

(TENDER NO. ISPRL/VSP/PR-08/17-18/HOUSE KEEPING/ T1 dated 15.07.2017)



SECTION III

SPECIAL CONDITIONS OF CONTRACT (S.C.C)

COVER PAGE

BIDDING DOCUMENT FOR HOUSE KEEPING AND ALLIED SERVICES

At

**Indian Strategic Petroleum Reserves Limited
Strategic Crude Oil Storage Facilities
Lova gardens, Behind HSL fabrication Yard
Post Box No.999, Gandhigram Post
VISAKHAPATNAM-530005**



INDEX

NAME OF WORK : HOUSE KEEPING AND ALLIED SERVICES AT INDIAN STRATEGIC PETROLEUM RESERVES LIMITED (ISPRL), VISAKHAPATNAM – 530 005.

TENDER DOC NO. : TENDER NO. ISPRL/VSP/PR-08/17-18/HOUSE KEEPING/ T1 dated 15.07.2017

INDEX TO SPECIAL CONDITIONS OF CONTRACT

Contents

COVER PAGE	1
INDEX	2
1.0 GENERAL.....	4
2.0 DETAILS OF WORK	4
2.1 Scope of Work	4
2.2 Scope of Supply	4
2.3 Time Schedule.....	5
2.4 Water, Power Supply and Land for contractors site office / Labour amenities.	5
2.5 Billing and Terms of Payment	5
2.6 On Account Payments.....	5
2.7 Firm Price	6
2.8 Quality Assurance System	6
2.9 Working Hours.....	6
3.0 SECURITY DEPOSIT.....	6
4.0 PENALTY CLAUSE	7
5.0 WORKS CONTRACT TAX.....	7
6.0 INCOME TAX.....	7
7.0 CONTRACTOR'S OBLIGATIONS/ RESPONSIBILITIES	7
7.1 OBLIGATIONS:.....	7
7.2 RESPONSIBILITIES:	7
8.0 PAYMENT OF TAXES, DUTIES, CESS & OTHER LEVIES.....	8
9.0 INSURANCE POLICIES.....	8
10.0 GOVERNING LAWS & JURISDICTION	8
11.0 CONTRACT AGREEMENT	8
12.0 ROUNDING OFF	8



13.0	HEALTH, SAFETY AND ENVIRONMENT (HSE) MANAGEMENT.....	9
14.0	TESTS AND INSPECTION.....	9
15.0	STATUTORY REQUIREMENTS.....	9
16.0	SITE ORGANISATION.....	10
17.0	SITE CLEANING.....	10
18.0	ISPRL.....	10
19.0	ROYALTY.....	10
20.0	SCHEDULE OF RATES.....	10
	APPENDIX-I.....	11
1.0	SCOPE OF WORK.....	11
2.0	AREAS FOR SERVICES.....	11
3.0	ISPRL SCOPE OF SUPPLY.....	11
4.0	AGENCY SCOPE OF SUPPLY.....	11
5.0	SCHEDULE OF SERVICES.....	11
5.1.1	House Keeping Services.....	12
5.1.2	Waste Management.....	14
5.1.3	Manpower Supply.....	15
5.1.4	Cleaning of Drains.....	15
6.0	MAN POWER.....	16
6.1	Min. MAN POWER for House-keeping :.....	16
6.2	Man Power for Office Messengers :.....	16
7.0	EQUIPMENT.....	17
7.1	Equipment to be used for cleaning.....	17
7.2	Necessary Housekeeping Materials.....	17
8.0	CHEMICALS.....	18
8.1	Chemicals to be used for Cleaning.....	19
9.0	GROOMING.....	19
10.0	STANDARD OPERATING PROCEDURES.....	19
11.0	DEDUCTIONS TOWARDS UN-SATISFACTORY PERFORMANCE.....	19
12.0	OTHER TERMS.....	19
13.0	NOTES TO AGENCY.....	20
14.0	SAFETY REQUIREMENTS FOR CONTRACTORS.....	21



SPECIAL CONDITIONS OF CONTRACT

1.0 GENERAL

- 1.1 Special Conditions of Contract (SCC) shall be read in conjunction with the General Conditions of Contract (GCC). Schedule of Rates, specifications of work, drawings and any other document forming part of this Contract wherever the context so requires.
- 1.2 Notwithstanding the sub-division of the document into these separate sections and volumes, every part of each shall be deemed to be supplementary of every other part and shall be read with and into the Contract so far as it may be practicable to do so.
- 1.3 Where any portion of the GCC is repugnant to or at variance with any provisions of the Special Conditions of Contract, then unless a different intention appears, the provision(s) of the Special Conditions of Contract shall be deemed to override the provision(s) of GCC only to the extent that such repugnancies or variations in the Special Conditions of Contract are not possible of being reconciled with the provisions of GCC.
- 1.4 Wherever it is stated in this Bidding Document that such and such a supply is to be effected or such and such a work is to be carried out, it shall be understood that the same shall be effected / carried out by the Contractor at his own cost, unless a different intention is specifically and expressly stated herein or otherwise explicit from the context. Contract value (also referred to as Contract Price) shall be deemed to have included such cost.
- 1.5 In case of irreconcilable conflict between relevant Indian standards, GCC, Special Conditions of Contract, Specifications, Drawings and Schedule of Rates, the following shall prevail to the extent of such irreconcilable conflict, in order of precedence:
- i) Detailed Letter of Acceptance (along with Statement of Agreed Variations, if any) and its enclosures such as Schedule of Rates, Labour Rates, etc.
 - ii) Letter / Fax of Acceptance
 - iii) Special Conditions of Contract
 - iv) General Conditions of Contract
 - v) Scope of work / Job / Particular Specifications
 - vi) Drawings
 - vii) Technical/Material Specifications
 - viii) Indian Standards

