



Bharat Heavy Electricals Limited

BHEL House, Siri Fort, New Delhi-110049

Tel: 011-66337403, Fax: 011-66337428

No. AA: GAX: 13: CL: 201

Dt. 15/02/2014

Subject: Tender for Job / services of Housekeeping, Attending / Messenger, Upkeep & Maintenance etc; of all BHEL Offices and Townships at:

A. DELHI

- (i) (a) Corporate Office, BHEL House, Siri Fort, New Delhi;
(b) AGVC Flats, Siri Fort, New Delhi;
(c) PMG & CCG office, Vasant Kunj, New Delhi;
(d) CC office, Parliament Street, Jeevan Tara Building, New Delhi;
- (ii) BHEL Office Building, Lodhi Road, New Delhi;
- (iii) Hyderabad Guest House, S-6, GK-1, New Delhi.

B. NOIDA

- (i) BHEL Township, Sector-17, Noida;
- (ii) BHEL Office at 2nd & 3rd Floor in Kribhco Building, Sector-1, Noida;
- (iii) PSNR Office in HRDI Building, Sector-16A, Noida;
- (iv) PEM Office, Sector-16A, Noida;
- (v) BHEL Office, Advant IT Park Pvt. Ltd., Sector-142, Expressway, Noida.



Corporate Office, BHEL House, Sirifort, Asiad, New Delhi
Tele No. 011- 66337403 (Phone), 011-66337428 (Fax)

No. AA: GAX: 13: CL: 201
Dt. 15/02/2014

Submission of tender enquiry on **01/03/2014** by **02.00 PM**
Due date for opening of bid on **01/03/2014** at **02.30 PM**

SUB: Tender for Job / services of Housekeeping, Attending / Messenger, Upkeep & Maintenance etc; of all BHEL Offices and Townships at:

A. Delhi :-

- (i) (a) Corporate Office, BHEL House, Siri Fort, New Delhi;
(b) AGVC Flats, Siri Fort, New Delhi;
(c) PMG & CCG office, Vasant Kunj, New Delhi;
(d) CC office, Parliament Street, Jeevan Tara Building, New Delhi;
- (ii) BHEL Office Building, Lodhi Road, New Delhi;
- (iii) Hyderabad Guest House, S-6, GK-1, New Delhi.

B. Noida:-

- (i) BHEL Township, Sector-17, Noida;
- (ii) BHEL Office at 2nd & 3rd Floor in Kribhco Building, Sector-1, Noida;
- (iii) PSNR Office in HRDI Building, Sector-16A, Noida;
- (iv) PEM Office, Sector-16A, Noida;
- (v) BHEL Office, Advant IT Park Pvt. Ltd.Sector-142, Expressway, Noida.

Dear Sir(s),

We are pleased to invite your tenders, in sealed covers for the subject work. The terms & conditions of the tender are mentioned below:

1.00 GENERAL TERMS & CONDITIONS OF TENDER:

- 1.01 BHEL desires to have **two separate contractors** compulsorily for Housekeeping, attending / messenger services, upkeep & maintenance & other jobs / services in **BHEL Offices & Townships at A) Delhi and B) Noida** as per detailed scope of services mentioned in **Annexure-IA, IB, II, III** for Delhi Based BHEL Offices & Townships and **Annexure IV, V, VI, VII & VIII** for Noida Based BHEL Offices & Townships.

- 1.02 Tender Enquiry No. & due date must be legibly superscribed on all the envelopes.
- 1.03 Tenders shall be received and opened on the due date and time as mentioned above in the presence of tenderers or their authorized representatives who may like to be present.
- 1.04 Tenders shall be strictly in accordance with the tender specifications. Any deviations shall be listed out separately.
- 1.05 Offers shall remain valid for 90 days period from the due date of submission of tenders.
- 1.06 BHEL shall be under no obligation to accept the lowest or any other tender and shall be entitled to accept or reject any tender in part or full without assigning any reason whatsoever.
- 1.07 BHEL will not be responsible for the postal delay under any circumstances for non-receipt of Tenders / submission of filled in tender document by due date & time.
- 1.08 Tenders received after due date & time are liable to be rejected.
- 1.09 BHEL reserves the right to increase or decrease the no. of workforce upto 30 % at the same rates and terms and conditions of this contract during the currency of the contract. BHEL also reserves the right to ask the contractor to shift the services from one location to another location of BHEL within Delhi NCR at the same rates and terms & conditions.
- 1.10 Tender should be submitted along with covering letter of the tenderer and duly signed on each & every page of the tender document, technical specifications and price bid etc.
- 1.11 No overwriting / correction in the Price Bid by the bidder shall be allowed. However if correction is unavoidable, the same must be duly signed by authorized signatory.
- 1.12 In case any typing error/other clerical errors is noticed by the bidder, in the tender documents, the same must be pointed out and got clarified before submission of offer, or else, BHEL's interpretation shall prevail & shall be binding on the bidder.
- 1.13 Each tenderer has to deposit EMD of ₹ 2,00,000/- (Two lakhs only) for the above job/services and the same will be in the form of Pay Order or Demand Draft only in favour of BHEL, payable at New Delhi. EMD submitted by tenderer will be forfeited if tenderer revokes his tender within validity period or increases his rates.
- 1.14 Each tender shall be accompanied by separate envelope carrying EMD as mentioned above failing which the tender will be rejected.
- 1.15 Upon acceptance of tender, the successful tenderer must submit the security deposit of **₹4 Lakhs + 5% of the amount exceeding ₹50 lakhs** in any of the following forms.
 - i) Pay Order, Demand Draft in favour of BHEL
 - ii) Local cheques of scheduled bank, subject to realization

- iii) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
 - iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
 - v) Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
 - vi) Fixed Deposit Receipt issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
 - vii) Security deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the Security Deposit should be deposited before start of the work and the balance 50% may be recovered from the running bills.
 - viii) The security deposit shall not carry any interest.
 - ix) Security deposit shall not be refunded to the contractor except in accordance with the terms of the contract.
- 1.16 EMD of successful tenderer can be converted into security deposit if desired by the bidder and balance amount of security deposit will have to be deposited as per clause No. 1.15.
- 1.17 The percentage of monthly agency service charges as quoted in **Annexure-F** shall remain firm for the entire contract duration however the contract value of the job contract will vary depending on the following:
- a) Any changes in the monthly consolidated wages fixed by BHEL;
 - b) The periodic Wage/VDA increase, as and when notified by the State Government will be applicable in the contract and accordingly the monthly bill of the contractor will get amended;
 - c) Any changes in PF / ESI contribution of employer's portion due to changes in Labour Law.
 - d) Payment to the contractor will be subject to TDS as per rules in force from time to time.
- 1.18 The value of contract will be worked out based on the percentage service charges as quoted by bidder. Service Charge **(in percentage)** as quoted by the bidders should be **inclusive of all taxes (excluding service tax)**.

- 1.19 Evaluation of the bidders will be done based on quote of percentage service charges mentioned in Price Bid Format (**Annexure-F**). The contract would be awarded to the bidder quoting the minimum monthly agency service charges per workforce as indicated at **Annexure-F** (Price bid format). In the event of more than one bidder having quoted identical lowest rates and there is a tie amongst the bidders, the respective bidders would be asked to submit their revised rates. This process would continue till the distinct L1 rate is arrived.

The L-1 bidder shall have to disburse Monthly Wages, excluding service tax, as per the details indicated in the **Annexure-W** & **Annexure-G1** (For Delhi Based BHEL Offices & Township) and **Annexure-W** & **Annexure-G2** (For Noida based BHEL offices & Township).

In addition to normal duty hours, the workforce(s) may be required to perform, on an average, over time of 150 hours in a calendar year. (The number of OT hours is only indicative / as an additional information). However, the payment of OT hours shall be made at actual in line with **Annexure-I**.

- 1.20 The contract will be applicable for a **period of Two years** from the date of award of the job contract.
- 1.21 **Validity of rates** : Once the contract is entered, the agreed Agency Service Charge (in percentage) shall remain firm for the entire contract duration & will not vary on any account what so ever be the reason. However, any changes in the quantum of Service Tax, if applicable, due to statutory variation, the same shall be admissible during the tenure of the Contract.
- 1.22 Tenderers are requested to go through the scope of services, **visit each premises etc.** and get fully acquainted with the scope of services required for the premises including the existing job contract of the said premises and get their doubts clarified regarding the above job before submitting the offer.
- 1.23 Tenderer must note that any false information / data or any suppression of facts will be disqualifying them even at a later stage also. The contractor will deploy trained and efficient workforce for the above job contract. In this connection, the contractor has to maintain a register for their record etc. and made available to BHEL / Statutory authority as & when needed.
- 1.24 The Contractor shall confirm that he shall abide by and is willing to execute the work assignments on Job Contract basis strictly in accordance with the terms and conditions of this Agreement and the Company in turn also agrees to engage the Contractor accordingly with effect from the date of award.
- 1.25 All documents submitted by the Tenderer in his tender shall be accompanied with a covering letter giving index interlinking all the documents.
- 1.26 BHEL reserves the right to accept or reject any of the bid / all bids with or without deviation or cancel / withdraw the invitation for bid without assigning any reason whatsoever and in such case no tenderer shall have any claim arising out of such action by BHEL.
- 1.27 After the scrutiny of technical bids all the technically qualified bidders may be required to attend a meeting for clarifications if any before the opening of price bids.

- 1.28 Penalty will be levied by BHEL as per relevant clauses of the tender on account of delay, violation of contract conditions and non-performance of the Contractor.
- 1.29 The successful tenderer will be responsible for the quality of the job and will immediately rectify the deficiency pointed out in the job performed.
- 1.30 The deficient services if any pointed out by BHEL against any of the workforce of the contractor and if the same is not rectified by the contractor within the specified time given by BHEL authority, then contractor will be levied penalty of ₹250/- per case /activity /service and same shall be deducted by the Company from the monthly bill payable to the contractor.

2.00 SPECIAL TERMS & CONDITIONS OF TENDER:

- 2.01 Approximately **195 Nos. workforces** under existing job contract in the above mentioned BHEL premises **shall be retained by the contractor** under new job contract.
- 2.02 Mandatory Insurance cover for all the workforce of the contractor for a sum insured of ₹ 3.30 Lakh for each workforce of the contractor. The contractor has to assess the premium of insurance cover for his contract period.
- 2.03 The Contractor shall ensure proper conduct and behaviour of the workforce engaged by him in the work premises of the Company and shall remove with immediate effect, the engagement of such person(s) who does/do not conduct himself / themselves properly or misbehave(s) with the regular employees / personnel of the Company in any place.
- 2.04 Continuation of the contract shall be based on the performance of the contractor. The following parameters shall inter-alia be considered while evaluating performance Timely rendering of services, Quality of works/services, Compliance with statutory requirements, Safety consciousness, Maintenance of staff in proper uniform.
- 2.05 The Contractor shall perform the work assignments to the best satisfaction of the Company. In case of continued unsatisfactory performance over a period of time by the Contractor, the Company shall intimate the same in writing to the Contractor; however, if the performance of the contractor does not improve even thereafter, then, the Company shall have the right to terminate the contract at the Contractor's risk and cost, by giving one month's notice. In addition, the Company shall also have the right to forfeit in full, the Security Deposit deposited by the Contractor.
- 2.06 The successful contractor will accept full and exclusive liability for the consolidated wages, PF, ESI, Bonus including incentive, two set of uniform per year (consisting of shirt, pant, black belt, shoe and socks etc.) for the personnel deployed by the contractor and other obligation referred under the law now and thereafter imposed by the Government / Local Bodies.
- 2.07 BHEL will have no liability whatsoever concerning the workforce deployed by the contractor for the purpose. The contractor shall keep the Company indemnified against all losses or damages or liability arising out of or imposed in the course of employment of workforce by the contractor.

