

Ref: BOBMU/IT/2025-26/09
Date: 16.06.2025

Request for Quotation for AMC of Bank Building Maintenance Services
Port Louis

BANK OF BARODA, Territory Office, Mauritius, having its Office at Bank of Baroda Building, 2nd Floor, P B No. 553, No. 32, Sir William Newton Street, Port Louis Mauritius (herein after referred to as "The Bank") invite sealed proposals from interested Service Providers for the Annual Maintenance Contract (Termed as AMC herein) (herein after referred to as "The Contract") of various Computers and peripheral items installed at its branches and offices on item rate basis.

[A] Important Dates:

#	Particulars	Timeline
1	RFP Coordinator Name, Contact details (Bank)	1. Mr. Sachin Kumar Jaiswal 2. Contact No. – 0231-52903551 3. Email: hrm.mauritius@bankofbaroda.com 4. Postal Address: The Chief Manager (Digital & IT), Bank of Baroda Mauritius operations 2nd floor, Sir William Newton Street, Port Louis, Mauritius
2	Pre-bid Meeting & Venue details	<ul style="list-style-type: none"> Pre-bid meeting will be held online through Bank's Online Meeting Platform (i.e. Microsoft Teams) on 25-Jun-2025 at 11.00 AM(GMT+4) Mauritius Time. Bidder to submit a maximum of -2- participant's names, contact numbers, designations, and e-mail IDs on digital.mauritius@bankofbaroda.co.in by 23-Jun-2025 along with pre-bid clarification. A meeting invite Link will be sent by the Bank to the bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above. Bidder representatives must click the bank-provided link (in the e-mail) to join the online pre-bid meeting.
3	Last Date & Time of Submission of Bids	3.00 PM on 07-Jul-2025 Mode: Offline Manual Submission.
4	Mode of bid submission & online portal's URL	Mode: Offline Manual Submission.
5	All letters must be addressed to the	Vice President Bank of Baroda Mauritius operations 2nd floor, Sir William Newton Street, Port Louis, Mauritius.

6	Website and Link	https://www.bankofbaroda-mu.com/ https://www.bankofbaroda-mu.com/tenders
7	Contact point for any clarification	For any queries while submitting kindly connect with Mr. Sachin Jaiswal on 23052903551/23057777897 digital.mauritius@bankofbaroda.com hrm.mauritius@bankofbaroda.com
8	Announcement of Eligible responses	Will be intimated subsequently

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the vendors or any person acting on behalf of the vendors strictly adhere to the instructions given in the document and maintain confidentiality of information. The vendors will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank In the event that such a circumstance is brought to the notice of the Bank. By

The following Annexures are part of the Tender documents:

Annexure – A	Proposal Form
Annexure - B	Bidder's profile and other details
Annexure – C	Format of Commercial proposal
Annexure - D	Format of Contract

1. Details of proposed to be covered under The Contract

The building serves as the Bank's main Territory Office Port Louis, housing critical departments including executive offices, IT infrastructure, a customer-facing branch, and supporting facilities. Uninterrupted operation of all systems is paramount for business continuity and customer service.

The Vendor shall be responsible for providing all necessary labor, supervision, tools, equipment, materials (unless specified otherwise), and expertise to perform maintenance services across all relevant building systems and areas. This includes, but is not limited to, routine inspections, preventive maintenance, scheduled servicing, fault diagnosis, corrective repairs, and 24/7 emergency response for critical systems.

The services shall cover all common areas, offices, specialized areas (e.g., server rooms, vault areas, ATM lobbies), and exterior premises of the Bank building.

2. Eligibility of vendor for participating in the bidding process:

2.1 The bidding firm (referred to as 'The Bidder' herein after in this RFP) should be a company registered in Mauritius .