2.0 DETAILS OF WORK

2.1 Scope of Work

The Scope of Work shall be as described in **Appendix-I to SCC**.

2.2 Scope of Supply

The Scope of Supply shall be as described in **Appendix-I to SCC**.



2.3 Time Schedule

- 2.3.1 The Work shall be executed strictly as per time schedule, i.e, for a period of ONE year. The period of completion given includes the time required for mobilization as well as testing, rectifications, if any, retesting, demobilization and completion in all respects to the satisfaction of ISPRL.
- 2.3.2 A joint programme /schedule of execution of work will be prepared by the Engineer-in-Charge and Contractor. This programme will take into account the time of completion mentioned in 2.3.1 above.
- 2.3.3 Daily / Monthly / weekly execution programme will be drawn up by ISPRL. The Contractor shall scrupulously adhere to the Targets / Programme by deploying adequate personnel, Equipment, Tools and Tackles and also by timely supply of required materials coming within his scope of supply as per Contract.
- 2.3.4 Contractor shall give every day category-wise labour and equipment deployment report along with the progress of work done in the proforma prescribed by ISPRL.

2.4 Water, Power Supply and Land for contractors site office / Labour amenities.

Water and power shall be provided by ISPRL from the nearest available source. Contractors site office, Labour amenities will be the responsibility of the contractor.

2.5 Billing and Terms of Payment

The Contractor shall submit the Bills / invoice, in quadruplicate, for the work done once in a month. The Contractor shall submit all relevant documents, if specifically asked by ISPRL, for certification of invoice.

ISPRL shall release the payments **within 30 days** from the date of receipt of Bills, if found in order. No advance shall be paid.

2.6 On Account Payments

- a. Monthly Running Account Bills
- b. Payments will be made against Running Accounts Bill certified by ISPRL within 15 days from the date of receipt of the certified bill by ISPRL.
- c. Running Account bills and the Final Bill shall be submitted by the Contractor together with the duly signed measurement sheet / MIS Reports to ISPRL in quadruplicate for certification.
- d. All running account payments shall be regarded as on account payment (s) to be finally adjusted



against the final bill payment.

- e. The final bill shall be submitted by the Contractor within one month of the date of completion of the work fully and completely in all respects.
- f. Payment of final bill shall be made within 30 days from the date of receipt of the certified bill by the Disbursement Section of the owner.
- g. Payment shall be made only through e-Payment mode through any of the designated banks to ensure that timely payments are processed. The agency shall necessarily fill requisite formats and complete all formalities for the same before submission of first bill. Due to non-fulfilment of e-Payment requirements, ISPRL shall not be responsible for any delay in the payments. Owner reserves the right to make payment in any alternate mode also.

2.7 Firm Price

The quoted price shall be FIRM and no escalation in price on any account shall be admissible to the Contractor till the work is completed in all respects. However, if there is any change in minimum wages during the contract period, the same will be considered for payment on the item no.1 and 5 of SOR.

2.8 Quality Assurance System

- 2.8.1 Owner's representative shall reserve the right to inspect / witness, review any or all stages of work at shop / site as deemed necessary for quality assurance.
- 2.8.2 In case CONTRACTOR fails to follow the instructions of ISPRL with respect to above clauses, next payment due to him shall not be released unless until he complies with the instructions to the full satisfaction of ISPRL.

2.9 Working Hours

Depending upon additional specific requirements and upon ISPRL advice, the works may have to be started earlier or beyond normal working hours and on holidays also for which no additional charges (OT) claim shall be entertained. Normal working hours will be 8.30 am to 5.00 pm with half an hour lunch break.

3.0 SECURITY DEPOSIT

The contractor shall within 10 (Ten) days of receipt of the notification of acceptance of the tender or letter of intent, shall remit the security deposit of amount equivalent to 10% of the Contract value to ISPRL. The security deposit shall be in the form of Bank Draft/Pay Order/Bank Guarantee from a Scheduled Bank / Nationalized Bank valid upto Three (3) months after Contract period and the same shall be released after Three months from the date of completion of the work.



Bank Guarantee shall be provided as per the enclosed format. Contractor may note that payment towards running bill shall not be paid unless & until SECURITY DEPOSIT is paid to ISPRL.