- 2.08 The contractor will be solely responsible for any unlawful act of their workforce while on duty. In case of theft or loss of Company's property take place due to the negligence or carelessness of workforce, the contractor will be responsible and shall make good of the same.
- 2.09 If at any time during the period of contract, it is observed by the Company or his authorized representative that the services rendered by the contractor's workforce are not up to the satisfaction of the Company or any terms of the contract are violated and contractor does not respond for improvement of the same. In such situation BHEL reserves the right to terminate the contract with a notice period of one month and may deduct the cost of the above mentioned unsatisfactory work from his bill or for recovery may forfeit the Security Deposit in part of full as the case may be.
- 2.10 In case of any dispute, the decision taken by BHEL Management will be final and binding on the successful contractor. The workforce deployed by the contractor will have no right or claim for the permanent absorption in BHEL. In this connection, the contractor has to submit an affidavit duly signed by the entire workforce deployed at BHEL on a stamp paper of ₹100/- duly notarized.
- 2.11 **JURISDICTION** : Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceedings arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction in this behalf at Delhi (where this Contract has been signed on behalf of the CONTRACTOR) and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.
- 2.12 Both the Company and Contractor hereby agree that all differences / disputes/ interpretations arising out of or in connection with this Agreement shall be mutually discussed and settled failing which the same shall be referred to the arbitration of a sole Arbitrator to be appointed by the General Manager (HR) of the Company for a Speaking Award wherein the sole Arbitrator shall give reasons for his Award. The venue of arbitration shall be in New Delhi and the Arbitrator's decision shall be final and binding on both the parties.
- 2.13 The Contractor shall duly comply with all acts, laws, or other statutory rules, regulations, bye-laws applicable or which might be applicable to the National Capital Territory of Delhi with regard to the performance of the work assignments included herein or concerning this Agreement but not limited to Minimum Wages Act- 1948, Contract Labour (Regulation & Abolition) Act, 1970, Industrial Dispute Act, 1947, Workmen's Compensation Act 1923, Employees' State Insurance Act 1948 (to the extent as may be applicable, if any), Employees' Provident Fund and Misc. Provisions Act, 1952 and the amendments made thereafter to these Acts/ Laws and from time to time take such steps as may be deemed necessary in this regard. The Contractor shall keep the Company Indemnified against all penalties, claims and liabilities of every kind under or for any violation of such acts, laws or regulations etc. by him or his employees.

- 2.14 In case, while on duty and during the course of engagement in work premises of the Company under this Agreement, if any of the Contractor's workforce meet (s) with any injury / indisposition due to accident or other natural calamities, the Contractor shall ensure that immediate and adequate medical aid viz., first -aid and subsequent treatment facilities are provided to the person(s) concerned free of cost without fail. In addition, the Contractor shall also be liable for meeting with statutory liabilities like ESI etc.
- 2.15 The Contractor shall be fully responsible for the timely payment of wages, provident fund, bonus or any other benefits payable under the aforesaid Acts, Laws and regulations to the workforce engaged by him at the work premises of the Company. The Company shall not be responsible for these payments or any other liability on this account. The Contractor shall also indemnify and compensate the Company for any liability incurred by the Company, if any, including costs incurred thereon. In that event the nominated officer of the Company shall be entitled to recover the amount so paid, from the contractor, including forfeiture of the Security Deposit; and, if the sum so payable and / the Security Deposit is less than the Company's claim, it shall be lawful for the Company to recover the balance amount as a debt from the Contractor.
- 2.16 The Contractor shall indemnify and compensate the Company, if the Company as Principal Employer under the Contract Labour (Regulation and Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the contractor. In that event, the provisions relating to recover as provided in relevant clauses of the said Act shall be applicable in toto.
- 2.17 This Agreement shall be deemed to have become effective from the forenoon of date of award, with respect to all the work premises covered under this Agreement and will remain in force for a period of twenty four months which can be further extended on the same terms and conditions on the mutual agreement between the Company and the Contractor on satisfactory performance of the Contract as will be decided later. However, this Agreement shall be liable for termination earlier by the Company at any time by giving one month's notice to the Contractor without assigning any reason therefore and without prejudice to the rights of the Company to recover any money becoming due under this Agreement. In such a case, the Contractor shall not be entitled to any compensation thereof. The Contractor can also terminate the contract with one month notice.
- 2.18 **WORKING TIME & NATURE OF SERVICES:** The contractor shall perform all the services mentioned in the Scope of Services as detailed in **Annexure - IA, IB, II, III, IV, V, VI, VII & VIII** on day to day basis **on six days in a week, 8½ Hrs. working with half an hour lunch break**. The workforce of the contractor shall accomplish work in shift duty as per the requirement. The contractor has to enforce the shift duty working timing in such a manner that job/services shall be completed efficiently and timely. Successful contractor has to insure all the formalities in respect of Joining of their workforce in the contractor's establishment, registration of PF & ESI etc.
- 2.19 Successful Contractor has to deploy the minimum workforce as emphasized in the scope of services in the contract at any given day. Contractor has to meet the shortages of leave /absenteeism through leave reserve / buffer workforce. Any deficiencies of the scope of services, the monthly payment of the Job / services get deducted to the tune of shortages on account of leave / absenteeism after providing buffer workforce.

- 2.20 The contractor has to perform all the services as details mentioned in **Annexure- IA, IB, II, III, IV, V, VI, VII & VIII** on day to day basis.
- 2.21 The contractor shall not render any extra services unless he receives specific written instructions in writing from the Head of Administration of concerned work premises.
- 2.22 The swipe card system wherever applicable or an Attendance Register of the Contractor's workforce shall be maintained by the concerned Supervisor of the Contractor for each work premise separately for physical verification by the Principal Employer and Statutory Authorities. The workforce deployed by the contractor shall be hail and healthy and should not be suffering from any communicable diseases.
- 2.23 Due supervision of jobs at the work premises shall be ensured by the contractors work supervisors daily for closely monitoring services under the job contract and each work supervisor shall be equipped with cell phone facility for effective coordination with BHEL. To the extent possible the works supervisors shall be identified for each type of services such as housekeeping, maintenance, messenger services, canteen etc. The major responsibility of the works Supervisors at each BHEL premises would be as under:
- (i) Obtaining instructions from the concerned BHEL Official(s) for carrying out the works pertaining to their areas.
 - (ii) Passing on the work instructions to his team of workforce ensuring completion of work within the stipulated time as instructed above and as per the terms & conditions of the tender document.
 - (iii) To ensure proper conduct and discipline by his team of workforce, while performing their duty at BHEL premises.
 - (iv) To report / intimate any constraint, if so felt, during the execution of designated works by his team of workforce.
- 2.24 The contractor has to supply sufficient tools and tackles etc. to be used at job premises and ensure that sufficient stock of necessary tools is always maintained so as to meet normal requirement.
- 2.25 BHEL will nominate for each work premise covered under this Agreement, a Representative (hereinafter called "the Company Representative") from among the Executive / Supervisor of the respective Administration Department.
- 2.26 The Contractor shall visit the work premises of the Company covered under this Agreement twice a week minimum during the working hours and meet the company Representative as a matter of routine for maintaining regular contacts and ensuring effective coordination on all related issues of these Agreements.
- 2.27 The contractor will maintain an instruction book at job premises, serially numbered on each page, so that our visiting officers can issue instructions regarding progress and quality of job to the Contractor. The Contractor or the contractor representative will sign in the instruction book in token of receipt of and understanding of such instructions. Action taken on the instructions by the contractor or the contractor representative shall be intimated to Officer-in-Charge or any other authorized representative of BHEL and their comment be recorded in the instruction book.

- 2.28 The Contractor shall be held responsible for any damage / loss to the work premises / or the properties of the Company (i.e. missing or broken fittings, equipments, furniture etc. and loss of such things) caused due to the negligence of his workforce and shall have to replace the same at his own cost. The decision of the officer nominated in this regard by the Company for fact finding shall be final and binding on the Contractor.
- 2.29 The contractor shall hand over a copy of all legal and statutory documents and records to BHEL for fulfilling any future requirement with the statutory authority.
- 2.30 The successful contractor shall comply to all statutory labour law regulations applicable to this contract like timely payment of prescribed wages and other amounts as and when becomes payable, depositing of PF, ESI, taking of insurance cover etc. for workforce employed for this contract. Any obligation on account of the above will be the liability of the Contractor.
- 2.31 The successful contractor shall abide by all the rules / regulations / status imposed by the Govt. or other concerned authorities. The contractor will be responsible for workmen's compensation & other requirements of local Municipalities / Govt. or any other law regulating bodies.
- 2.32 Successful contractor shall have to execute contract agreement on a non Judicial Stamp Paper of ₹100/- at Delhi.
- 2.33 **LABOUR LICENCE:** The successful contractor shall obtain labour license from appropriate Govt. by taking up the job on contractual basis under contract Labour (Regulation and Abolition Act, 1970) and submit the same to BHEL within 15 days of from the date of placement of work order.
- 2.34 **IDENTITY:** The Contractor shall ensure that the work force/supervisors engaged by him must wear & display these cards prominently on their uniform during their duty period (as the same duly endorsed by the Company). Each work force shall also wear his name badge (to be issued by the contractor) while on duty. All the personnel so deployed will follow strictly the security regulations of the BHEL, in vogue from time to time.
- 2.35 **CHARACTER VERIFICATION AND ANTECEDENCE:** The contractor should get the character / antecedence of each and every workforce deployed by them at the job premises, verified by the Police Authorities before engaging and deploying them in our premises. In case the contractor desires to change the workforce deployed by him, due to any reason, the new incumbent should be deployed with the clearance of Officer-in-Charge of BHEL.
- 2.36 **PROVIDENT FUND:** The successful bidder shall obtain Provident Fund Number from the concerned authorities on award of work and shall strictly comply with the provision of Employees Provident Funds Act. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the deposit of provident fund made to RPFC for the preceding month(s) with detailed calculation sheet of all the work force deployed at BHEL premises and other than BHEL premises which will be used only for tallying / verification that proper PF deposit has been made. Contractor shall also submit the copy of detailed yearly return submitted to RPFC of PF deposit for the period of 01st March to 28/29th February in 01st week of April month.

- 2.37 **ESI:** The contractor shall strictly comply with the provision of Employees State Insurance Act. Contractor shall issue **Latest digital ESI card** to all the work force immediately after taking in to their employment. No workforce shall be deployed without the issuance of ESI Card under the contract. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the payment towards ESI for the preceding month(s) with detailed calculation sheet of all the work force deployed at BHEL premises and other than BHEL premises which will be used only for tallying / verification that proper ESI deposit has been made. Contractor shall also submit the copy of detailed half yearly return submitted to ESI for deposit of ESI for the period of April to September in 01st week of month of November & for the period of October to March in 1st week of month of May.
- 2.38 **LEAVE / HOLIDAYS:** For every workforce deployed in our premises, the contractor will give one day's weekly off for every six continuous working days, the Contractor's workforce shall be entitled for leave in each calendar year as admissible under Section 22 of the Delhi Shops and Establishments Act 1954 viz., (i) Privilege Leave for 15 days; (ii) Sickness or Casual Leave for 12 days which shall not be accumulated; (iii) Further, as a special case, in a calendar year, each person shall also be allowed 3 days "Exigency Leave" which shall not be accumulated. Contractor may incorporate the cost of 30 days leave accrued in 12 month and reimburse to his worker for unavailed period.
- 2.39 **BONUS:** The contractor shall ensure payment of Bonus including incentives which will be **1/12th of monthly consolidated wages including VDA** to their workforce during the validity of contract period.
- 2.40 **WAGES:** All payments to the contractor's workforce shall be as per the terms of contract and as per details enumerated in **Annexure-W** which shall be made through cheque or direct credit in the bank accounts of its workforce. The issued cheque will be credited in the account by the 7th of each English month. Any delay on this account shall be subjected to penalty or termination of contract. Opening of Bank A/c of their workforce or making payment of wages in their existing Bank A/c is the responsibility of successful contractor itself.
- 2.41 The Contractor's workforce shall wear the proper uniform along with contractor's badges, proper identity card, and security check at the office premises by the Security staff of the Company.
- 2.42 **UNIFORM / LIVERIES:** (i) The contractor shall ensure that while on duty, his workforce put proper uniforms in distinctive color code and in neat and clean conditions issued to them by the contractor; (ii) The contractor will issue uniforms as agreed upon. In case the Contractor's work force do not report for duty in proper uniforms as above then as a special case security will permit on request of contractor and same shall not occur more than thrice in a month. In case of re-occurrence of the same contractor will be levied penalty of ₹500/- per case and same shall be deducted by the Company from the monthly bill payable to the contractor.
- 2.43 Statutory requirement of local authority / State Govt. / Central Govt. shall be responsibility of the successful tenderer.