- 2.2 The Bidder must have an average turnover of MUR 5 million in the last Three Financial Years (Audited Annual Financial Statement to be submitted as proof).
- 2.3 The Bidder must have at least three years' experience in providing direct Annual Maintenance Contract support (not through franchisees/sub-contractors) to Commercial Banks/Financial Institutions/State or Central Government Departments having offices/branches in the Mauritius, handling a minimum 3 years.
- 2.4 The Bidder must have appropriate work force in their payroll in the Mauritius at present. Copy of supporting documents to be submitted.
- 2.5 The Bidder should be capable of providing support to our Port Louis building. The address of the Branches and Offices of The Bank will be made available to the Bidders on request. For entering into AMC (hereinafter referred to as 'The Successful Bidder' or 'The Contractor' in this RFP) before signing The Contract, so that the condition of the assets can be ascertained by them.
- 2.6 The bidder should not have been black-listed by any Public Sector Bank/PSU/Government Department in the past. A self-declaration letter by the bidder, on the company's letter head should be submitted along with the bid.
- 3 The proposals shall be submitted in a sealed cover super-scribed as **"PROPOSAL FOR AMC of Bank Building Maintenance Services"**, which should contain two separate sealed covers for Technical and Commercial Proposals. The contents of each covers are given below. The Bidder should ensure that all the mandatory items listed in 3.1 and 3.2 are enclosed in the respective covers.
- 3.1 Checklist of enclosures of cover containing Technical Proposal (super-scribed as "Eligibility BID FOR AMC of Bank Building Maintenance Services"):**
- 3.1.1. Proposal form as per Annexure A.
- 3.1.2. In case the person signing the proposal is not the CEO/Managing Director of the bidding company, a letter authorizing the Bidder's representative to sign and submit the proposal on its behalf.
- 3.1.3. Certificate of Incorporation

- 3.1.4. Attested copy of registration certificate
- 3.1.5. Attested copies of Audited Financial statements for FY 2022-23 and 2023-24.
- 3.1.6. Address and phone number of the Office in Mauritius from where the proposed AMC will be monitored.
- 3.1.7. Address of the Directors with mobile number.
- 3.1.8. List of Service Engineers posted in Mauritius with designation, place of posting and mobile number.
- 3.1.9. Attested copies of the major purchase orders issued to the Bidder in each of the last three financial years (2021-22, 2022-23 and 2023-24).
- 3.1.10. List of major clients being serviced at present in the following format:

Sl. No.	Name of the client	Nature of services provided			Whether performance certificate enclosed

- 3.1.11. Performance certificate from major clients covering a total of at least 3 organizations/Company's being supported at present.
- 3.1.12. A self-declaration from the bidder to the effect that the company has not been black-listed by any Public Sector Bank/PSU/Government Department in the past.

3.2 Contents of Second sealed cover super-scribed as" COMMERCIAL BID FOR AMC of Bank Building Maintenance Services"

- 3.2.1 Commercial Proposal in the format provided in Annexure C.

4 Important points related to preparation and submission of the proposals:

- 4.1 The Bidder must quote AMC rate for 5 Years each and every item in Annexure C.
- 4.2 The first cover titled Eligibility BID should contain all the documents listed under it and should NOT contain any commercial offer or information related with the tender.
- 4.3 Both the Eligibility and Commercial Proposals should be in clear words, categorically mentioning each and every term, rate etc. Any kind of ambiguous / obscure / unclear term may lead to the bid being disqualified. All the pages of the proposals should be invariably signed by the authorized representative.
- 4.4 The Eligibility proposals will be evaluated as per the specified eligibility criteria. The decision of The Bank with regard to the pre-qualification criteria will be final. The Commercial proposals of only those bidders who qualify in the Eligibility evaluation shall be opened.
- 4.5 Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected accordingly. If the successful bidder does not accept the correction of the errors, its bid will be rejected. If the representative of the bidder is not present during bid opening, The Bank will opt for an e-mail confirmation from the bidder. If no reply is

received within the stipulated time, the bid will get rejected. If no email address is provided by the bidder, the bid will get rejected. All the columns against each item should be filled invariably. In case a particular item is left blank, then the highest amount quoted against such item among all bids shall be filled and the total amount will be calculated. The rank of The Bidder shall be decided as per the total amount calculated in this manner.