Owner reserves the right to deduct any amount from the Security Deposit at the time of expiry of Contract / Termination of Contract.

4.0 PENALTY CLAUSE

Owner shall reserve the right to impose cash penalty on the contractor and deduct such amount from his bills or Security Deposit in case Owner is put to any inconvenience due to non-performance or financial loss of any nature whatsoever, directly or indirectly by any of the contractor's personnel or by the contractor.

5.0 WORKS CONTRACT TAX

Every contractor who works for Owner should obtain an exemption certificate from the Commissioner of Sale Tax (works contract) otherwise Owner shall deduct the amount of TDS in accordance with the provisions of this Act. If at any stage the contractor's establishment gets an exemption certificate, he shall apply for refund to the Sales Tax Commissioner. Owner will furnish only a TDS certificate for the amount deducted and deposited with the Commissioner.

6.0 INCOME TAX

Income tax deduction shall be made from the gross amount billed as per the rules and regulations in force in accordance with income tax act prevailing from time to time.

7.0 CONTRACTOR'S OBLIGATIONS/ RESPONSIBILITIES

7.1 OBLIGATIONS:

The Contractor shall also be bound to discharge obligations as provided under various statutory enactments including the Employees Provident Fund Act, 1952, Employees Pension Scheme, 1995, ESI Act 1948, Contract Labour (Regulation and abolition) Act, 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Workmen's compensation Act 1923, Works Contract Act 1999 and other relevant Acts, Rules and Regulations in force and as amended from time to time and are in force in the State where the subject work under this Contract are executed.

7.2 RESPONSIBILITIES:

7.2.1 It shall be the responsibility of the CONTRACTOR to obtain the approval for any revision and/or modifications decided by the CONTRACTOR from the OWNER/ Engineer-in-Charge before implementation. Also such revisions and/ or modifications if accepted/ approved by the OWNER/ Engineer-in-Charge shall be carried out at no extra cost to the OWNER.

7.2.2 All expenses towards mobilization at site and demobilization including bringing in



equipment, work force, materials, dismantling the equipment, clearing the site etc. shall be deemed to be included in the prices quoted and no separate payments on account of such expenses shall be entertained.

7.2.3 It shall be responsibility of the CONTRACTOR to provide, operate and maintain all necessary construction equipment, steel scaffoldings and safety gadgets, and lifting tackles, tools and appliances to perform the work in a workman like and efficient manner and complete all the jobs as per time schedules without any extra cost to the OWNER.

7.2.4 The CONTRACTOR shall be responsible for procurement and supply in sequence and at the appropriate time of all equipment / materials and consumables and his rates for execution of work will include of supply of all these items.

8.0 PAYMENT OF TAXES, DUTIES, CESS & OTHER LEVIES

The contractor shall be fully and exclusively responsible for the payment (and liable for all consequences in the event of default) of any and all taxes, duties, octroi, & other levies including service tax now or hereafter imposed, increased or modified from time to time in respect of the above job. The change in service tax if any after the award of contract shall be to ISPRL a/c.

9.0 INSURANCE POLICIES

The Contractor shall at his own cost and initiative take out and maintain at all times until the close out of the Contract, insurance policies as mentioned in General Conditions of Contract and also in respect of workmen engaged by him for providing services under this Contract, in order to keep himself as well OWNER fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in Workmen's Compensation Act, 1923. Should the Contractor fail to take out and/or keep afoot insurance as provided for in the foregoing paragraph, OWNER shall be entitled (but without any obligation to do so) to take out and/or keep afoot such insurance at the cost and expense of the Contractor and without prejudice to any other rights or remedies of OWNER in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Contractor.

10.0 GOVERNING LAWS & JURISDICTION

The terms and provisions of this Contract shall be governed and interpreted in accordance with the laws of India in force and is subjected to and referred to the court of law located at New Delhi which shall have exclusive jurisdiction.

11.0 CONTRACT AGREEMENT

The successful Bidder shall be required to execute a Contract Agreement with ISPRL as per proforma attached in the Bidding. Document on the non-judicial stamp paper of appropriate value (**Minimum Rs. 100/-**) to be purchased from Delhi/Visakhapatnam. The cost of stamp paper shall be borne by successful Bidder.

12.0 ROUNDING OFF

All payments to and recoveries from the Contractor shall be rounded off to the nearest rupee. Wherever the amount to be paid / recovered consists of a fraction of a rupee (paise), the amount shall be rounded off to the next higher rupee if the fraction consists of 50 (fifty) paise or



more and if the fraction of a rupee is less than 50 (fifty) paise, the same shall be ignored.

13.0 HEALTH, SAFETY AND ENVIRONMENT (HSE) MANAGEMENT

- 13.1 The Contractor shall adhere to the Health, Safety (HSE) management system as per our HSE management at our construction site.
- 13.2 The CONTRACTOR shall establish document and maintain an effective Health, Safety and Environment (HSE) management system.
- 13.3 In case CONTRACTOR fails to follow the instructions of Engineer-in-charge with respect to HSE, next payment due to him shall not be released till CONTRACTOR complies with the HSE systems to the full satisfaction of Engineer-in-charge.