- 2.44 The Company shall have no direct responsibility / liability in respect of the workforce engaged by the Contractor on Job Contract Basis under this Agreement.
- 2.45 **SAFETY PRECAUTIONS:** (i) All safety equipment such as safety belts, helmets & other equipment (as required for this work) are to be positioned by the contractor & used as per requirement. (ii) Any casualty or damage caused to the property or person by any untoward incidents while executing this contract will be at the contractors risk & cost. (iii) Violation of applicable safety, health & environment related norms; a penalty of ₹5,000.00 per occasion shall be imposed. (iv) Violation as above resulting in any physical injury, a penalty of 0.5% of the contract value shall be imposed (maximum of ₹20,000.00) per injury in addition to ₹5,000.00 as mentioned above. (v) In case of fatal accidents, a penalty of 1% of the contract value (maximum of ₹10,00,000.00) per fatality in addition to ₹5,000.00 as mentioned above.
- 2.46 **HEALTH, SAFETY AND ENVIRONMENT (HSE) MANAGEMENT:** In addition to the safety practices to be followed, the contractor shall establish document and maintain an effective Health, Safety and Environment (HSE) management system. The contractor shall arrange First Aid Box at work site at a suitable location for all the time during job contract period.
- 2.47 The Company shall, in consideration of satisfactory completion of services as agreed upon (as detailed in **Annexure - IA, IB, II, III, IV, V, VI, VII & VIII** in the terms of the contract be entitled to the agreed amount.
- 2.48 **PAYMENT TERM:** On receipt of the bill, BHEL will verify the bill and pass for payment of bill within 10 days from the date of receipt of bill. However contractor has to make the payment to their respective work force latest by 7th day of every calendar month by way of cheque or direct payment in the respective account of contract worker. Contractor has to also ensure timely deposit of PF and ESI as per the provisions of the act. At the time of submitting the next bill contractor has to submit the details of payment of wage salary to their work force, proof of cheque or direct payment in the accounts of its workforce, proof of deposit of PF, ESI and service tax etc. which will be for the purpose of ensuring that contractor has complied with the statutory requirement.
- 2.49 The bidders shall be deemed to have visited the site and studied the specifications and details of job / services to be done in the desired manner and to have acquainted themselves of the conditions prevailing as on date in the respective premises.

3.00 QUALIFYING CRITERIA FOR THE TENDERERS:

3.01 Job Contract for Housekeeping, attending / messenger, upkeep & maintenance etc; of all BHEL Offices and Townships at:-

A. Delhi :-

- (i) (a) Corporate Office, BHEL House, Siri Fort, New Delhi;
(b) AGVC Flats, Siri Fort, New Delhi;
(c) PMG & CCG office, Vasant Kunj, New Delhi;
(d) CC office, Parliament Street, Jeevan Tara Building, New Delhi;
- (ii) BHEL Office Building, Lodhi Road, New Delhi;
- (iii) Hyderabad Guest House, S-6, GK-1, New Delhi.

3.01(a) Average Annual financial turnover during the last 3 years, ending on 31st March' 2013 should be at least ₹ **260.00 Lakhs.**

3.01(b) Bidders having experience of successfully executed job contract of similar jobs / services during last 7 years ending on **31.01.2014** should be either of the following : -

i. Three similar completed jobs / services of two year contract period, costing not less than an amount equal to ₹ **691 Lakhs.**

OR

ii. Two similar completed jobs / services of two year contract period, costing not less than an amount equal to ₹ **865 Lakhs.**

OR

iii. One similar completed jobs / services of two year contract period, costing not less than an amount equal to ₹ **1384 Lakhs.**

3.02 Job Contract for Housekeeping, attending / messenger, upkeep & maintenance etc; of all BHEL Offices and Townships at:-

B. Noida:-

(i) BHEL Township, Sector-17, Noida;

(ii) BHEL Office at 2nd & 3rd Floor in Kribhco Building, Sector-1, Noida;

(iii) PSNR Office in HRDI Building, Sector-16A, Noida;

(iv) PEM Office, Sector-16 A, Noida;

(V) BHEL Office, Advant IT Park Pvt. Ltd.Sector-142, Expressway, Noida

3.02(a) Average Annual financial turnover during the last 3 years, ending on 31st March' 2013 should be at least ₹ **247.00 Lakhs.**

3.02(b) Bidders having experience of successfully executed job contract of similar jobs / services during last 7 years ending on **31.01.2014** should be either of the following : -

i. Three similar completed jobs / services of two year contract period, costing not less than an amount equal to ₹ **657 Lakhs.**

OR

ii. Two similar completed jobs / services of two year contract period, costing not less than an amount equal to ₹ **821 Lakhs.**

OR

iii. One similar completed jobs / services of two year contract period, costing not less than an amount equal to ₹ **1314 Lakhs.**

3.03 Tenderers must have valid registration no. of PAN No., ESI Registration No. & Service Tax No. at the time of submission of offer.

a) **Note: 'Similar jobs/services'** mentioned in Para 3.01 (b) & 3.02 (b) above shall be related to " Job / services of Housekeeping / attendant / messenger services / upkeep & maintenance etc. of Office Premises / Guest Houses / Residential Townships / Hotels / Hospitals / Educational Institutions / Commercial establishments like Metro Stations, Airports, Factories etc. with any Central Govt. / State Govt. / PSUs / Public Limited Company / Private Limited Company.

4.0 DOCUMENTS REQUIRED:

- 4.01 The Tenderers should submit documents in support of possessing Qualifying requirements as under, duly certified and stamped by their authorized signatory.
- 4.02 Audited copy of Balance Sheet and profits & loss Account statements of last three financial years i.e. **FY, 2010-11, FY 2011-12 & FY 2012-13** (AY 2011-12, 2012- 13 & 2013-14). In case of unavailability of Balance Sheet & Profit & Loss statement for the above mentioned financial years, CA certificate for the same shall be furnished.
- 4.03 Copy of acknowledgements of IT return of last three financial years FY, 2010-11, 2011-12 & 2012-13 (AY 2011-12, 2012- 13 & 2013-14).
- 4.04 Copies of Work Orders / award letters along with certificates of successful completion of the similar job / services executed by the bidders during last 7 years ending on 31.03.2013 as a supporting document against Point no. 3.01(b) & 3.02(b) of PQR. BHEL reserves the right to cross check the documents from the issuing department. The certificate of successful completion should also contain the details of work order, duration of the contract, quantum of business done and its satisfactory completion.
- 4.05 Tenderer has to submit a copy of registration certificate of PAN No., ESI Registration No. & Service Tax No.
- 4.06 Un-priced price bid format duly signed by the tenderer shall be submitted along with technical bid by mentioning 'Q' in the column where quote is to be offered by the party.
- 4.07 A copy of tender enquiry duly signed on each and every page shall be submitted along with technical bid.
- 4.08 Tenderer has to submit the No Deviation Certificate duly signed in the format mentioned in **Annexure-A**.
- 4.09 The Bidder must submit a declaration (**Annexure-A1**) that no case is pending with the police/ court against the proprietor/ firm/ partner or the company (Agency). As well as the bidder has not been suspended / blacklisted by any organization.
- 4.10 Tender has to be submitted with contact address and e-mail ID etc. duly filled and signed as placed in **Annexure-B**.
- 4.11 Bidder must submit the technical details in the enclosed format (**Annexure-D**).
- 4.12 The bidders have to submit duly signed & stamped the Integrity Pact as placed in **Annexure-E**.
- 4.13 The bidder shall submit the Bank details along with a cancelled cheque for NEFT/RTGS.
- 4.14 Bidder must submit signed and sealed **Annexure-G1** (For Delhi) & **Annexure-G2** (For Noida) as a token of proof that he would be liable to make payment to the workforce as per the sheet attached and abide by all statutory norms.

- 4.15 Bidder must submit signed and sealed **Annexure-I** as a token of proof that he would be liable to make overtime payment to the workforce as per the sheet attached.
- 4.16 Bidder must submit signed and sealed **Annexure-H** as a token of proof that he would be liable to deploy additional workforce to meet the shortages of leave /absenteeism through leave reserve / buffer workforce.
- 4.17 Bidder must submit duly filled and signed check list enclosed at (**Annexure-C**).

5.00 PROCEDURE FOR SUBMISSION OF TENDERS:

- 5.01 The tender is to be submitted as required in two parts in separate sealed covers **prominently superscribed as Part-1 “Techno-commercial Bid” & Part-2 “Price Bid”** and also indicating on each of the covers the tender number and due date and time as mentioned in the tender enquiry. Envelope of Part-1“Techno-commercial Bid” shall contain documents required in Para 3.0 and 4.0 above and Part-2 “Price Bid” shall contain percentage of service charges as per the Price-Bid format (**Annexure-F**). A third sealed cover shall contain required amount of EMD and shall be superscribed as EMD. These three separate covers 1, 2 and 3 shall together be enclosed in fourth envelope and this sealed cover shall be superscribed with tender number / numbers and due date. Tenders submitted without EMD are liable to be rejected. Checklist (enclosed) shall be placed inside the fourth envelope.
- 5.02 **BHEL desires to have two separate contractors compulsorily for upkeep and maintenance of all BHEL Offices & Townships at A) Delhi and B) Noida.** Any bidder can quote for one job or both jobs at Delhi and Noida if they qualify individually for both the jobs. First the job of Delhi will be decided and successful bidder of the first job of Delhi will not be considered for opening of price bid of the second job i.e. Noida. The bidders must mention in their covering letter as well as on envelope for the job for which they have quoted i.e. Delhi, Noida or both. Bidders who are quoting for both job, only one EMD will be required. However Security Deposit will be applicable of the job separately awarded for Delhi or Noida.
- 5.03 In the Price Format, the Monthly agency service charges (in percentage) quoted should be inclusive of all taxes but excluding Service Tax which shall be reimbursed as applicable on actual. Rates (in Percentage) must be quoted in figures as well as in words. However in case of any conflict/confusion between the two the higher shall be considered for evaluation and lower rate shall be considered for ordering. BHELs decision regarding the same shall be final and binding.
- 5.03 Envelope No. 3 containing EMD will be opened first and after due verification of EMD as per clause No. 1.9, the Part - 1 of the tender will be opened next and evaluated afterwards. Tenderers who qualify in Technical Bid (Part – 1) will only be considered while opening of Price Bid (Part–2). The unsuccessful tenderers will be intimated through email for rejection in the technical bid. BHEL may finalize successful tenderer by **opening of sealed price bid** or by conducting **online Reverse Auction**. Date of opening of sealed Price Bid / conducting of online Reverse Auction will be intimated separately to the Tenderers who qualify in the Techno-Commercial bid.
- 5.04 Tenders should strictly be in accordance with the tender specifications & General Instructions to the Tenderer enclosed herewith.

- 5.05 The Tenderer should accept all terms & conditions of the tender unconditionally. In case the Tenderer wants to deviate from the tender conditions, such deviations shall be clearly specified in his tender. If no deviations are given in tender submitted, it will be assumed that the Tenderer accepts all terms and conditions of the tender.
- 5.06 Tenders with deviations from terms and conditions are likely to be rejected.
- 5.07 Clarifications, if any, of Technical / Commercial nature, can be obtained from the officer to whom the tender is to be submitted or from New Delhi office at the following address up to one week before the tender due date.

