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Indian Institute of Technology, Kanpur
Office of the Dean of Infrastructure and Planning

DOIP/IITK/2021/OO-02

Date: 21/01/2021

OFFICE ORDER

Subject: Guidelines to IWD for preparation of estimate for Maintenance Contracts, Zonal Contracts, Annual Maintenance Contracts (AMC), Annual Operations Contracts (AOC), Horticulture Contracts and Sanitation Contracts

The requests for the approval of estimates for Maintenance Contracts, Zonal Contracts, Annual Maintenance Contracts (AMC), Annual Operations Contracts (AOC), Horticulture Contracts and Sanitation Contracts should accompany the specific documents and also follow the procedures as listed in Annexure A along with draft tender document (for new contracts)/ approved tender document (for extension of existing contracts) in electronic format. Requests with ambiguity and/or *ad hoc* approach will not be considered for further review and will be returned to the preparer.

This Office Order is issued with the approval of Competent Authority and is effective from the date of the issuance of this office order.



Dean of Infrastructure and Planning

To: SE, IWD and All EE'S, IWD

Copy to:

- 1) Dy. Director
- 2) All Deans
- 3) Registrar
- 4) All Heads of the Departments/ IDPs/ Centres/Sections/Unit-in-charges
- 5) Hindi Cell for translation in Hindi

Annexure A: Guidelines & List of the documents to be submitted

For Maintenance Contracts

- ✓ For estimates of periodic repairs of all major works, the quantities should be as per Standard Measurement Books (SMB) prepared based on "As-built" drawings by the department during completion of the buildings. A scanned copy of the relevant page in SMB and the appropriate "As built" drawings should be part of the documentation wherever available. In case of buildings where SMB was not created as a practice, "As-Built drawings" should be created with dimensions and the quantities approved in final bill of the construction of building should be submitted as reference.
- ✓ The specification for Original works/ Minor works/ Repair works in existing buildings and other campus infrastructure should be prepared carefully by assessing the work required for existing conditions following CPWD maintenance manual (or standard literature in special cases).
- ✓ For non-emergent and major works, which can be categorized as routine works of periodical nature like external and internal painting and special repairs like repair work to eliminate leakage and dampness, repair of internal roads, pavements and other infrastructure, replacement of tiles, doors, and windows for the building, rewiring, replacement of electrical equipment and installation, replacement of insulation of central air conditioning ducts, replacement of AC ducts and equipment etc. and for upgradation works, a program of annual repair should be submitted at the beginning of every calendar year. The plan should be prepared synchronised with special repairs wherever applicable. It should be scheduled in a particular period of the financial year considering the adverse weather conditions depending on exigency as far as possible.

For Zonal Contracts

- ✓ In general, zonal contracts should be used only to execute original works/ minor works/ repair works of urgent nature. It can also be used for any works of restoration as a result of a disaster in campus causing damage to institute infrastructure/ works related to emergency services/ works of institute importance/ works concerned to safety health and environment of campus community. The works undertaken through zonal contracts are categorized as time-bound and should be executed without any delay based on the judgment of EE/AE/JE/ through DOIP: 101 requests/special instructions from competent authority with minor cost implications.

Mode of issue of the zonal contract should be as per Table 1:

Table 1	
Work costing up to 50,000	JE/AE/EE based on Pingla requests or any other mode of verifiable written communication or approved DOIP 101
Works costing up to 50,000 to 1, 30,000	Approved DOIP 101

- ✓ The contractor should always keep his establishment ready to commence the work immediately after the issue of the work order of any amount. Work requests of urgent nature should be included in work orders at the earliest. Maximum time limit to include a request in work order is 21 days.

The schedule for zonal contracts should be as per Table: 2

Spending limit	Maximum lead time to start the work	Maximum completion duration
Works costing up to 50,000	3 days	14 days
Works costing up to 50,000 to 1, 30,000	7 days	28 days

- ✓ No works related to the field requirements and unforeseen expenses in new construction works (which are already allocated as contingencies in sanctioned estimate amount) should be executed through zonal contracts.
- ✓ No works related to newly constructed building should be executed through zonal contracts without valid DOIP 101 requests within the first 5 years of its commissioning.
- ✓ Zonal contract intended for a particular location and nature of work should not be used for other area zonal contract works. If required for unavoidable reasons special permission should be taken before issuing the work order

For Labour Contracts

For estimate approvals

- ✓ A graphic representation/flowchart of the manpower deployment showing number of workers with their designated trade/ assigned duties with their locations and means of communication.
- ✓ Justification document indicating the requirement based on adopted guidelines/ standard for hiring persons of different skill level with certificates of relevant degree and experience, minimum wages for various trades, etc.
- ✓ The basis for the assumed fixed percentage for contractors' profits and his obligation for the contract.

For contract extensions /renewal of contracts

- ✓ A copy of the daily work assignment chart as per the scope of work of the contract
- ✓ Number of complaints attended daily by each assigned person during the duration of the contract in tabular form
- ✓ Biannual performance reports prepared by the engineer in charge, maintenance registers, inspection check lists, receipts of timely payments etc.
- ✓ user feedback forms, building complaint records, descriptions of measures taken to mitigate the recurrence of such incidents

For AMC contracts

- ✓ The same set of documents as in labor contracts
- ✓ Additional documents: List of ISI marked/approved materials and utilization in the contract if supplied by IWD store in tabular form, utilization of amount allocated for contingencies, repair/ replacements if any, and any other document relevant to the nature of work as detailed in the scope of the contract

For AOC contracts

- ✓ The same set of documents as in labor contracts as applicable
- ✓ Additional documents: Details of timely notices to the contractor with the schedule of defects/damages and date of compliance if any, utilization of amount allocated for contingencies, repair/ replacements if any, approx. Number of inspections till date by Contractor/Agency and any other document relevant to the nature of work as detailed in the scope of the contract

For Sanitation Works

- ✓ The same set of documents as detailed for labour contracts & annual maintenance contracts
- ✓ Specific Documents: Scope of work highlighting the nature of service required (e.g., sweeping, road cleaning, floor washing etc.) based on standards and justifications, number of rooms or areas to be covered, schedule of cleaning along with rationales, calculations for required consumables based on standards

For Horticulture Works

- ✓ The same set of documents as detailed for labour contracts & annual maintenance contracts
- ✓ Specific Documents: Scope of work highlighting the nature of service required prepared based on CPWD maintenance manual
- ✓ Detailed map of areas/locations to be covered showing the details in Table No: 3 for each location with color fill legends for each item, schedule of work required for the area of service daily/ weekly/ seasonal/ annually along with justifications
- ✓ Details in the format as in Table: 3 for each location

Table No: 3			
Location:			
Sl.No	Description	Unit	
1	Lawn area	Acre	
2	Park area	Acre	
3	No: of flower beds for seasonal plants	Rm	
4	No: of rose beds	Rm	
5	The area demarcated for perennial/ permanent plants and shrubs.	Acre	
6	Open space area	Acre	
7	Forest area	Acre	
8	Pristine area	Acre	
9	Potted plants	Nos	
10	Trees below Four years	Nos	