14.0 TESTS AND INSPECTION

The work is subject to inspection at all times by the Engineer-in-Charge. The Contractor shall carry out all instructions given during inspection and shall ensure that the work is being carried out according to the specifications of this Bidding Document and the relevant codes of practice.

The Contractor shall provide for purposes of inspection access ladders, lighting equipment for testing, necessary instruments etc., as applicable, at his own cost.

15.0 STATUTORY REQUIREMENTS

The approval from any authority required as per statutory rules and regulations of Central/State Government shall be the contractor's responsibility unless otherwise specified in the Bidding Document. The application on behalf of the Owner for submission to relevant authorities along with copies of required certificates complete in all respects shall be prepared and submitted by the contractor well ahead of time so that the actual construction/commissioning of the work is not delayed for want of the approval /inspection by concerned authorities. The inspection of the works by the authorities shall be arranged by the contractor and necessary coordination and liaison work in this respect shall be the responsibility of the Contractor.

Bidder has to submit the following documents:-

1. Firm registration, PF and ESI registration certificates, Labour, service tax, PAN, GST details.
2. Last three years IT returns and last three years and Service tax returns
3. Turn over certificate from the auditor
4. Bidder should submit the last One year challans and ECR copies of PF and ESI .
5. If the GST number is not available at the time of participation of this tender, an undertaking to be given mentioning that the GST will be submitted with in one month from the date of award of contract.



16.0 SITE ORGANISATION

The Contractor shall submit the details of organization proposed by him at site of work for the implementation of the works under the Contract, together with bio data of the key personnel. The Contractor shall however without prejudice to his overall responsibility to execute and complete the works as per specifications and time schedule progressively deploy adequate qualified and experienced personnel and augment the same as decided by Engineer-in-Charge depending on the exigencies of work to suit the work schedule without any additional cost to Owner.

17.0 SITE CLEANING

The CONTRACTOR shall clean and keep clean the work site from time to time to the satisfaction of the Engineer- in-Charge for easy access to work site and to ensure safe passage, movement and working. The Contractor shall also clean the work site to the satisfaction of Engineer-in-Charge before handing over. No extra payment shall be paid on this account. The rates quoted in SOR are deemed to be inclusive of all the costs towards all the above activities as well.

18.0 ISPRL

Where ever ISPRL is stipulated, it shall be construed as ISPRL's authorized representative for this work.

19.0 ROYALTY

The quoted rates/price shall be inclusive of all royalties, if any, which the Contractor may have to pay to the statutory bodies/Govt.

20.0 SCHEDULE OF RATES

The Schedule or Rates (SOR) shall be read in conjunction with Special Conditions of Contract, General Conditions of Contract, Technical Specifications, Drawings and any other Document forming a part of this Contract. The quantities shown against the various items are only approximate and subject to any variations as per the stipulation made in General Conditions of Contract.

The Owner reserves the right to interpolate or extrapolate the rates for any new item of work not covered in Schedule of Rates from the similar items already available in Schedule of Rates. All the works item wise, shall be measured upon completion and paid for the contracted rates. In case any activity though specifically not covered in Schedule of Rates, description but the same is covered under Scope of Work / Specification / Drawings etc., no extra claim on this account shall be entertained, since SOR is to be read in conjunction with other documents forming part of the Contract. All items of work in the Schedule of Rates shall be carried out as per the Specification, drawings and instructions of the Engineer-in-Charge and the Rates are inclusive of all materials, consumables, labour, supervision, tools and tackles, as well as preparatory, incidental, intermediate / auxiliary / ancillary or enabling works.



APPENDIX-I

1.0 SCOPE OF WORK

The scope of work covered in this tender shall be as specified below.

It is, however, explicitly understood and confirmed by the Contractor that the scope as described in the Bidding Document is not limiting, in so far as the responsibilities of the Contractor shall include, inter-alia, carrying out any and all works and providing any and all facilities those are required in completing the work in all respects and satisfying all performance and guarantee requirements stated or implied from the contents of the Bidding Document.

2.0 AREAS FOR SERVICES

2.1 The scope of services covers primarily the following areas of ISPRL, Visakhapatnam Facility :

SI No.	Areas / Locations (in Sqmts)
1	Admin Block (358.05 m ²)
2	Pump House (35.0 m ²)
3	Security Main Gate area
4	ETP 2 Floors(628.32 m ²)
5	Emergency Gate
6	Guard Room 1 & 2 (50.0 m ²)
7	DG house (117.68 m ²)
8	Sub Station (1285.73 m ²)
9	Control Room (423.00 m ²)
10	Fire water Pump House (151.13 m ²)
11	Work shop (200.00 m ²)
12	Boiler House (563.27 m ²)
13	Shaft A & B Area (2600 m ²)
14	AAQMS stations 1 & 2 (24 m ²)
15	Roads & side drains (app 2.0KM) (up to flare area)
16	Nitrogen Plant area
17	Pipe rack area (all along the pipe rack From Shaft A to Shaft B.)