6.00 SCOPE OF SERVICES OF THE TENDER ENQUIRY:

- 6.01 The Tenderers should go through the General & Special Terms and conditions, qualifying requirements and submit the duly signed and stamped copy in support of compliance.

Description of work:

As per Scope of Services enclosed at **Annexure- I A, I B, II, III, IV, V, VI, VII & VIII & price bid format placed at Annexure-F**

The tender(s) should reach the under mentioned on or before the due date & time i.e. 01.03.2014 by 02:00PM. BHEL will not be responsible for delay in receipt of tender(s), sent by post / courier. The same shall be opened on scheduled due date and time i.e. 01.03.2014 by 02:30 PM. Tenderers may provide their e-mail ID for faster communication in respect of the above. Any corrigendum to this tender, if issued by BHEL in future, shall be uploaded on the BHEL website (**www.bhel.com**) and on e-procurement portal of government of India (**http://eprocure.gov.in/cppp/**). Therefore, the bidders are advised to keep visiting the websites regularly. Any clarification, if required, should be sought from the undersigned.

V. K. Singh
Dy. General Manager (HR-GAX)
Bharat Heavy Electricals Limited
BHEL House, Siri Fort, New Delhi - 110049.
Phone No.: 011 - 66337403, Mobile No.: 9818673036
Fax: 011 - 66337428 , **E-mail: vksingh@bhel.in**

For & on behalf of
Bharat Heavy Electricals Ltd.

(V. K. Singh)
Dy. General Manager (HR-GAX)

Enclosures: As above

**Tender for Housekeeping, attending / messenger, upkeep & maintenance
etc; of all BHEL Offices and Townships**

No Deviation Certificate

(To be submitted along with Part-1 Bid)

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of the above tender. We confirm that the offer submitted by us is confirming to all the terms and conditions mentioned in the tender document. We hereby undertake and confirm that we have understood the scope of services properly and shall carry out the job as mentioned in this tender in line with tender terms & condition.

Or

We hereby accept all terms and conditions of the above tender except the following:

- 1.
- 2.
- 3.
- 4.

Signature

With name, Designation & seal of the firm

DECLARATION CERTIFICATE

I / We do hereby declare that there is no case with the Police/Court/Regulatory authorities against the proprietor/firm/partner. Also I / We have not been suspended / delisted / blacklisted by any other Govt. Ministry/Department/Public Sector Undertaking/ Autonomous Body/Financial institution/Court. We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

Signature and Seal of the Bidder

Annexure-B

Sl. No.	Description	Details
1	Name of the Party	
2	Address of the party	
3	Contact Person's Name	
4	Cell No. of Contact Person	
5	Land Line No.	
6	FAX No.	
7	E-mail ID of the Party	
8	PAN No.	
9	ESI Registration No.	
10	Service TAX No.	

Signature and seal of the Party

CHECK-LIST (TECHNICAL BID)

SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

Sl. No.	Description of requirement	Yes / No/ NA	Page No.
1	EMD of ₹ 2.00 Lakhs in the form of Pay order or Demand Draft in favour of "Bharat Heavy Electricals Ltd" in a separate envelope.		
2	Copies of the Audited Balance sheet and Profit & Loss account statements of last three financial years i.e. FY, 2010-11, 2011-12 & 2012-13 (AY 2011-12, 2012- 13 & 2013-14) duly certified by CA.		
3	Acknowledgement of I-T return of last three financial years i.e. FY, 2010-11, 2011-12 & 2012-13 (AY 2011-12, 2012-13 & 2013-14).		
4	Details of work experience, satisfactory work performance certificates		
5	Copy of the PAN card.		
6	Copy of Service Tax registration certificate		
7	Declaration enclosed at <u>Annexure - A1</u>		
8	No deviation certificate enclosed at <u>Annexure-A</u>		
9	Bidder's detail as per <u>Annexure-B</u>		
10	Financial details / Work Experience as per <u>Annexure-D</u>		
11	Bidder must submit signed and stamped the Integrity Pact as placed in <u>Annexure-E</u> .		
12	Signed and Stamped Un- priced bid format (The bidder has to write "Quoted" in places where he has quoted in Price Bid at <u>Annexure-F</u>)		
13	Sealed envelope of duly filled, signed & stamped Part 'II' – Price Bid (<u>Annexure-F</u>)		
14	Bidder must submit signed and stamped <u>Annexure-G1</u>		
15	Bidder must submit signed and stamped <u>Annexure-G2</u>		
16	Bidder must submit signed and stamped <u>Annexure-H</u>		
17	Bidder must submit signed and stamped <u>Annexure-I</u>		
18	Bidder must submit signed and stamped <u>Annexure-W</u>		
19	All the pages of tender document signed & stamped. (Including the scope of services)		
20	The bidder shall submit the Bank details along with a cancelled cheque for NEFT/RTGS.		
21	Bidder must submit signed and stamped <u>Annexure-J</u>		

(Signature & seal of the contractor)

FINANCIAL DETAILS

TURNOVER (F.Y.) (in Rs. Lakhs)	2012-13	2011-12	2010-11

INCOME TAX RETURN (F.Y.)	2012-13	2011-12	2010-11

EXPERIENCE	No. of Work	Value	Customer's Name

EMD DETAILS	DD / PO No.	Date	Amount (Rs.)

WORK EXPERIENCE

SIMILAR WORKS	Nature of Works	No. of works	Value	Customer's Name

(Signature & seal of the contractor)

INTEGRITY PACT

Between

Bharat Heavy Electricals Ltd. (BHEL), a company registered under the Companies Act 1956 and having its registered office at "BHEL House", Siri Fort, New Delhi – 110049 (India) hereinafter referred to as "The Principal", which expression unless repugnant to the context or meaning hereof shall include its successors or assigns of the ONE PART

and

_____, (description of the party along with address), hereinafter referred to as "The Bidder/ Contractor" which expression unless repugnant to the context or meaning hereof shall include its successors or assigns of the OTHER PART

Preamble

The Principal intends to award, under laid-down organizational procedures, contract/s for

_____. The Principal values full compliance with all relevant laws of the land, rules and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder(s)/ Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitor(s), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

- 1.1 The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - 1.1.1 No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - 1.1.2 The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - 1.1.3 The Principal will exclude from the process all known prejudiced persons.
- 1.2 If the Principal obtains information on the conduct of any of its employees which is a penal offence under the Indian Penal Code 1860 and Prevention of Corruption Act 1988 or any other statutory penal enactment, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ Contractor(s)

- 2.1 The Bidder(s)/ Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - 2.1.1 The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to the Principal or to any of the Principal's employees Page 23 of 39

in the tender process or the execution of the contract or to any third person any material, immaterial or any other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

- 2.1.2 The Bidder(s)/ Contractor(s) will not enter with other Bidder(s) into any illegal or undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 2.1.3 The Bidder(s)/ Contractor(s) will not commit any penal offence under the relevant IPC/ PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- 2.1.4 The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, and is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- 2.2 The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2 above, or acts in any other manner such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s) from the tender process or take action as per the separate "Guidelines on Banning of Business dealings with Suppliers/ Contractors", framed by the Principal.

Section 4 – Compensation for Damages

- 4.1 If the Principal has disqualified the Bidder from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent Earnest Money Deposit/Bid Security.
- 4.2 If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages equivalent to 5% of the contract value or the amount equivalent to Security Deposit/Performance Bank Guarantee, whichever is higher.

Section 5 – Previous Transgression

- 5.1 The Bidder declares that no previous transgressions occurred in the last 3 years with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 5.2 If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Section 6 – Equal treatment of all Bidders/ Contractors/ Sub-contractors

- 6.1 The Bidder(s)/ Contractor(s) undertake(s) to obtain from all subcontractors a commitment consistent with this Integrity Pact and report Compliance to the Principal. This commitment shall be taken only from those sub-contractors whose contract value is more than 20 % of Bidder's/ Contractor's contract value with the Principal. The Bidder(s)/ Contractor(s) shall continue to remain responsible for any default by his Sub-contractor(s).
- 6.2 The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- 6.3 The Principal will disqualify from the tender process all bidders who do not sign this pact or violate its provisions.

Section 7 – Criminal Charges against violating Bidders/ Contractors /Sub-contractors

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

Section 8 –Independent External Monitor(s)

- 8.1 The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

- 8.2 The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, BHEL.
- 8.3 The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all contract documentation of the Principal including that provided by the Bidder(s)/ Contractor(s). The Bidder(s)/ Contractor(s) will grant the monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his contract documentation. The same is applicable to Sub-contractor(s). The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s) / Sub-contractor(s) with confidentiality.
- 8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the contract provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- 8.5 As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or heal the situation, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 8.6 The Monitor will submit a written report to the CMD, BHEL within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 8.7 The CMD, BHEL shall decide the compensation to be paid to the Monitor and its terms and conditions.
- 8.8 If the Monitor has reported to the CMD, BHEL, a substantiated suspicion of an offence under relevant IPC / PC Act, and the CMD, BHEL has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Office, the

Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.

8.9 The number of Independent External Monitor(s) shall be decided by the CMD, BHEL.

8.10 The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

9.1 This Pact begins and shall be binding on and from the submission of bid(s) by bidder(s). It expires for the Contractor 12 months after the last payment under the respective contract and for all other Bidders 6 months after the contract has been awarded.

9.2 If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified as above, unless it is discharged/ determined by the CMD, BHEL.

Section 10 – Other Provisions

10.1 This agreement is subject to Indian Laws and jurisdiction shall be registered office of the Principal, i.e. New Delhi.

10.2 Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

10.3 If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

10.4 Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

10.5 Only those bidders/ contractors who have entered into this agreement with the Principal would be competent to participate in the bidding. In other words, entering into this agreement would be a preliminary qualification.

For & On behalf of the Principal

(Office Seal)

For & On behalf of the Bidder/ Contractor

(Office Seal)

Place-----

Date-----

Witness: _____

(Name & Address) _____

Witness: _____

(Name & Address) _____

TENDER NO: AA: GAX: 13: CL: 201
DATE: 15.02.2014

CONSOLIDATED WAGES & OTHER ALLOWANCES & STATUTORY PAYMENTS / CONTRIBUTIONS- PER MONTH					
Sl. No.	COMPONENTS	Amount in Rs.			
		CATEGORY OF WORKERS			
		UNSKILLED (MW @8086)	SEMI SKILLED (MW @8918)	SKILLED/Sup. (MW @9802)	Work Supervisor (MW @9802)
1(a)	MONTHLY CONSOLIDATED WAGES	8,860.00	9,160.00	9,360.00	9,360.00
1(b)	Increase of VDA w.e.f. Oct'2013	2,808.00	3,068.00	3,354.00	3,354.00
1	MONTHLY CONSOLIDATED WAGES Including VDA	11,668.00	12,228.00	12,714.00	12,714.00
2	Misc. additional Allowances (HRA & TPT)	1,890.00	1,890.00	1,890.00	1,890.00
3	Sub Total of 1 & 2	13,558.00	14,118.00	14,604.00	14,604.00
4	PF Contribution on S.No.1				
(a)	CPF @ 12% on Sl.No.1	1,400.16	1,467.36	1,525.68	1,525.68
(b)	EDLI @ 0.50% on Sl. No. 1	58.34	61.14	63.57	63.57
(c)	Admn. Charges (02) @ 1.10% on Sl. No. 1	128.35	134.51	139.85	139.85
(d)	Admn. Charges (22) @ 0.01% on Sl. No. 1	1.17	1.22	1.27	1.27
5	ESI Contribution on Sl. No. 3				
(a)	ESI @ 4.75 as employer contribution	644.01	670.61	693.69	693.69
6	Bonus including incentive {1/12th of S. No. 1 i.e. Monthly consolidated wages including VDA	972.33	1,019.00	1,059.50	1,059.50
7	Liveries LS @ Rs. 225/- P. M.	225.00	225.00	225.00	225.00
8	Leave Salary 2 1/2 day	972.33	1,019.00	1,059.50	1,059.50
	Per month category wise wage	17,959.69	18,715.84	19,372.07	19,372.07