- 4.6 The Bank reserves the right to accept or reject any or all tender without assigning any reason thereof. The Bank's decisions in this regard shall be final and binding.
- 4.7 Bidders who have not satisfactorily completed any of the earlier contracts with The Bank or if any time it is found that the information provided by The Bidder is false The Bank reserves the right to reject such bidders. The Bank's decision in this regard will be final.
- 4.8 The Bank reserves the right to accept or reject any or all the proposals or split the work to any other Contractor at the time of issuing work order or during the contract period without assigning any reasons for doing so.
- 4.9 The Successful Bidder, on award of the Contract will have to submit a bank guarantee equal to 10% of the cost of AMC (rounded off to the nearest hundred) amount from a leading commercial bank with validity up to the end of the contract period, within 15 days of award of The Contract.
- 4.10 The Contract amount will be paid quarterly in arrears, less of applicable penalties, on submission of respective invoices.
- 4.11 The successful bidder will have to enter into a written contract with The Bank in the format as per Annexure D within 15 days of being declared successful.
- 4.12 The last date for submission of the bids is 07-07-2025 (before 3 p.m.)**
- 4.13 The Eligibility bids will be opened at 4 PM on 07.07.2024 at the Territory Office of The Bank in the presence of the representatives of the bidders whoever chose to be present on the occasion.
- 4.14 The commercial bids will be opened at 3 p.m. on 14.07.2025 at the Territory Office of The Bank in the presence of the representatives of the bidders whoever chose to be present on the occasion.
- 4.15 In case of any unforeseen reasons, the date of opening of the technical and commercial bids will be postponed to any other convenient date and time, after informing the matter to the bidders through e-mail.
- 4.16 The bidder's representative, if attending the bid opening, shall invariably produce an authorization letter.
- 4.17 The bids shall be submitted at the following address:

**The Vice-President
Bank of Baroda
Sir William Newton Street
Port Louis**

For any query on the matter, the bidders may contact over telephone No: 23057777897

Place: Mauritius
Date: 16-06-2025

ANNEXURE A

**The Vice-President
Bank of Baroda
Sir William Newton Street
Port Louis**

Sub: Proposal for AMC of Bank Building Maintenance Services

Ref: BOBMU/IT/2025-26/09 dated 16-Jun-2025

Having examined the above-mentioned Request-for-Proposal Document along with its annexures, we, the undersigned, offer to agree to all the terms and conditions specified by the Bank therein and to execute Annual Maintenance Contract in conformity with the said Proposal documents for the sum specified in our Commercial Proposal which is submitted in separate sealed cover along with this Proposal form.

We undertake, if our Proposal is accepted, to execute the Annual Maintenance Contract in accordance with the Terms & Conditions specified in the Request for Proposal cited.

If our Proposal is accepted, we will submit the guarantee of a bank in a sum equivalent to 10% of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by all the terms and conditions of the RFP document referred above and the rates quoted therein for the orders awarded by the Bank.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Mauritius.

We understand that the Bank has the complete and absolute right to accept or reject any proposal at its sole discretion.

Dated this day of..... 2025.

Place:.....

Signature of the authorised person with seal

ANNEXURE B
BIDDER'S PROFILE AND OTHER DETAILS
Part 1: Basic Information

1	Name of the Applicant and address of the Registered office. (Addresses and phone numbers of the Directors and the main office in Mauritius from where the proposed AMC services will be handled)	
2	Date of establishment	
3	Whether the company is Private Ltd. or Public Limited	
4	No. of years of experience in related field	
5	Yearly turnover of the Organization during last 2 Financial Years: (Enclose copy of audited Balance Sheet of last 2 years)	2021-22: 2022-23: 2023-24:
6	BRN number
7	Whether any civil suit/litigation/arbitration was arisen in the contracts executed by the bidder during the last 5 years? If yes, please furnish the details:

(Attach a brief profile of the company)

Part 2: Work capability and previous experience

List of 3 most important running projects by the Bidder during the last 3 years:

Sr. No	Name of the Project and location	Name & full postal address of the Client. Also indicate whether Govt. or Private body with full postal address.	Contract Amount (Rs.)	Contract period with starting and ending dates		Whether work was left incomplete or contract was terminated from either side.
				Stipulated	Actual	

Certified that the details furnished above are true and correct to the best of our knowledge and belief.