3.0 ISPRL SCOPE OF SUPPLY

3.1 Water and Power supply from the nearest available source

4.0 AGENCY SCOPE OF SUPPLY

4.1 All requirements as mentioned in the scope of House Keeping Services of the contract.

5.0 SCHEDULE OF SERVICES

The executing agency shall provide the following services :



- House Keeping - Maintenance of cleanliness in the premises at all times as specified under 5.1.1.
- Waste Management – Regular disposal of waste generated in the premises as specified at 5.1.2.
- Manpower Supply – Arranging manpower to carry jobs as specified at 5.1.3.

5.1.1 House Keeping Services

- Dry mopping of all floors in the morning and continuous with frequent intervals
- Wet mopping of entire floor area at least once daily and whenever required
- Dusting of furniture and fixtures once in a week
- All inside glass surfaces / partitions to be cleaned on regular basis.
- Maintenance of Front and main Entrance areas regularly
- Washroom Maintenance
- Cleaning of Dustbins on daily basis
- Common areas to be maintained frequently.
- Regular maintenance / upkeep of executive dining hall
- Any other house-keeping job given by the concerned job engineer.

5.1.1.a Entrance

- These areas are to be swept, scrubbed and need to be kept clean always
- Walk ways – Maintained at regular intervals and keep free of litter
- Outside tiles layed area- to be swept neatly without dust.
- Paved areas – Sweep during daytime on regular basis
- Lights / Reflectors – Needs to be dusted once in a week.
- Mats – to be dusted atleast once in a day
- Car Parking - To be swept and free of litter and cleaning of oil spills using degreaser on regular basis
- Sign boards inside building to be cleaned once in a week and dusted
- Glass / Doors & Handles – To be cleaned and cleared of from any stains on regular basis
- Security Desk – Needs to be cleaned daily
- Garbage Bins – Cleaned and water washed daily.
- Granite / marble Floors / Wall cladding are cleaned thoroughly and free of dust once in a week.

5.1.1.b Reception / Lobbies / Cellar

- Cleaning of Tables / Chairs & Desks
- Dry mopping with regular intervals
- Wet mopping with regular intervals
- Clearing of Dust Bins on daily basis
- Glass cleaning once in a day
- Sofa sets to be dusted once in a day

5.1.1.c Work Stations / Help Desks

- Dusting of workstations and corresponding desks over there



- All carpet area if any to be vacuum cleaned
- Wooden / Modular partitions dusting once in a week
- Dustbins cleaning and water washing every days
- Spraying of Air Freshener
- Floor cleaning at workstations
- All inside glass surfaces to be cleaned daily
- Dry mopping at regular intervals
- Lights / Reflectors to be cleaned once in a week.
- Windows, doors, door handles to be cleaned regularly.
- Arranging necessary skilled person/carpenter for attending the problems related to doors/windows are to be carried as per the requirement. The necessary material will be arranged by ISPRL.
- A/c Vents / diffusers to be wiped and cleaned once in a week.

5.1.1.d Conference Halls / Waiting Rooms / Discussion Rooms

- Dusting of all chairs , Tables once in a week
- All Sign Boards / White Boards are to be cleaned and free of dust once in a week.
- Lights / Shades / Reflectors to be cleaned once in a week.
- A/c's Vents / Diffusers to be wiped and cleaned once in a week
- Windows, Doors are to be thoroughly vacuumed at the corner areas
- Arranging necessary skilled person/carpenter for attending the problems related to doors/windows are to be carried as per the requirement. The necessary material will be arranged by ISPRL.
- Whenever the occupant / team leave the meeting room, it should be re arranged and tables to be wiped immediately.

5.1.1.e Wash Rooms

- Entire washroom to be dusted off once in a week
- Cleaning of wash basin tops / wash basins on regular basis
- Wiping of mirrors with damp cloth regularly
- Wall cladding to be cleaned regularly
- Soap dispensers, tissue paper dispensers and hand dries, if any, are kept clean and free of dust on regular basis
- Toilet bowl has to be scrubbed daily and disinfected
- Urinal cubicles to be scrubbed daily and should be made without uric acid stains
- Granite / marble partitions are cleaned thoroughly and free of dust
- Sani cubes are to be kept in urinals on a regular basis
- Floor cleaning with disinfectant chemicals and mopped neatly on regular daily basis
- Exhaust fan is to be cleaned and dusted once in a week
- Doors need to be cleaned inside and outside on regular basis
- Dustbins are to be cleaned regularly and water washed and disinfected



- Keep new garbage covers whenever needed
- Blue covers are to be placed in ladies toilets
- Spraying of air freshener regularly
- Cleaning of all buckets and mugs daily
- Flush tanks to be cleaned and wiped on a regular basis
- All sanitary fittings are to be cleaned and wiped on a regular basis
- Any repair/replacement of sanitary items like Urinals, Wash basins, Toilets to be carried through professional persons. The necessary material will be arranged by ISPRL.
- Lights / Reflectors are to be cleaned once in a week
- All shelves are cleaned and place all items in order
- The toilet floor shall be maintained dry always.