Notes:

1	The monthly consolidated wages will be reviewed after three years w.e.f. Sept'2013. Increase of VDA by Delhi Govt. from Sept'10 to Oct'13 has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.
2	TDS as applicable will be deducted from all the bills & TDS certificate will be issued to the Party.
3	Gratuity amount as & when becomes payable will be reimbursed on case to case basis as per the provisions of Law.
4	Calculation of PF, Extra Duty Per Hour, Payment of Leave Reserve, Bonus including incentive, & Leave Salary will be based on the monthly consolidated wages inclusive of VDA increase by Delhi Govt. w.e.f. Oct'13
5	If the worker availed the paid leaves than amount of the same paid leaves will be deducted from the contractor's bill & contractor will make all possible efforts to meet the services against the availed leave of the worker by providing Buffers as leave reserve. Payment for the Buffer (Leave Reserve) will be paid on actuals as per Annex. H
6	Amount mentioned at sl. no. 1(b), 4(a), 4(b), 4(c), 4(d), 5(a) & 6 will be applicable as per Act.
7	Amount mentioned at sl. no. 1(a), 2, 7 & 8 will be applicable as mentioned above.
8	Calculation of ESI is based on the monthly consolidated wages inclusive of VDA + Allowances + Total Extra Duty amount of the month.
9	Charges of Extra duty per Hour will be flat on double hour rate { = MONTHLY WAGE INCLUSIVE OF VDA* 2 / 208 }
10	Bonus including incentive will be payable equivalent to one month consolidated wage including VDA in each calendar year.

(Signature & seal of the contractor)

CONSOLIDATED WAGES & OTHER ALLOWANCES & STATUTORY PAYMENTS / CONTRIBUTIONS FOR DELHI BASED OFFICES					
Amount in Rs.					
Sl. No.	COMPONENTS	CATEGORY OF WORKERS			
		UNSKILLED (MW @8086)	SEMI SKILLED (MW @8918)	SKILLED/ Sup. (MW @9802)	Work Supervisor (MW @9802)
1(a)	MONTHLY CONSOLIDATED WAGES	8,860.00	9,160.00	9,360.00	9,360.00
1(b)	Increase of VDA w.e.f. Oct'2013	2,808.00	3,068.00	3,354.00	3,354.00
1	MONTHLY CONSOLIDATED WAGES Including VDA	11,668.00	12,228.00	12,714.00	12,714.00
2	Misc. additional Allowances (HRA & TPT)	1,890.00	1,890.00	1,890.00	1,890.00
3	Sub Total of 1 & 2	13,558.00	14,118.00	14,604.00	14,604.00
4	PF Contribution on S.No.1				
(a)	CPF @ 12% on Sl.No.1	1,400.16	1,467.36	1,525.68	1,525.68
(b)	EDLI @ 0.50% on Sl. No. 1	58.34	61.14	63.57	63.57
(c)	Admn. Charges (02) @ 1.10% on Sl. No. 1	128.35	134.51	139.85	139.85
(d)	Admn. Charges (22) @ 0.01% on Sl. No. 1	1.17	1.22	1.27	1.27
5	ESI Contribution on Sl. No. 3				
(a)	ESI @ 4.75 as employer contribution	644.01	670.61	693.69	693.69
6	Bonus including incentive {1/12th of S. No. 1 i.e. Monthly consolidated wages including VDA	972.33	1,019.00	1,059.50	1,059.50
7	Liveries LS @ Rs. 225/- P. M.	225.00	225.00	225.00	225.00
8	Leave Salary 2 1/2 day	972.33	1,019.00	1,059.50	1,059.50
9	Per month category wise wage without service charge	17,959.69	18,715.84	19,372.07	19,372.07
10	Contractor's Service charges	Q	Q	Q	Q
11	Per month wage including service charge (Sub Total of S. No. 09 &10)	Q	Q	Q	Q
12	Service Tax addl. as applicable will be reimbursed	(Actuals)	(Actuals)	(Actuals)	(Actuals)
	Grand Total	Q	Q	Q	Q
13	No. of Workers	147	106	35	20
		308			
14	Category wise per month wage including service charges including Service tax	Q	Q	Q	Q
15	Category wise Total Expenditure in 24 Months including Service charges including Service tax	Q	Q	Q	Q
16	Total Expenditure in 2 years / 24 Months including Service charges including Service tax	Q			
17	Per day Category wise Leave Reserve Amount including service charge & service tax) (Annexure-H)	(Actuals)	(Actuals)	(Actuals)	(Actuals)
18	Payment of OT per hour including service charge & service tax (Annexure-I)	(Actuals)	(Actuals)	(Actuals)	(Actuals)

Continued.....

Notes:

1	The monthly consolidated wages will be reviewed after three years w.e.f. Sept'2013. Increase of VDA by Delhi Govt. from Sept'10 to Oct'13 has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.
2	TDS as applicable will be deducted from all the bills & TDS certificate will be issued to the Party.
3	Gratuity amount as & when becomes payable will be reimbursed on case to case basis as per the provisions of Law.
4	Calculation of PF, Extra Duty Per Hour, Payment of Leave Reserve, Bonus including incentive, & Leave Salary will be based on the monthly consolidated wages inclusive of VDA increase by Delhi Govt. w.e.f. Apr'13
5	If the worker availed the paid leaves than amount of the same paid leaves will be deducted from the contractors bill & contractor will make all possible efforts to meet the services against the availed leave of the worker by providing Buffers as leave reserve. Payment for the Buffer (Leave Reserve) will be paid on actual as per <u>Annexure. H</u>
6	Amount mentioned at sl. no. 1(b), 4(a), 4(b), 4(c), 4(d), 5(a) & 6 will be applicable as per Act.
7	Amount mentioned at sl. no. 1(a), 2, 7 & 8 will be applicable as mentioned above.
8	Calculation of ESI is based on the monthly consolidated wages inclusive of VDA + Allowances + Total Extra Duty amount of the month.
9	Charges of Extra duty per Hour will be flat on double hour rate { = MONTHLY WAGE INCLUSIVE OF VDA* 2 / 208 }
10	Bonus including incentive will be payable equivalent to one month consolidated wage including VDA in each calendar year.
11	Service charge (in percentage) at S.No.10 will be as same as Service Charge quoted by bidder in <u>Annexure-F</u> , & then final value of S. No. 16 will be arrived.
12	The <u>Annexure-G1</u> is only for information & reference purpose and it would be used to calculate the contract value as per clause no. 1.18.

(Signature & seal of the contractor)

**CONSOLIDATED WAGES & OTHER ALLOWANCES & STATUTORY PAYMENTS / CONTRIBUTIONS FOR NOIDA
 BASED OFFICES**

Amount in Rs.

Sl. No.	COMPONENTS	CATEGORY OF WORKERS			
		UNSKILLED (MW @8086)	SEMI SKILLED (MW @8918)	SKILLED/ Sup. (MW @9802)	Work Supervisor (MW @9802)
1(a)	MONTHLY CONSOLIDATED WAGES	8,860.00	9,160.00	9,360.00	9,360.00
1(b)	Increase of VDA w.e.f. Oct'2013	2,808.00	3,068.00	3,354.00	3,354.00
1	MONTHLY CONSOLIDATED WAGES Including VDA	11,668.00	12,228.00	12,714.00	12,714.00
2	Misc. additional Allowances (HRA & TPT)	1,890.00	1,890.00	1,890.00	1,890.00
3	Sub Total of 1 & 2	13,558.00	14,118.00	14,604.00	14,604.00
4	PF Contribution on S.No.1				
(a)	CPF @ 12% on Sl.No.1	1,400.16	1,467.36	1,525.68	1,525.68
(b)	EDLI @ 0.50% on Sl. No. 1	58.34	61.14	63.57	63.57
(c)	Admn. Charges (02) @ 1.10% on Sl. No. 1	128.35	134.51	139.85	139.85
(d)	Admn. Charges (22) @ 0.01% on Sl. No. 1	1.17	1.22	1.27	1.27
5	ESI Contribution on Sl. No. 3				
(a)	ESI @ 4.75 as employer contribution	644.01	670.61	693.69	693.69
6	Bonus including incentive {1/12th of S. No. 1 i.e. Monthly consolidated wages including VDA	972.33	1,019.00	1,059.50	1,059.50
7	Liveries LS @ Rs. 225/- P. M.	225.00	225.00	225.00	225.00
8	Leave Salary 2 1/2 day	972.33	1,019.00	1,059.50	1,059.50
9	Per month category wise wage without service charge	17,959.69	18,715.84	19,372.07	19,372.07
10	Contractor's Service charges	Q	Q	Q	Q
11	Per month wage including service charge (Sub Total of 9 & 10)	Q	Q	Q	Q
12	Service Tax addl. as applicable will be reimbursed	(Actuals)	(Actuals)	(Actuals)	(Actuals)
	Grand Total	Q	Q	Q	Q
13	No. of Workers	169	83	26	16
		294			
14	Category wise per month wage including service charges & Service tax	Q	Q	Q	Q
15	Category wise Total Expenditure in 24 Months including Service charges including Service tax	Q	Q	Q	Q
16	Total Expenditure in 2 years / 24 Months including Service charges including Service tax	Q			
17	Per day Category wise Leave Reserve Amount including service charge & service tax (Annexure-H)	(Actuals)	(Actuals)	(Actuals)	(Actuals)
18	Payment of OT per hour including service charge & service tax (Annexure-I)	(Actuals)	(Actuals)	(Actuals)	(Actuals)

Continued.....

Notes:

1	The monthly consolidated wages will be reviewed after three years w.e.f. Sept'2013. Increase of VDA by Delhi Govt. from Sept'10 to Oct'13 has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.
2	TDS as applicable will be deducted from all the bills & TDS certificate will be issued to the Party.
3	Gratuity amount as & when becomes payable will be reimbursed on case to case basis as per the provisions of Law.
4	Calculation of PF, Extra Duty Per Hour, Payment of Leave Reserve, Bonus including incentive, Incentive, & Leave Salary will be based on the monthly consolidated wages inclusive of VDA increase by Delhi Govt. w.e.f. Apr'13
5	If the worker availed the paid leaves than amount of the same paid leaves will be deducted from the contractor's bill & contractor will make all possible efforts to meet the services against the availed leave of the worker by providing Buffers as leave reserve. Payment for the Buffer (Leave Reserve) will be paid on actual as per Annexure. H
6	Amount mentioned at sl. no. 1(b), 4(a), 4(b), 4(c), 4(d), 5(a) & 6 will be applicable as per Act.
7	Amount mentioned at sl. no. 1(a), 2, 7 & 8 will be applicable as mentioned above.
8	Calculation of ESI is based on the monthly consolidated wages inclusive of VDA + Allowances + Total Extra Duty amount of the month.
9	Charges of Extra duty per Hour will be flat on double hour rate { = MONTHLY WAGE INCLUSIVE OF VDA* 2 / 208 }
10	Bonus including incentive will be payable equivalent to one month consolidated wage including VDA in each calendar year.
11	Service charge (in percentage) at S.No.10 will be as same as Service Charge quoted by bidder in <u>Annexure-F</u> , & then final value of S. No. 16 will be arrived.
12	The Annexure-G2 is only for information & reference purpose and it would be used to calculate the contract value as per clause no. 1.18.