Place:

Date:

Signature of the authorized person with seal

ANNEXURE C

FORMAT OF COMMERCIAL PROPOSAL

(No changes to the format is acceptable)

Bank’s RFQ Ref: BOBMU/IT/2025-26/09 dated 16-Jun-2025

Bidder’s Ref: Date:

Name of the Bidding Company:

Rates Offered

(Amount in MUR. Without tax)

Year 1	Year 2	Year 3	Year 4	Year 5
Total				

Grand Total in words (Rupees
.....only.

Place:

Date:

Signature of the Authorized Signatory with Se

ANNEXURE D

FORMAT OF CONTRACT FOR AMC of Bank Building Maintenance Services

THIS CONTRACT made this ____ day of _____ 2025 BANK OF BARODA, Territory Office, Mauritius, having its Office at Bank of Baroda Building, 2nd Floor, P B No. 553, No. 32, Sir William Newton Street, Port Louis Mauritius (hereinafter referred to as "The Bank"), which expression shall include its successors and assigns and _____ (hereinafter called "The Contractor") which expression shall include its successors and assigns.

WHEREAS The Contractor has agreed to provide and The Bank has agreed to accept from The Contractor, repair and maintenance service for the computer hardware and peripherals (hereinafter called Equipment) listed in **Annexure-....** hereto as amended from time to time, subject to The Bank paying charges to The Contractor on the terms and conditions specified hereunder.

In consideration of the contract, it is agreed between the parties as below:

This contract will be valid for the period **from** _____ **to** _____, conforming to clause 1.1 herein (herein after referred to as "The Contract Period").

As on date of contract, the contract is valued for MUR. _____ inclusive of all taxes (in word Rs. _____)

except VAT which shall be payable over and above the contracted amount at the applicable rates. The applicable VAT shall be duly mentioned in the invoices.

The list of hardware forms an integral part of this contract.

The number of hardware items may be increased or decreased during The Contract Period which may be included or excluded from the list and the location of the equipment's may also be changed. The rate quoted will also be applicable for the items included or excluded during The Contract Period for 3 years.

1. COMMENCEMENT AND TERM:

1.1 The Annual Maintenance Contract will be valid for a period of 3 years from _____ to _____. It shall, however, be renewable for maximum 2 years at the minimum increase rates and conditions as per satisfactory services rendered by The Contractor at the sole discretion of The Bank.

1.2 Upon termination of the contract each party shall forthwith return to the other all papers, material and other properties of the other held by each during the subsistence period of the contract. In addition each party will assist the other party in the orderly termination of this contract on the transfer of all aspects hereof, tangible and intangible, as may be necessary for the orderly, non-disrupted business continuation of each party.

1.3 Individual items of equipment, and repair and maintenance service charge for such Equipment, may be added to or withdrawn from the Contract by mutual written consent of both parties; PROVIDED ALWAYS that such consent is not unreasonably withheld. In the event that individual items of equipment are added to the Contract it may involve additional maintenance charges. In the event that individual items of Equipment are withdrawn from the Contract, as described herein, then any monies prepaid on such Equipment shall be held to the credit of The Bank's account.