5.1.1.f Server Rooms / Electrical Panels / Switch Rooms

- All these rooms are vacuumed daily
- Before vacuuming all the main and important places are dusted of with soft cloth with care. Not to touch any unwarranted places
- Cleaning of all Computers, Tables, Chairs and Telephones
- All the glass surfaces are cleaned and wiped
- Doors are cleaned and without body fat on the handles.

5.1.1.g Common Areas / Staircases

- The common areas are dry mopped continuously and wet mopped whenever needed
- The railings are wiped and should be made without any stains or body fat
- The staircases are swept and mopped daily and whenever required.
- Lights / Reflectors / Shades are cleaned once in a week
- Cleaning of any stains on the walls once in a week
- Cleaning of cobwebs regularly
- Glass cleaning will be done regularly
- Doors, windows are cleaned regularly
- All the walls inside the lift is wiped and cleaned
- Fans / Lights / Switches are cleaned neatly once in a week
- The floor always should be free of dust and litter
- Dustbins are cleaned at regular intervals.
- Drains cleaning which includes removal of grass/silt/pebbles

5.1.2 Waste Management

- Ensure the proper disposal of waste generated in the facility.
- Garbage / trash / building waste generated, inside and around the plant premise and dumping at a Municipal approved location, using tractor (of capacity 2.5 Cu. Mtr). The rate includes charges towards loading, unloading, transportation, consumables etc
- Follow the standard procedures while transporting the waste for disposal.



- The frequency of disposal is in mutually agreed terms at the beginning of tender. Non execution of disposal will impose **penalty of Rs.1000/-** per day plus actual cost incurred in disposing the waste.

5.1.3 Manpower Supply

- Arranging manpower to carry jobs as in admin building/control room/ETP area in day shift for Cleaning of Utensils and Office Desk (computer/ keyboards/ printers/ chairs) and Office Flooring and premises.
- Deep Cleaning on Weekly Basis.
- Daily updating checklist and getting verified by the reporting person.
- Arranging and serving Tea/ Coffee or water to Staff and Visitors. Assistance Arranging and Serving Lunch of staff or any Guest. While serving use proper hand gloves and the dress code of serving personnel are different from the other working staff deployed by you.
- Doing any other work assigned by the Officer-Incharge/Management.
- Receive, direct and transfer telephone messages and fax messages in absence of Receptionist.
- Maintaining inward and outward register in absence of receptionist.
- Carrying the photocopying of the documents, filing the documents as directed, any other jobs as assigned by the officer in-charge
- Doing Outdoor work if any. Updating on Material requirement for housekeeping purpose to the house keeping contractor.
- Arranging Plumber for repairing any sanitary jobs.
- Arranging carpenter for repairing to door/windows/door closers.
- Helping and assisting in Human resource and administration team activities like any events or functions arranged for the organization.
- Filing and scanning of documents if any.
- Setting meeting rooms and conference halls.
- Collection of bills, payment of bills. Maintaining stock of stationery and office consumables.
- Dress code to all your staff to be get it approved before start of job.

5.1.4 Cleaning of Drains

- Cleaning of open drains with a width of approx. 2mt located in side the premises stretching over a length of approximately 320 mt. and out side the premises stretching from main entrance gate to ETP emergency gate with a length of approximately 300 mt.
- The cleaning of drains is to avoid blockage of free flow of water in the drain by removal of silt, tree roots, vegetation, grass, compacted clogs, any other flow obstructing objects/material.
- The cleaning to be done by engaging required manpower.
- The job which includes cleaning and removal of material, shifting and disposal of the removed material from site to be completed with in 10 days from start of job.
- Necessary safety precautions including use of PPE to be ensured.



- The job is to be monitored by a supervisor who will ensure for safe cleaning operation which includes obtaining necessary gate pass, work permit etc.

5.2 Deep Cleaning

5.2.1 Other than regular cleaning services, at the weekends (Saturday), the agency shall take up the deep cleaning in which the following jobs are covered :

- Scrubbing of floors with machines
- Vacuuming of sofa sets, carpets, ceiling, windows, door corners
- Deep cleaning of workstation areas
- Deep cleaning of dining hall / pantry rooms
- Deep cleaning of reception / lobbies
- Deep cleaning of front entrance
- Water washing of parking area, front entrance
- Deep cleaning of toilets
- Cobweb removal.

5.3 Value Added Services

Over and above the primary operational services, the following management functions shall be provided:

- Continuous supervision and monitoring of staff and site shall be ensured by owner / special operational team.
- MIS format shall be submitted monthly along with weekly Inspection Reports on mutually agreed day of the week to ISPRL Management.

