is existing, exposed earth during renovation allows pre-construction method application); • Treatment of all junction points: wall-floor junctions, column-plinth junctions, external plinth backfill, and expansion joint cavities; • Post-construction drilling and injection around the entire perimeter as in B-AT-1; • Spray treatment of all internal walls and columns at ground floor; • Covering the entire building footprint comprehensively in one contract.
Chemical Specification	For soil application: • Chlorpyrifos 20% EC @ 1 litre per 10 sq.m. (as per IS 6313 Part 2 / Part 3 dosage schedule) • Imidacloprid 30.5% SC @ CIB label rate per sq.m. (preferred — non-repellent, low leaching) For wall/column injection: same as B-AT-1.
Applicable Standards	• IS 6313 (Part 2): 2013 — Pre-Construction Chemical Treatment (applied at renovation-exposed surfaces) • IS 6313 (Part 3): 2013 — Treatment of Existing Buildings • CPWD Specifications — Anti-termite works rates and provisions

	• CIB registration and approved dosage for each product
Unit of Measurement	Per Square Metre (sqm) of plinth area of building treated (complete building — all ground-floor plinth area)
Rate Includes	• All soil treatment, drilling and injection, sealing, and surface spray; • Chemical supply, labour, all equipment, PPE; • Treatment completion certificate with building-wise summary: chemical used, quantity applied, dosage rate, area covered, date; • 10-year warranty certificate from the Contractor / pest control agency for the treatment carried out (against subterranean termite reinfestation), where applicable and supported by the chemical manufacturer's warranty.
Estimated Qty (3 yrs)	[Indicative: 1 to 2 buildings over the 3-year period — estimated 1,000–2,500 sqm. INCOIS to confirm based on renovation pipeline.]

7.5 Anti-Termite Bait Station Installation and Monitoring

Parameter	Description
Item Reference	B-AT-5
Description of Work	Supply, installation, and quarterly monitoring of in-ground termite bait stations around the perimeter of campus buildings — as a long-term preventive/monitoring strategy to detect and control subterranean termite colonies before they enter structures. Comprises: • Supply and installation of in-ground bait stations (CIB-registered system — Advance Termite Bait System, Sentricon, Shatter, or approved equivalent) at 1.5-metre to 3-metre intervals around building perimeters, installed in the ground at a depth recommended by the system manufacturer; • Initial loading with untreated cellulose monitoring wood insert; • Quarterly inspection of all stations: check for termite activity (worker termites in monitoring insert); replace monitoring inserts if consumed; install active bait cartridge (containing termite toxicant — hexaflumuron, noviflumuron, or chlorfluazuron as per system) when activity is detected; • Continue monitoring until no further termite activity is detected in adjacent stations, confirming colony elimination; • Annual report to INCOIS on bait station status, activity levels detected, and colonies controlled.
Chemical / System Specification	• Only CIB-registered termite bait systems shall be used. • Active ingredient examples: Hexaflumuron (Sentricon), Chlorfluazuron (Requiem/Shatter), Noviflumuron — all insect growth regulators (IGR), low mammalian toxicity. • System components (station housing, monitoring insert, active bait cartridge) to be from the same manufacturer's registered system.
Applicable Standards	• IS 6313 (Part 3): 2013 — Treatment of Existing Buildings (provisions for monitoring/baiting systems) • Insecticides Act, 1968 — CIB registration of bait system and active ingredient • Manufacturer's installation and monitoring protocol for the specific registered system
Unit of	Supply and Installation: Per station (no.) installed. Quarterly Monitoring: Per station

Measurement	per quarter (ongoing monitoring charge after installation).
Rate Includes	• Supply, installation: station housing, auger-drilling of installation hole, initial cellulose monitoring insert, station cap; • Quarterly monitoring: inspection, insert replacement if consumed, active bait installation if triggered, recording; • Annual report to INCOIS on colony activity status.
Estimated Qty (3 yrs)	{Indicative: 50–80 stations installed (one-time); quarterly monitoring for 3 years = 12 monitoring cycles per station. INCOIS to decide coverage based on existing termite risk assessment.}

Annexure IX — KPI Tracker (format)

The Contractor maintains this tracker monthly and submits it with the monthly report by the 5th. Where a KPI consequence also appears in Section 8, the Section 8 quantum prevails.