2. CHARGES:

- 2.1 The charges payable by The Bank to The Contractor for the repair and maintenance services described herein are indicated in Annexure-..... and unless provided for elsewhere herein, no additional charges shall be claimed by The Contractor.
- 2.2 The Contractor shall duly submit to The Bank their invoice(s) for payments in accordance with the CONTRACT.
- 2.3 The AMC charges will be released on Yearly basis, subject to The Contractor submitting to our office, 'Satisfactory Service Reports' from all the user branches/departments and no advance payment shall be made by The Bank.
- 2.4 The Contractor, shall, during the currency of the contract will not increase the charges. The annual maintenance cost shall be paid in Advance or submission of invoice whichever is later, subject to satisfactory services rendered, and from the date of AMC at the rates indicated in contract.
- 2.5 The invoices for AMC shall be inclusive of VAT
- 2.6 In case The Contractor is not able to accept the contract after it is awarded to it or if it is not able to do the work to The Bank's satisfaction after accepting the contract, he will be liable to pay damages to The Bank including the extra rate, which The Bank will have to pay to any other vendor for getting such work done.
- 2.7 The above act (2.7) of backing out would automatically debar The Contractor from any further dealings with The Bank.

3. Scope of Work (SOW) for Bank Building Maintenance Services

Detailed Scope of Services

The services required are categorized as follows:

3.1. Mechanical, Electrical, and Plumbing (MEP) Systems

The Vendor shall provide comprehensive maintenance for all MEP systems, including:

- **HVAC Systems:**
 - Routine inspection, cleaning, and replacement of filters.
 - Coil cleaning, fan motor checks, and refrigerant level verification.
 - Calibration of thermostats and controls.
 - Monitoring and optimization of system performance for energy efficiency.
 - Corrective maintenance, including fault diagnosis and repair/replacement of components (e.g., compressors, pumps, motors, VFDs).
 - Emergency breakdown response.
- **Electrical Systems:**
 - Inspection of main distribution boards (MDBs), sub-distribution boards (SDBs), and panel boards.
 - Tightening of electrical connections, thermal scanning, and load balancing checks.
 - ⇨ Maintenance of generators, Automatic Transfer Switches (ATS)
 - Testing of residual current devices (RCDs) and earth leakage circuit breakers (ELCBs).
 - Repair and replacement of faulty wiring, switches, sockets, and light fixtures.
 - Load monitoring and power quality analysis.
- **Plumbing and Drainage Systems:**
 - Inspection and maintenance of water supply lines, drainage pipes, and sanitary fixtures.
 - Detection and repair of leaks.
 - Cleaning of drains, sumps, and grease traps.
 - Maintenance of water pumps and storage tanks.
 - Inspection and repair of irrigation systems (if applicable).
- **Fire Detection and Suppression Systems:**
 - Regular inspection and testing of fire alarms, smoke detectors, heat detectors, and manual call points.
 - Inspection and hydrostatic testing of fire extinguishers.
 - Maintenance of fire pumps, hydrants, and hose reels.
 - Ensuring compliance with local fire safety regulations and certifications.

4.2. Civil and Structural Maintenance

The Vendor shall perform maintenance on the building's civil and structural elements:

- **Walls, Ceilings, and Floors:**
 - Repair of cracks, plaster damage, and paint touch-ups.
 - Maintenance of flooring (tiles, carpets, wood), including minor repairs and grout work.
 - Ceiling tile replacement and grid adjustments.
- **Doors and Windows:**
 - Repair and replacement of faulty hinges, locks, handles, and door closers.
 - Glass replacement for damaged windows (excluding major structural glass).
 - Lubrication and adjustment of sliding mechanisms.
- **Roofing and Waterproofing:**
 - Inspection for leaks and damage.
 - Minor repairs to roofing materials and waterproofing membranes.
 - Gutter and downspout cleaning and repair.
- **Masonry and Paving:**
 - Repair of cracked paving stones, sidewalks, and minor structural masonry.
- **Painting:**
 - Periodic touch-up painting of interior and exterior surfaces as agreed with the Bank.

4.3. Specialized Systems and Areas

- **Security Systems:**
 - Maintenance of CCTV cameras (cleaning, focus adjustment, recording verification).
 - Access control systems (card readers, biometric scanners, door strikes).
 - Intruder alarm systems (sensors, panels).
 - Intercom and public address (PA) systems.
 - Coordination with Bank's security personnel for all works.
- **ATM Areas:**
 - Dedicated maintenance for power, cooling, lighting, and general aesthetics in ATM lobbies.
- **Data Center/Server Room:**
 - Critical monitoring and maintenance of dedicated cooling systems, UPS, and power distribution units (PDUs) to ensure uninterrupted operation.
- **Vault and Strong Room:**
 - Maintenance of lighting, ventilation, and specific security mechanisms (if applicable and authorized by the Bank).