6.0 MAN POWER

6.1 Min. MAN POWER for House-keeping :

S. No	Details	Total
1	Housekeeping Workers (un-skilled)	12
2	Supervisors, (Highly skilled)	1
3	Relievers(un-skilled)	3
4	Total Manpower	16

6.2 Man Power for Office Messengers :

The minimum Educational Qualification for this job shall be 10th pass with 1 to 2 years' experience in document filing, scanning, photo copying in under **Skilled category**.



7.0 EQUIPMENT

S. No.	Cleaning Equipment	Qty
1	Walk behind Scrubber cum Drier	1
2	Dry Vacuum Cleaner	2
3	Wet & dry Vacuum Cleaner	1
4	Single Disc Scrubber	1
5	Glass Cleaning Kit	1

All the above equipment shall be of make Eureka Forbes Ltd / Jhonson Diversey / Nilfisk /Roots only.

7.1 Equipment to be used for cleaning

- Dry vacuum cleaner, wet and dry vacuum cleaner and single disc scrubber
- Dry mops and wet mops
- Dusting cloths, glass cleaning cloths, mop cloths
- Sponges / Scrub pads / Brushes of different sizes
- Water wipers / Toilet brushes
- Static Dusters.

7.2 Necessary Housekeeping Materials

Sl no	Items	Units	Qty	Frequency
1	Air Freshener Concord	Nos	12	One time then as and when required there after
2	Buckets Big	Nos	12	-do-
3	Buckets small	Nos	12	-do-
4	Checked Cloth	Nos	12	Monthly
5	Cob Web sticks	Nos	2	Monthly
6	Dry Mop Refill Small	Nos	2	Monthly
7	Dry Mop Small	Nos	2	Monthly
8	Dust Bin covers small	Packets	6	Monthly
9	Dust bin-small	Nos	6	One time then as and when required there after
10	Dust Pans	Nos	6	One time then as and when required there after
11	Glass Cleaning Cloth	Nos	6	Monthly
12	Hand gloves rubber	Pairs	4	Monthly
13	Hard Brooms/coco bro	Nos	24	Monthly
14	Lappam patti blade	Nos	6	Monthly
15	Mop Cloth	Nos	12	Monthly
16	Mop Refill with Clip	Nos	12	Monthly
17	Mugs	Nos	6	One time then as and when required there after
18	Napthaline Balls	Kgs	1	Monthly
19	Odonils	Nos	12	Monthly



20	Paint Brush	Nos	2	Monthly
21	Phenol in ltrs	Liters	20	Monthly
22	Sani Cubes in packets	Packets	6	Monthly
23	Scrubbing Pads in numbers	Nos	25	Monthly
24	Sink Brush	Nos	3	Monthly
25	Soap Oil in ltrs	Liters	15	Monthly
26	Soft & care Hand wash soap in Ltrs	Liters	5	Monthly
27	Soft Brooms	Nos	10	Monthly
28	Sponges	Nos	6	Monthly
29	Spray Guns	Nos	2	Monthly
30	Static Duster	Nos	3	Monthly
31	Taski R1 Lts	Liters	10	Monthly
32	Taski R2	Liters	10	Monthly
33	Taski R3	Liters	5	Monthly
34	Taski R6	Liters	10	Monthly
35	Taski R7	Liters	10	Monthly
36	Toilet Brush Round	Nos	6	Monthly
37	Toilet Pump	Nos	1	One time then as and when required there after
38	Water Wipers with rod	Nos	6	Monthly
39	Yellow Cloth	Nos	6	Monthly

The cost for supply these items is part of the price you are going to quote in Schedule of Rates (SOR) under Sl.No.1 of price bid. The cost of the items to be filled in the format given as Annexure – A and to be submitted along with the price bid. List of cleaning material supplied during the month is required to be submitted along with the bills duly supported by Security Gate Passes during the execution of contract. Non-supply/short-supply of the above items during the execution of contract will lead to deduction of amount which is double the rates mentioned by you in Annexure –A.

Whenever, ISPRL consider that the supply of any of the items mentioned above are not required for a particular month, it will be informed in advance and accordingly the proportionate amount for that item to be reduced while claiming from the your monthly bill of that particular month.

8.0 CHEMICALS

S. No.	Product (Johnson Diversely or approved equivalent)
1	Taski R1, 2,3,4,5,6 or equivalent
2	Carpet Care Taski TR 101 or approved equivalent
3	Odonils or approved equivalent (Toilet Fresheners)
4	Sani Cubes or approved equivalent



8.1 Chemicals to be used for Cleaning

For Floor cleaning	-	TASKI R2 (Multipurpose Floor Cleaner)
For Toilet Cleaning	-	TASKI R1 (Toilet Cleaner) & TASK R6 (for Heavy Duty Toilet Cleaner)
For Furniture & Fixtures	-	TASKI R4 (Furniture Polisher)
For Glass Cleaning	-	TASKI R3 (Multipurpose Glass Cleaner)
For Air Freshener	-	TASKI R5 (Air Fresheners)

9.0 GROOMING

- Uniforms shall be given to all Housekeeping Staff with ID Cards and Shoes
- Staff should be neat, clean shaved, short haircut and well dressed.