KPI	Target	Actual (month)	Remarks / action
STP effluent quality (CPCB / TSPCB)	100% reports within norms		
STP operational uptime (24x7)	>= 99%; zero unmanned shift		
RO product-water quality (IS 10500)	100% reports compliant		
Potable-water supply continuity	No outage > 2 hrs		
Pest-control schedule compliance	100% completed		
Civil / PHE complaint response	Routine 4 hr / critical 1 hr		
Preventive-maintenance compliance	>= 95% of PPM calendar		
Statutory compliance (CTO, lab reports)	100% on due date		
Safety: lost-time incidents	Zero		

Annexure X Declaration

(on Letter Head With Authorized Signatory and Stamp)

I, _____ son / daughter of _____, sole proprietor / managing partner / director of M/s _____, having read and understood tender No. INCOIS: PUR:99/2025, hereby undertake that I agree to and shall abide by the terms and conditions prescribed therein for the Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations at the INCOIS campus, Hyderabad, for a period of three (3) years, extendable by up to two (2) years. Signature and date; name; office seal; address. Note: the bidder shall sign and stamp every page and upload the same; clarifications only through GeM.

ANNEXURE-XI

Bank Guarantee Format for Bid Security

Whereas.....¹ (hereinafter called "the Bidder") has submitted its bid dated.....(date of submission of bid) for the supply of(being the provision of comprehensive annual maintenance services for and Public Health Engineering (PHE) Installations at INCOIS, Hyderabad, under tender No. INCOIS: PUR 99/2025)(hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE(name of bank) of.....(name of country), having our registered office at(address of bank) (hereinafter called "the Bank"), are bound unto.....(name of Purchaser) (hereinafter called "the Purchaser") in the sum of ____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of ____ 20____.

THE CONDITIONS of this obligation are:

1. If the Bidder Withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:

(a) fails or refuses to execute the Contract Form if required; or

(b) fails or refuses to furnish the performance security, in accordance with the instruction to Bidders.

We undertake to pay the Purchaser up to the above amount up on receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including 45 days after the period of bid validity, i.e., up to..... And any demand in respect thereof should reach the bank not later than this date.

(Signature of the Bank)

Name of the Bidder

ANNEXURE-XII

Bank Guarantee Format for Performance Security

To

The Director
Indian National Centre for Ocean Information Services (INCOIS)
Ocean Valley, Pragathi Nagar (BO), Nizampet (SO)
Pragathi Nagar
Hyderabad-500 090

Whereas..... (name and address of the contractor) (hereinafter called "the contractor") has undertaken, in pursuance of contract no date..... to CAMC (Description of goods and Works/ Services) (hereinafter called "the contract").

And whereas you have stipulated it in the said contract that the contractor shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as security for compliance with its obligations as per the contract.

And, whereas we have agreed to give the contractor such a bank guarantee.

Now Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the contractor, up to a total of(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the contractor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with demand. We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until theday of20.....

Our.....branch at.....*(Name & Address of the*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us at our* branch on or before Dt..... Otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....
.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of Branch

*Preferably at the headquarters of the authority competent to sanction the expenditure for the procurement of goods or at the concerned district headquarters or the state headquarters.

ANNEXURE-XIII

Authorization for Attending Pre-bid Conference.

(on Company Official Letter Head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

To

The Director, INCOIS

INCOIS

Ref: Tender Document No. INCOIS: PUR:99/2025; Tender Title: **Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations.**

Subject: Authorization for attending Pre-bid Conference on _____ (date).

Following persons are hereby authorized to attend the Pre-bid Conference for the tender mentioned above on behalf of _____ (Bidder) in order of preference given below.

Sr.	Name	Government Photo ID Type/ Number

Note:

Maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-bid opening. An alternate representative shall be permitted when regular representatives are not able to attend.

Permission to enter the hall where the pre-bid conference is conducted may be refused if authorization as prescribed above is not submitted.

Signatures of bidder

or

Officer authorized to sign the bid.

Documents on behalf of the bidder

[name & address of Bidder and seal of company]

BID-SECURING DECLARATION FORM
(For Bid Security (EMD) exemption bidders only)

Bid No. INCOIS: PUR: 99/2025 for "Comprehensive Annual Maintenance Contract (CAMC) for Civil and Public Health Engineering (PHE) Installations.
..

To
The Director
Indian National Centre for Ocean Information Services (INCOIS),
Ministry of Earth Sciences, Govt. of India,
"Ocean Valley", Pragathi Nagar (BO),
Nizampet (SO), Hyderabad - 500 090,

I/We the undersigned, declare that: I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any tender/contract with INCOIS for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, i.e., if I/We withdraw, modify, amend, impair or derogate from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

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

Dated on _____ day of _____

Signature of the Tenderer/Authorized Signatory & date

Name of the authorized signatory:

OFFICE SEAL,

Designation:

Name of the Bidder:

Address:

IMPORTANT NOTE

If there is any discrepancy or contradiction between the Bid Specific Additional Terms and Conditions (ATC) and the GeM General Terms and Conditions (GTC), the clauses mentioned in the buyer added ATC – including payment conditions - will prevail and shall supersede the GeM GTC