(Signature & seal of the contractor)

Category wise Summary Sheet of Attendant Services for Leave Reserve					
					Amount in Rs.
Sl. No.	Components	Category of Workers			
		UNSKILLED (MW @8086)	SEMI SKILLED (MW @8918)	SKILLED/Sup. (MW @9802)	Work Supervisor (MW @ 9802)
1(a)	MONTHLY CONSOLIDATED WAGES	8860.00	9160.00	9360.00	9360.00
1(b)	Increase of VDA w.e.f. Oct'2013	2808.00	3068.00	3354.00	3354.00
1 (c)	MONTHLY CONSOLIDATED WAGES Including VDA	11668.00	12228.00	12714.00	12714.00
1 (d)	Consolidated Wages against leave Days (2.5 days in a month)	973.00	1019.00	1060.00	1060.00
1 (e)	No. of Absent during the month	0.00	0.00	0.00	0.00
1 (f)	Buffer provided on account of Leaves / Absenteeism	0.00	0.00	0.00	0.00
1 (g)	Net No. of Absent during the month	0.00	0.00	0.00	0.00
1 (h)	Total Amount (1 (D) X 1 (E))	0.00	0.00	0.00	0.00
1 (i)	No. of Points as per the Work Order				
	Deduction				
	On Account of Absenteeism (1 (F) / 1 (G))	0.00	0.00	0.00	0.00
1	Net Amount of Point 1	973.00	1019.00	1060.00	1060.00
2	Misc. Additional Allowance (HRA & TPT)	0.00	0.00	0.00	0.00
3	Sub Total of 1 & 2	973.00	1019.00	1060.00	1060.00
4	PF Contribution on Sl. No. 1				
(a)	CPF @ 12% on Sl. No. 1	116.76	122.28	127.20	127.20
(b)	EDLI @ 0.50% on Sl. No. 1	4.87	5.10	5.30	5.30
(c)	Admn. Charges (02) @ 1.10% on Sl. No. 1	10.70	11.21	11.66	11.66
(d)	Admn. Charges (22) @ 0.01% on Sl. No. 1	0.09	0.09	0.10	0.10
5	ESIC Contribution on Sl. No. 3				
(a)	ESI @ 4.75% as employer contribution	46.00	48.00	50.00	50.00
6	Per Month Leave Reserve Amount (For 2.5 days in a month)	1151.42	1205.68	1254.26	1254.26
7	Per day leave reserve amount	460.57	482.27	501.70	501.70
8	Contractor's Service charges	Q	Q	Q	Q
9	Per day leave reserve rate including Service charges	Q	Q	Q	Q
10	Service Tax addl. as applicable will be reimbursed	(Actuals)	(Actuals)	(Actuals)	(Actuals)
11	Per day leave reserve amount including Service Charge including service tax	Q	Q	Q	Q

Note:-Based on the Service Charge (in percentage) as quoted by the bidder in Annexure-F, the final value of S. No. 11 will be arrived.

(Signature & seal of the contractor)

Break up for OT Rates					
					Amount in Rs.
Sl. No	Particulars	UN SKILLED	SEMI SKILLED	SKILLED	SUPERVISOR
1	Monthly Consolidated Wages	8860.00	9160.00	9360.00	9360.00
2	Increase of VDA w.e.f. Oct'2013	2808.00	3068.00	3354.00	3354.00
3	Monthly Consolidated wages Including VDA w.e.f Apr 2013	11668.00	12228.00	12714.00	12714.00
4	OT Rate per Hr. {(Monthly Consolidated wages*2)/208 hrs.}	112.19	117.58	122.25	122.25
5	ESI on OT @ 4.75%	5.33	5.58	5.81	5.81
6	Sub Total of OT Rate per Hr. plus ESI on OT @ 4.75%	117.52	123.16	128.06	128.06
7	Service Charge	Q	Q	Q	Q
8	OT Rate including ESI & Service Charges	Q	Q	Q	Q
9	Service Tax addl. on OT Rate as applicable will be reimbursed	(Actuals)	(Actuals)	(Actuals)	(Actuals)
10	OT Rate per Hr. including Service Charges including service tax	Q	Q	Q	Q

Note:-Based on the Service Charge (in percentage) as quoted by the bidder in Annexure-F, then the final value of S. No. 10 will be arrived.

(Signature & seal of the contractor)

PART 'II' – PRICE BID

01	Monthly agency service charges (percentage of Per month category wise wage per workforce as per S.No.09 of <u>Annexure-W</u>) (inclusive of all taxes but excluding service tax)	<hr/> (in percentage)
	<i>In words</i> Percentage:- _____	

Note:- The above quoted Service charge (in percentage) shall remain firm for the entire contract duration and it will be applicable in following Annexure:-

Annexue-G1 at S.No.10;
Annexue-G2 at S.No.10;
Annexure-H at S. No. 8 &
Annexure-I at S. No. 7.

(Signature & seal of the contractor)

SL. No.	Building / Location	Old Contract Workforce which to be retained under New Contract	Proposed Min. Workforce Required (including Old Contract Workforce)
(A) For Delhi Based BHEL Offices & Townships			
1	BHEL House, PMG & CCG V. Kunj, CC 5-Parliament Street & AGVC	93	234
	(a) BHEL House	72	177
	(b) AGVC Flats	14	31
	(c) Jeevan Tara Bldg,	5	8
	(d) PMG & CCG , V. Kunj	2	18
2	IOC, Lodhi Road	27	68
3	Hyderabad G/House, Delhi	0	6
	Sub Total	120	308
(B) For Noida Based BHEL Offices & Townships			
4	Advant Navis Building, Noida	3	42
5	Noida Township	21	83
6	PS-NR, HRDI Complex, Noida	33	62
7	Kribhco Building, Noida	18	47
8	PS-PEM Noida	0	60
	Sub Total	75	294
	Grand Total (A+B)	195	602

Note: The above Annexure-J is brief information of location wise workforce requirement.

(Signature & seal of the contractor)

JOBS / SERVICES REQUIRED:**FOR:-**

- (a) Corporate Office, BHEL House, Siri Fort, New Delhi;**
- (b) PMG & CCG office, Vasant Kunj, New Delhi;**
- (d) CC office, Parliament Street, Jeevan Tara Building, New Delhi;**

(A). CLEANING & HOUSEKEEPING JOBS:

- 1) Keeping the entire floor area on all the floors of BHEL neat and clean by sweeping and mopping the floor well before 8:45AM **on daily basis**. The second mopping of the floor is to be done between 11:00AM and 12:15PM, followed by the third mopping between 2:00PM and 3:15PM. Sweeping and mopping of the floor are also to be done as and when required in between.
- 2) Cleaning of all the workstations, tables and chairs, storages, hangings on walls, table fans; dusting & arranging the files & papers in proper order at the tables, workstations; cleaning & dusting of computer screens with a softer cloth along with cleaning and dusting of monitors, CPU, Keyboards and other computer parts, printers, telephones, fax etc. in the designated area. The above activity has to be completed well before 8.45AM **on a daily basis** and also as and when required.
- 3) Dusting and cleaning of the reception area and the waiting rooms including tables, chairs, sofa sets, etc. both at the front and back entrances of the building well before 8:45AM **on daily basis** and also as and when required.
- 4) Dusting of notice boards, wall hangings, fire extinguishers, etc. on all BHEL floors **on daily basis**.
- 5) Cleaning of lift cars, operating panels, fans etc. from inside and its door from inside / outside **on daily basis** and also as and when required.
- 6) Cleaning of complete stair case railings, balusters etc. in the building well before 8:45AM **on daily basis**.
- 7) Cleaning of the pantry including all its fittings, fixtures & gadgets **on daily basis** and also as and when required in between.
- 8) Cleaning of the toilets in the building well before 8.45AM **on a daily basis** and after every 1.5 hours during office hours and as and when required. This cleaning shall be inclusive of the toilets' doors, exhaust fans, mirrors, wall tiles, its fitting and fixtures like CP fittings, Chinaware and other fixtures etc. along with replacement of tissue papers as and when required. Clearing of blockages in the floor traps of bathrooms and toilets as and when required.
- 9) Filling of liquid soap in soap dispensers; changing of toilet rolls/ towels; changing of bathroom fresheners/ Odonil cakes etc. as per requirement in the toilets.
- 10) Sweeping and cleaning of the area outside the building of BHEL premises, including porch area, parking area, dispensary, main and backside entrances into the building, etc. on a daily basis.

- 11) Thorough cleaning of the window panes, window frames, blinds and all other approachable areas of the windows **on weekly basis** from inside and outside both and also as and when required.
- 12) Cleaning of storage cupboards stacked at different places in BHEL House on all floors **on weekly basis** and also as and when required.
- 13) Thorough Cleaning of water coolers installed for drinking water purpose **once in 15 days** and as and when required.
- 14) Thorough dusting and cleaning of the switch boards, wall panelling, walls and partitions etc. **once in every months** and also as and when required.
- 15) Cleaning balconies on the various floors of the building **once in every month** and also as and when required.
- 16) Cleaning the roof top **once in every month** and also before start of rainy season including clearing khurrah of rain water pipe to avoid water logging on the terrace of BHEL House.
- 17) Cleaning of Solar Water Heater / Lighting Panels **once in every month** and also as and when required.
- 18) Cleaning of entire carpeted area in conference rooms with the help of vacuum cleaner **once in every month** and also as and when required in BHEL House.
- 19) Thorough cleaning of the surface drains in front of the building **once in three months** and also before rainy season to avoid any water logging.
- 20) Cleaning of entire ceiling by removing Cobweb (JALA) every month and removing of dust from the metal ceiling & electrical fittings etc. with the help of operator and vacuum cleaner **at every six month interval** of BHEL House.
- 21) Cleaning of ceiling at four storied ceiling height of reception side of BHEL House by removing Cobweb (JALA) **at every six month interval**.
- 22) Monthly checking of GT of sewer line and clearing the blockage if any, including attending to the above job **as and when complaint arises** for the same.
- 23) Clearing of the sewerage drain line **as and when** drain choking takes place.
- 24) Cleaning of overhead water tanks **once in three months** and also as and when required.
- 25) Disposal of garbage from the building to the designated dustbins within BHEL Premises **on a daily basis**.
- 26) Shifting & re-arrangement of office furniture, storages etc. within the building as and when required.

- 27) Cleaning of dust of Asiad Datacenter and switch room floor with vacuum cleaner (Vacuum cleaner will be provided by BHEL) **on a daily basis**.
 - 28) Cleaning of frame & glass of windows and doors from inside including furniture with Colin of Asiad datacenter and switch room **on a daily basis**.
 - 29) Dusting and cleaning of racks, almirah, and other electrical equipment etc inside the Asiad datacenter and switch room **on a daily basis**.
 - 30) Mopping of false floor tiles of Asiad Datacenter and switch room with anti septic water solutions / chemical **on a weekly basis**.
 - 31) Cleaning of glass windows from outside of Asiad datacenter and switch room approachable from balcony **on a weekly basis**.
 - 32) Mopping / vacuum cleaning of the floor below the false floor of Asiad data center and switch room **once in three month**.
 - 33) Cleaning and polishing of name plates in the office premises.
 - 34) Any other work of cleaning and Housekeeping job related work premises will also be in the scope of contractor.
 - 35) All the items like broom, duster & cleaning materials, toilet consumables etc. as required for cleaning & housekeeping job will be provided by BHEL. However hand gloves, dungarees, safety belts and other safety equipments etc. will be provided by the contractor to their workforce.
- (B). ATTENDING / MESSENGER SERVICES JOBS: (For designated Senior Officer or Group of approximately 15 employees) –**
- 36) Distribution of dak and official documents inside and outside the building **time to time as per need**. For distribution of dak and official documents outside the building. The mode of conveyance will be on BHEL's part.
 - 37) Filling of water jugs with drinking water **everyday in the morning** for designated Senior Officer or Group of employees and also as and when required in the day time, including proper cleaning of water jugs and glasses etc. complete.
 - 38) Serving tea / coffee / cold drinks / fruit juice / water etc. to senior officers or the designated group of employees including their guests **time to time as per requirement** and proper cleaning of crockery etc. complete.
 - 39) Serving lunch to senior executives and their official guests at their respective tables from the lunch trolleys / Lunch Canteen including removing of crockery and proper cleaning of crockery etc. and keeping it at proper place.
 - 40) Submission of certain documents etc. in the Bank, Post office or elsewhere nearby as per requirements of the BHEL.