10.0 STANDARD OPERATING PROCEDURES

10.1 Standard Operating Procedures to be followed for Wash Rooms, Glass Cleaning, Dry & Wet Mopping, Dusting. The procedures can be finalized mutually upon awarding the contract.

11.0 DEDUCTIONS TOWARDS UN-SATISFACTORY PERFORMANCE

11.1 The jobs shall be carried out to the satisfaction of concerned job engineers. In case of poor performance in terms of inadequate resource mobilization on a particular day or due to poor quality job, the amount payable for that particular day will be calculated on pro-rata basis and double the amount shall be deducted from agency's monthly bill as penalty. ISPRL's decision in this regard is final and binding on agency.

11.2 In case the agency fails to mobilize the manpower as per the details given above, then an amount up to **₹ 1000/-** per day per person as per the discretion of location in-charge will be deducted from the amount payable to the agency as a penalty.

12.0 OTHER TERMS

12.1 Lead time of 21 days shall be given to the agency for deployment of manpower to the site after the award of the contract.

12.2 The agency shall undertake the assignment and stand guarantee to the up-time, work schedule etc

12.3 Only trained and skilled staff shall be deployed for the work.

12.4 The workers shall maintain discipline and conform to the ISPRL safety procedures and policies / regulations.

12.5 The statutory obligations in respect of the staff engaged by the agency shall be covered under ESIC, PF etc.

12.6 The staff will carry properly identity cards and shall be dressed in uniform arranged by the Contractor.



- 12.7 Monthly bills shall be submitted regularly for each month. Payment shall be made to the agency as per Payment terms and conditions of the contract.
- 12.8 Staff / Workers employed shall be above 18 years old.
- 12.9 The agency shall take utmost care while working and ensure no damage to any company property is made.
- 12.10 The agency shall make separate arrangement to attend elevated jobs. The company furniture / property shall not be used for this purpose.
- 12.11 The work timing shall be from 8 AM to 4.30 PM.
- 12.12 The water cooler areas to be well maintained
- 12.13 After the completion of day's work all equipment shall be stored at a designated location suggested by Engineer-in-Charge.
- 12.14 Available Power points to be used for operation of equipment. However, if required extension parts to be used without interrupting the movement of people.
- 12.15 All well maintained and latest equipment shall be used for the work.
- 12.16 Due care to be taken to protect the existing garden / lawn areas
- 12.17 No food items / lunch / breakfast / snacks etc shall be taken inside the buildings.

13.0 NOTES TO AGENCY

- Agency Supervisor shall contact Engineer-Incharge on daily basis between 0800 and 1630 hours.
- Agency personnel shall adhere to ISPRL Safety rules and regulations.
- The services are to be rendered through the month from Monday to Saturday on all working days at all places from 8 AM to 4.30 PM .
- Agency to note that any of the rooms can be extended / new toilets built at a later date during the order validity period, the agency shall be prepared to take up this scope also at no extra cost.
- Agency to collect formats from the Job Engineers and take Xerox copies of the same and daily work completion reports. Agency to obtain signature from all the concerned sections on a daily basis, after completion of work.
- Agency is required to deploy the requisite manpower sufficient in number to keep up the offices and toilets in hygienic condition.
- All the labor employees employed should be covered under the provision of all statutory acts like ESI, EPF and Minimum Wages etc.
- All manpower should be provided with Uniform, ID Card, Safety Shoes and Blue Colour Helmets
- The jobs shall be carried out to the satisfaction of concerned job engineer. In case of poor performance in terms of inadequate resource mobilization on a particular day or due to poor quality job, the amount payable for that particular day will be calculated on pro-rata basis and deducted from agency's monthly bill as penalty. ISPRL's decision in this regard is final and binding on agency.
- The agency should work beyond working hours during VIP visits / conferences on prior approval.



- The agency will be shown the storage space within the vicinity depending on availability. The agency to make its own arrangement for construction of the store with locking arrangement. The store shall be removed immediately after completion of the job or on advice depending on the requirement.

14.0 SAFETY REQUIREMENTS FOR CONTRACTORS

- The agency shall make their own arrangement for the security / safety of the materials.
- PPE should conform to the standard specifications.
- Maintain Attendance Record
- Ensure all contract employees are covered under ESI
- Ensure all contract employees are medically fit
- Ensure all contract employees are more than 18 years and less than 58 years of age
- Ensure all contract employees do not work for more than 16 hours / day
- Ensure all contract employees wear badges and have individual gate pass
- In case of fire siren, ensure all works are stopped and all workmen assemble at designated place.
- Always wear safety equipment such as safety shoes, double harness fully body safety belts etc.
- In case of accidents, only First Aid will be available for contract personnel. Contractor should arrange subsequent medical treatment at his own expense.

All the above shall be read in conjunction with General Conditions of Contract. In case of any contradiction the above shall prevail to that extent only.