4.4. Exterior and Landscape Maintenance

- **Façade Cleaning:** Periodic cleaning of the building's exterior façade (frequency to be agreed).
- **Parking Areas:** Maintenance of parking lot surfaces, line markings, and signage.

4.5. General Services Support

- **Pest Control:** Regular scheduled pest control services to maintain a pest-free environment.
- **Waste Management:** Coordination and support for proper waste segregation and disposal.
- **General Handyman Services:** Minor ad-hoc repairs and installations as requested by the Bank.

5. Service Levels and Key Performance Indicators (KPIs)

The Vendor's performance will be measured against the following KPIs:

- **Response Times:**
 - **Emergency (Critical Systems):** On-site response within [e.g., 1 hour] from notification.
 - **Urgent (Significant Impact):** On-site response within [e.g., 4 hours] from notification.
 - **Routine (Non-Critical):** On-site response within [e.g., 24 hours] from notification.
- **Resolution Times:**
 - **Emergency:** Resolution within [e.g., 4 hours] or immediate temporary fix with detailed remediation plan.
 - **Urgent:** Resolution within [e.g., 1 business day].
 - **Routine:** Resolution within [e.g., 3-5 business days].
- **Preventive Maintenance (PM) Completion Rate:** [e.g., 98%] of scheduled PM tasks completed on time.
- **First-Time Fix Rate:** [e.g., 85%] of corrective issues resolved on the first visit.
- **System Uptime:** [e.g., 99.9%] for critical systems (e.g., main power, core HVAC for data center).
- **Customer Satisfaction:** As measured by periodic surveys or feedback forms ([e.g., minimum 80% satisfaction rate]).
- **Reporting Timeliness and Accuracy:** [e.g., 100%] reports submitted on schedule and without errors.

6. Roles and Responsibilities

6.1. The Vendor Shall:

- Provide a dedicated, experienced, and qualified Account Manager as the primary point of contact.
- Deploy sufficient, qualified, and licensed technical personnel with relevant certifications.
- Ensure all personnel undergo strict background checks and adhere to Bank security protocols.
- Supply all necessary tools, equipment, specialized instruments, and general consumables for maintenance activities.

- Maintain an adequate inventory of critical spare parts or ensure rapid procurement channels.
- Adhere strictly to all applicable local laws, regulations, building codes, and safety standards.
- Develop and submit a detailed preventive maintenance schedule for approval.
- Provide 24/7 emergency call-out services for critical failures.
- Maintain accurate and detailed records of all maintenance activities, inspections, and repairs.
- Propose cost-effective solutions for major repairs or system upgrades.
- Ensure minimal disruption to Bank operations during maintenance work, scheduling noisy or disruptive tasks outside business hours where possible.
- Implement and maintain a robust Quality Assurance (QA) program for all services.

6.2. The Bank Shall:

- Provide clear access to all areas requiring maintenance, within agreed-upon schedules and security clearances.
- Provide a designated point of contact for daily coordination and approvals.
- Grant necessary permits and authorizations for work to be carried out (where required).
- Provide relevant documentation for existing systems (e.g., as-built drawings, equipment manuals), where available.
- Make timely payments for services rendered as per the agreed contract terms.

7. Deliverables

The Vendor shall provide the following deliverables:

- **Detailed Preventive Maintenance Schedule:** Annually, with monthly breakdowns.
- **Monthly Performance Report:** Including KPIs, completed tasks, open issues, emergency responses, and resource utilization.
- **Quarterly Business Review (QBR) Presentation:** Summarizing performance, identifying trends, and proposing improvements.
- **Annual Maintenance Plan:** Including recommendations for upgrades, replacements, and budget forecasts for major works.
- **Service Request/Work Order Logs:** Detailed records of all corrective and emergency works, including response and resolution times.
- **Asset Register Updates:** Maintain an updated list of all maintained assets, including service history.
- **Inspection Reports:** After each scheduled inspection or major repair.
- **Incident Reports:** For any major breakdown, safety incident, or security breach.