- 41) Photocopying of papers and documents, making of proper sets, filing of papers and documents in the file as desired, sending fax messages, collection of received fax and handing over to the concerned employee.
- 42) Attending of phone calls and making of entry of office dak and files in the entry register / system as required.
- 43) Opening of office room in the morning, putting AC & lights etc. **ON** and at the closing of office putting AC & lights etc. **OFF** including locking of the office rooms etc. complete.
- 44) Collecting stationary from store for senior officers or the designated group of employees as and when required.
- 45) Performing time to time job assigned of the attendant.
- 46) The attending / messenger services job is to be performed daily for 8½ Hrs. with half an hour lunch break for the detailed scope of services as mentioned above.
- 47) The working time of the attending / messenger services will be from 8.30AM to 5.00PM on all working days with a lunch break. In case of any additional requirement of the Company for attending / messenger services job on account of extended hour / on any holiday the same shall be reimbursed on the basis of per hour overtime charges mentioned in the wage sheet Annexure.

(C). HORTICULTURE JOBS:

- 48) Maintaining of Lawns in front and sides of the BHEL House, Siri Fort Building in lush green, neat and clean with timely watering, manure, weeding out of pruning and cutting of grass with horticulture T&P and grass cutting machine. Grass cutting machine & watering pipes etc. will be provided by BHEL except regular T&P.
- 49) Maintaining / Developing of all kinds of potted plants i.e. greener plants, flowering plants, bonsai etc. including of making terracotta painting on earthen pots (terracotta painting on monthly basis) in a presentable manner. Seeds, saplings, fresh plants, carpet grass, pots, earth, manure & terracotta etc. will be provided by BHEL.
- 50) Growing of seasonal flowering plants in ground and in pots as required by BHEL.
- 51) Maintaining / Planting trees in the lawns adjacent to the BHEL House building.
- 52) Maintaining hedges in the lawns neatly by cutting them time to time in proper shape to give appealing look.
- 53) Daily disposal of all kinds of horticulture garbage coming out of the lawns, parks etc. to the nearest Garbage bin of MCD.
- 54) All the consumables items like manure, fertilizer, new grass, seeds, flower saplings etc. required for horticulture work will be provided by BHEL. However regular T&P will be made available by the contractor to their workforce. Heavy tools & tackles like Grass cutting machine will be provided by BHEL.

- (D). **ELECTRICAL, MASONRY, PLUMBING, CARPENTARY, WELDING, MISC. PAINTING & POLISHING AND OTHER MISC. JOBS:**
- (D1) **ELECTRICAL:**
- 55) Repair & maintenance of all the power outlet points (whether connected to load or spare) in BHEL House, including
- Replacement of faulty switch, sockets, plug tops, connectors, as when required.
- 56) Repair & maintenance of all the lighting fixtures installed in the building, including:
- Replacement of lamp, CFL, tube, etc, as and when required.
 - Repair / replacement of the lighting fixtures as and when required
 - Cleaning of the same at least once a month
- 57) Repair & maintenance of all types of fans, exhaust fans, installed in the building, including:
- Repair / replacement of the same as and when required
 - Cleaning and lubrication of the same at least once a quarter.
- 58) Repair & maintenance of all types of motors & pumps (excluding the submersible pumps), installed in the building, including:
- Repair of the same as and when required
 - Cleaning and lubrication of the same at least once a quarter.
- 59) Repair & maintenance of all power feeders in the building, including:
- Repair / replacement of faulty components as and when required
 - Monitoring the healthiness of all the components such as cables, wires, terminations, MCBs, MCCBs, Main switches, contactors, Kit-Kats, Bus bars, cables, wires, fuses, etc. on continuous basis and replacement of faulty/overheated ones to ensure uninterrupted supply of power.
- 60) The electrical load should be checked and balanced in such a way that the total load is divided equitably on all the three phases. The load should also be divided equitably on all the feeders.
- 61) Feeder-wise load in terms of current should be measured at least once a week and the recorded readings should be presented to BHEL Officer in-charge in form of a weekly report.
- 62) Deployment of electricians should be managed in such a way that the building is manned by at least one electrician 24x7.
- 63) A register shall have to be maintained where complaints should be lodged and records should be maintained of the time of lodgment and the time of closure of complaint.

- 64) Cleaning & servicing of desert coolers including replacing of wood grass and PVC pipes & painting of cooler body etc. before onset of summer season and installing it at required locations. The desert coolers are to be de-watered, dried, cleaned after summer season is over.
- 65) The contractor shall be responsible for repair and maintenance of all sub-station equipments after the BSES Energy meters including the vacuum circuit breaker panels, power transformers, air circuit breaker panels, Automatic Load Switching Panel, Main LT panel- building, Main LT panel AC plant, all the other downstream distribution panels/boards/components upto the last power outlet point connected to the loads (or spare).
- 66) The operation of DG Sets (2 Nos.) including test-starting on a daily basis, filling of fuel as and when required, maintenance of air pressure in the compressor, monitoring of the DG set on continuous basis especially, during running and ensuring availability of power backup during failure of main supply. However, the repair and maintenance of DG Sets shall remain in the scope of BHEL.
- 67) The operation of 25 KW solar photovoltaic power plant installed at rooftop, including monitoring of the plant on continuous basis and ensuring availability of power backup during failure of main supply. However, the repair and maintenance of solar power plant shall remain in the scope of BHEL.
- 68) The operation of passenger elevators (2 Nos.) in attendant mode (i.e. by deploying operators in the elevators) **from 08:00 Hrs to 20:00 Hrs** on all weekdays except Holidays. On holidays including Sundays, elevators should be operated in auto attendant mode (i.e. without deploying any operator). However, the repair and maintenance of elevators shall remain in the scope of BHEL.
- 69) All the spare parts required for repair and maintenance of electrical installations shall be provided by BHEL. However, all tools & tackles required to execute work under the contract shall be made available by the contractor to their workforce.
- (D2) MASONRY:**
- 70) Attending to all types of masonry complaints for repairing / re-plastering / pointing of damaged / defective wall plaster.
- 71) Making of brick work and its plastering, Fixing of tiles in wall / floor, marble / Kota in floors & Granite on counters etc. for minor repair & maintenance job in the building will be in the scope of contractor.
- 72) Laying of Cement concrete (whether reinforced or not) at various levels with / without centring and shuttering. Removing of centring and shuttering and proper curing of prepared surface.
- 73) Water or seepage proofing work in roof terrace, floor and walls as necessary.
- 74) All the items required for attending the above masonry jobs of the BHEL House will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools, tackles & scaffolding etc. will be provided by BHEL.

(D3) PLUMBING:

- 75) Attending to all type of plumbing complaints for smooth functioning of all the sanitary fitting and fixture of the building as and when complaints / need arise.
- 76) Replacement of old/defective GI or PP-R pipe line of different dia. and making of threading in those pipes, finishing the wall surface etc. for attending plumbing jobs of all the building will be in the scope of contractor. However Die and die kit etc. required for the above purpose will be provided by BHEL.
- 77) Laying of new GI, PVC or PP-R pipe having different dia. in interior or exterior part of building with all fixtures and fittings including finishing the surface.
- 78) Attending to all the plumbing jobs of supply pipe line for building from the water bore wells provided for feeding water supply including MCD supply will be in the scope of contractor.
- 79) Replacement of old/damaged/defective items of Chinaware , CP fittings & other fixtures etc. fitted in the toilets, kitchen, gardening points and other locations in the building of minor repair & maintenance nature job will be in the scope of contractor.
- 80) Fixing of traps in different position in toilets and kitchen.
- 81) Cleaning and maintaining of the overhead water tank.
- 82) All the items required for attending the above plumbing jobs of all the BHEL House will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools & tackles etc. will be provided by BHEL.

(D4) CARPENTRY:

- 83) Attending to all type of carpentry complaints for smooth functioning of the entire door (flush / panelled / jali shutters and its frame), window (glass pans / jali shutters and its frame), cupboards, showcase, tables, drawers etc. and its fitting or any other fitting which involves carpentry work in the building as and when complaints / need arises.
- 84) Making of new cabins, partitions, panelling etc. as per requirement of office.
- 85) Fixing of door, window fixtures like hinges, sliding door bolts, tower bolt, handles Door closer, stopper etc. wherever required.
- 86) Doing of new carpentry job of minor repair & maintenance nature job in the building will be in the scope of contractor.
- 87) All the items required for attending the above carpentry jobs of the all the BHEL House will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Need of any drill machine and drill bit etc. will be provided by BHEL.

(D5) WELDING:

- 88) Attending to complaints of welding work in all the building as and when complaints / need arises including making of one or two pieces of new MS Grill flat wise will also be in the scope of the contractor.
- 89) All the items required such as welding machine along with lead wire & cable, welding rod, eye protection glass and electricity etc. will be made available by BHEL for this purpose.

(D6) PAINTING & POLISHING:

- 90) Attending to complaints of minor painting and polishing work in the building as and when complaints / need arise.
- 91) All the items required such as painting and polishing materials, paint brushes, sand papers & dhoti etc. will be made available by BHEL for this purpose.

(D7) PRINT ROOM OPERATING SERVICES AT BHEL HOUSE

- 92) Photocopying of official documents and handing over to concerned person.
- 93) Taking requisition from employees of BHEL for the record of photocopying.
- 94) Making entry in the record register/Computer.
- 95) Up keeping of Photocopier Machine on daily basis.
- 96) In case of any Photocopier Machine is not working properly, then making complain to Concerned BHEL Person as well as Service Provider.
- 97) On Behalf of BHEL, Ordering Toner in advance to Service Provider.

(D8) OTHER MISC. JOBS:

- 98) Spray of chemicals / herbal paste for mosquito's / cockroaches / insecticides control as and when required in the building as and when need arises. All the items required such as chemicals / herbal paste etc. will be made available by BHEL for this purpose however spray machine will be made available by contractor.
- 99) Any other job related to purely attending / messenger service, Housekeeping, regular upkeep and maintenance work of the BHEL House will also be in the scope of the contractor.

(E) Reception Services:-

- 100) The Receptionist is responsible for providing secretarial, clerical and administrative support at Reception Desk in Order to ensure that municipal services are provided in an effective and efficient manner.
- Receive, direct and relay telephone messages and fax messages
 - Direct the First Nations Members and the general public to the appropriate staff member
 - Pick up and deliver the mail if any
 - Open and date stamp all general correspondence if any
 - Maintain the general filing system and file all correspondence if any
 - Respond to public inquiries
 - Answer all incoming calls and handle caller's inquiries whenever possible
 - Re-direct calls as appropriate and take adequate messages when required
 - Greet, assist and/or direct visitors and the general public
 - Perform other related duties as required
 - Effective verbal and listening communications skills
 - Computer skills including the ability to spreadsheet and Word processing programs at a highly proficient level
 - Be respectful
 - Possess cultural awareness and sensitivity
 - Be flexible
 - Demonstrate sound work ethics etc.

NOTE: The contractor has to perform regular & routine nature jobs like the above 8½ Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the BHEL House & AGVC flats as and when need arises. Emergency services like electrical, running of water pump & water booster pumps etc. have to be performed round the clock.