8. Reporting Requirements

The Vendor shall establish a transparent reporting framework. This includes:

- **Daily:** Brief verbal/email updates on critical ongoing issues.
- **Weekly:** Summary of completed tasks and upcoming activities.
- **Monthly:** Comprehensive report covering KPIs, service logs, expenditures (for approved materials/spares), and a forward-looking plan.

- **Quarterly:** Review meetings with the Bank's facilities management team to discuss performance, challenges, and strategic recommendations.
- **Ad-hoc:** As required by the Bank for urgent matters or specific audits.

9. Health, Safety & Environment (HSE) Requirements

The Vendor shall:

- Comply with all local and national HSE laws, regulations, and industry best practices.
- Implement and enforce a robust safety plan for all on-site activities.
- Provide adequate personal protective equipment (PPE) for all personnel.
- Conduct regular safety briefings and risk assessments for tasks.
- Ensure proper handling and disposal of hazardous waste materials in an environmentally responsible manner.
- Report all incidents, near misses, and environmental excursions immediately to the Bank.

10. Security Requirements

Given the nature of the Bank's operations, the Vendor must adhere to the highest security standards:

- **Personnel Vetting:** All Vendor personnel assigned to the Bank's premises must undergo thorough background checks, including criminal record checks, to the satisfaction of the Bank.
- **Access Control:** Strict adherence to the Bank's access control procedures, including badging, sign-in/out, and escort requirements.
- **Confidentiality:** All Vendor personnel must sign Non-Disclosure Agreements (NDAs) and strictly maintain the confidentiality of any information accessed or observed within the Bank's premises.
- **Equipment Security:** All tools and equipment brought onto Bank premises must be declared, inspected, and secured.
- **Incident Reporting:** Immediate reporting to the Bank's security team of any suspicious activity, security breaches, or unauthorized access attempts.
- **No Photography/Recording:** Strictly no photography, video recording, or audio recording within the Bank premises unless explicitly authorized for specific maintenance documentation purposes by the Bank.

11. Compliance and Regulatory Adherence

The Vendor shall ensure full compliance with:

- All relevant national and local building codes.
- Labor laws, including fair wages, working hours, and social security.
- Environmental protection regulations.
- Industry standards and best practices for building maintenance.
- Any specific regulatory requirements pertaining to financial institutions in [Country, e.g., Mauritius].

12. Personnel Requirements

- All personnel must be adequately trained, certified, and experienced for their assigned tasks.

- Key personnel (e.g., Account Manager, Lead Technicians) should have a proven track record in similar environments.
- The Vendor shall maintain a stable and consistent team for the Bank's site to foster familiarity and efficiency.

13. Tools and Equipment

The Vendor shall be responsible for providing and maintaining all necessary tools, equipment, specialized machinery, and testing instruments required to perform the services efficiently and safely. All equipment must be calibrated and in good working condition.

14. Change Management Process

Any changes to the defined scope of work, service levels, or pricing shall be formally requested by either party in writing and must be mutually agreed upon through a signed change order or addendum to the main contract.

15. Confidentiality

The Vendor and its personnel shall treat all information pertaining to the Bank's operations, systems, security, and customers as strictly confidential and shall not disclose it to any third party without explicit written consent from the Bank.

16. FORCE MAJEURE:

Neither PARTY shall be liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in Mauritius or elsewhere) force majeure. Act of God, or any governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, or anything beyond the control of either party. The parties shall use all reasonable endeavors to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall insofar as may be practicable under the circumstances complete performance of their respective obligations hereunder. Notwithstanding the foregoing, if any of the above mentioned events shall preclude The Contractor from meeting any or all of its obligations hereunder, for a period of more than 3 months, from the date of occurrence of such event, it shall be open to either party to rescind this contract by giving 1 months' notice