Note: Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

FOR 27 Flats at Asian Games Village

(A). CLEANING & HOUSE KEEPING JOBS:

- 1) Keeping neat & clean of common areas like front, back and sides on daily basis of all the 27 Flats of BHEL at Asian Games Village, New Delhi.
- 2) Cleaning the roof top twice in a month and also before start of rainy season of 11 Nos. of Duplex Flats (Flat No. 278, 277, 276, 275, 274, 273, 272, 271, 270, 269 & 346) including clearing khurrah of rain water pipe to avoid water logging on the terrace.
- 3) Thorough cleaning, wiping, dusting of entire area on daily basis of six flats namely Flat No. 278, 277, 276, 275, 274 & 273 including cleaning of its toilets and its fitting and fixtures like CP fitting, Chinaware and other fixtures etc.
- 4) Cleaning of all the toilets of the 27 flats on daily basis including its fitting and fixtures like CP fitting & Chinaware etc.
- 5) Monthly checking of GT of sewer line of all the 27 flats and clearing the blockage if any, including attending of the above job as and when complaint arises for the same.
- 6) Cleaning / Clearing of the sewerage drain line of all the 27 Flats as and when drain choking takes place.
- 7) Thorough cleaning of the surface drains in front of all the 27 Flats once in three month and also before rainy season to avoid any water logging.
- 8) Cleaning of solar water heater and lighting panel on weekly basis in 7 Duplex flats of BHEL at Asian Games Village, New Delhi.
- 9) Daily disposal of all kinds of garbage coming out of the above 27 Flats to the nearest Garbage bin of MCD.
- 10) All the items like broom, duster & cleaning materials required for cleaning & housekeeping job will be provided by BHEL. However hand gloves etc. will be made available by the contractor to their workforce.
- 11) Lawn associated with 07 Nos. of Duplex Flats (Flat No. 278, 277, 276, 275, 274, 273, 272) shall be maintained neatly & lush green with timely watering, pruning and cutting of grass with horticulture T&P including grass cutting machine. Grass cutting machine & watering pipes etc. will be provided by BHEL except regular T&P.

(B). ATTENDING / MESSENGER SERVICES JOBS: (For ASIAD TOWNSHIP OFFICE)

- 12) Distribution of dak and official documents inside and outside the building **time to time as per need**. For distribution of dak and official documents outside the building. The mode of conveyance will be on BHEL's part.
- 13) Filling of water jugs with drinking water **everyday in the morning** for office staff and also as and when required in the day time, including proper cleaning of water jugs and glasses etc. complete.
- 14) Serving tea / coffee / cold drinks / fruit juice / water etc. to office staff including their guests **time to time as per requirement** and proper cleaning of crockery etc. complete.
- 15) Serving lunch to office staff and their official guests at their tables Canteen etc. including removing of crockery and proper cleaning of crockery etc. and keeping it at proper place.
- 16) Submission of certain documents etc. in the Bank, Post office or elsewhere nearby as per requirements of the BHEL.
- 17) Photocopying of papers and documents, making of proper sets, filing of papers and documents in the file as desired, sending fax messages, collection of received fax and handing over to the concerned employee.
- 18) Attending of phone calls and making of entry of office dak and files in the entry register / system as required.
- 19) Opening of office room in the morning, putting AC & lights etc. **ON** and at the closing of office putting AC & lights etc. **OFF** including locking of the office rooms etc. complete.
- 20) Collecting stationary from store for senior officers or the designated group of employees as and when required.
- 21) Performing time to time job assigned for the attending / messenger services job.
- 22) The attending / messenger services job is to be performed daily for 8½ Hrs. with half an hour lunch break on all working days for the scope of services as mentioned above.

(C). HORTICULTURE JOBS:

- 23) Maintaining / Developing of all kinds of potted plants i.e. greener plants, flowering plants, bonsai etc. including of making terracotta painting on earthen pots (terracotta painting on monthly basis) of the above 27 Nos. in the presentable manner. Seeds, saplings, fresh plants, carpet grass, pots, earth, manure & terracotta etc. will be provided by BHEL.
- 24) The horticulture job will be required 4 Hrs. daily in seven Duplex type flats and 1 Hr. daily in rest of 20 flats on all working days.

- 25) Daily disposal of all kinds of garbage coming out of the above 27 Flats to the nearest Garbage bin of MCD.
- 26) All the items required for horticulture work will be provided by BHEL. However regular T&P will be made available by the contractor to their workforce. Heavy tools & tackles will be will be provided by BHEL.
- (D). **ELECTRICAL, MASONRY, PLUMBING, CARPENTARY, WELDING, MISC. PAINTING & POLISHING AND OTHER MISC. JOBS:**
- (D1) **ELECTRICAL:**
- 27) Attending to all type of electrical complaints of the 27 Flats from Energy meter onwards till all the electrical points in the flats.
- 28) Attending to all type of electrical complaints for burnt / damaged electrical wiring of the flats and replacing the burnt / damaged electrical wiring for rectifying the defect.
- 29) Removal of defective wall/ceiling fans and fixing of fans after its repair / replacement by BHEL.
- 30) Cleaning & servicing of wall/ceiling ceiling fan of all 27 Flats once in a year before the on set of summer season.
- 31) Cleaning of all the electrical fittings, fixtures, switches & switch plates of all 27 Flats once in three month.
- 32) Cleaning & servicing of desert coolers including replacing of wood grass and PVC pipes & painting of cooler body etc. before on set of summer season and installing it at required locations. The desert coolers are to be de-watered, dried, cleaned after summer season is over.
- 33) All the items required for attending the above electrical jobs of the 27 Flats will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools & tackles will be provided by BHEL.

(D2) **MASONRY:**

- 34) Attending of all type of masonry complaints for repairing / re-plastering of damaged / defective wall plaster.
- 35) Making of brick work and its plastering, Fixing of tiles in wall / floor, marble / Kota in floors & Granite on counters etc. for minor repair & maintenance job in all the 27 Flats will be in the scope of contractor.
- 36) All the items required for attending the above masonry jobs of the 27 Flats will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools, tackles & scaffolding etc. will be will be provided by BHEL.

(D3) PLUMBING:

- 37) Attending of all type of plumbing complaints for smooth functioning of all the sanitary fitting and fixture of all the 27 Flats as and when complaints / need arise.
- 38) Replacement of old/defective GI pipe line and making of threading in GI pipe etc. for attending plumbing jobs of all the 27 flats will be in the scope of contractor. However Die and die kit etc. required for the above purpose will be provided by BHEL.
- 39) Attending of all the plumbing jobs of supply pipe line for different flats of BHEL from the water bore wells provided for feeding water supply including MCD supply will be in the scope of contractor.
- 40) Replacement of old/damaged/defective items of Chinaware , CP fittings & other fixtures etc. provided in the bathrooms, kitchen and other locations in the flat of minor repair & maintenance nature job in all the 27 Flats will be in the scope of contractor.
- 41) All the items required for attending the above plumbing jobs of all the 27 Flats will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools & tackles etc. will be will be provided by BHEL.

(D4) CARPENTRY:

- 42) Attending of all type of carpentry complaints for smooth functioning of the entire door (flush / paneled / jali shutters and its frame), window (glass pans / jali shutters and its frame), cub board, drawers etc. and its fitting or any other fitting which involves carpentry work in all the 27 Flats as and when complaints / need arises.
- 43) Doing of new carpentry job of minor repair & maintenance nature job in all the 27 Flats will be in the scope of contractor.
- 44) All the items required for attending the above carpentry jobs of the all the 27 Flats will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Need of any drill machine and drill bit etc. will be provided by BHEL.

(D5) WELDING:

- 45) Attending of complaints of welding work in all the 27 Flats as and when complaints / need arises including making of one or two pieces of new MS Grill flat wise will also be in the scope of the contractor. Welding machine, welding rod, eye protection glass and electricity etc. will be made available by BHEL for this purpose.
- 46) All the items required such as welding machine along with lead wire & cable, welding rod, eye protection glass and electricity etc. will be made available by BHEL for this purpose.

(D6) PAINING & POLISHING:

- 47) Attending of complaints of minor painting and polishing work in all the 27 Flats as and when complaints / need arise.
- 48) All the items required such as painting and polishing materials, paint brushes, sand papers & dhoti etc. will be made available by BHEL for this purpose.

(D7) OTHER MISC. JOBS:

- 49) Spray of chemicals / herbal paste for mosquito's / cockroaches / insecticides control as and when required in all the 27 Flats as and when need arises. All the items required such as chemicals / herbal paste etc. will be made available by BHEL for this purpose however spray machine will be made available by contractor.
- 50) Any other job related to purely attending / messenger service, Housekeeping, regular upkeep and maintenance work of the 27 Flats of BHEL will also be in the scope of the contractor.

NOTE:

The contractor has to perform regular & routine nature jobs the above jobs 8½ hrs. daily with a lunch break on all days of the week. However any unfinished job has to be completed same day to restore the normalcy of the services in all the 27 Flats of BHEL as and when need arises. Emergency services like electrical, running of water pump & water booster pumps etc. has to be performed round the clock.

Note:

Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

FOR BHEL OFFICE BUILDING, LODHI ROAD, NEW DELHI (Approx. Area of the above office premises is 50000 Sqft. basements, ground, 1st to 7th floor & roof top / terrace)

(A). CLEANING & HOUSEKEEPING JOBS:

- 1) Keeping the entire floor area on all the floors of above office premises neat and clean by sweeping and mopping the floor well before 8:45AM **on daily basis**. The second mopping of the floor is to be done between 11:00AM and 12:15PM, followed by the third mopping between 2:00PM and 3:15PM. Sweeping and mopping of the floor are also to be done as and when required in between.
- 2) Cleaning of all the workstations, tables and chairs, storages, hangings on walls, table fans; dusting & arranging the files & papers in proper order at the tables, workstations; cleaning & dusting of computer screens with a softer cloth alongwith cleaning and dusting of monitors, CPU, Keyboards and other computer parts, printers, telephones, fax etc. in the designated area. The above activity has to be completed well before 8.45AM **on a daily basis** and also as and when required.
- 3) Dusting and cleaning of the reception area and the waiting rooms including tables, chairs, sofa sets, etc. both at the front and back entrances of the building well before 8:45AM **on daily basis** and also as and when required.
- 4) Dusting of notice boards, wall hangings, fire extinguishers, etc. on all floors **on daily basis**.
- 5) Cleaning of lift cars, operating panels, fans etc. from inside and its door from inside / outside **on daily basis** and also as and when required.
- 6) Cleaning of complete stair case railings, balusters etc. in the building well before 8:45AM **on daily basis**.
- 7) Cleaning of the pantry including all its fittings, fixtures & gadgets **on daily basis** and also as and when required in between.
- 8) Cleaning of the toilets in the building well before 8.45AM **on a daily basis** and after every 1.5 hours during office hours and as and when required. This cleaning shall be inclusive of the toilets' doors, exhaust fans, mirrors, wall tiles, its fitting and fixtures like CP fittings, Chinaware and other fixtures etc. alongwith replacement of tissue papers as and when required. Clearing of blockages in the floor traps of bathrooms and toilets as and when required.
- 9) Filling of liquid soap in soap dispensers; changing of toilet rolls/ towels; changing of bathroom fresheners/ odonil cakes etc. as per requirement in the toilets of above office premises.
- 10) Sweeping and cleaning of the area outside the building of above office premises, including porch area, parking area, dispensary, main and backside entrances into the building, etc. on a daily basis.

- 11) Thorough cleaning of the window panes, window frames, blinds and all other approachable areas of the windows **on weekly basis** from inside and outside both and also as and when required.
- 12) Cleaning of storage cupboards stacked at different places in above office premises on all floors **on weekly basis** and also as and when required.
- 13) Thorough Cleaning of water coolers installed for drinking water purpose **once in 15 days** and as and when required.
- 14) Thorough dusting and cleaning of the switch boards, wall panelling, walls and partitions etc. **once in every months** and also as and when required.
- 15) Cleaning balconies on the various floors of the building **once in every month** and also as and when required.
- 16) Cleaning the roof top **once in every month** and also before start of rainy season including clearing khurrah of rain water pipe to avoid water logging on the terrace of above office premises.
- 17) Cleaning of Solar Water Heater / Lighting Panels **once in every month** and also as and when required.
- 18) Cleaning of entire carpeted area in conference rooms with the help of vacuum cleaner **once in every month** and also as and when required in BHEL House.
- 19) Thorough cleaning of the surface drains in front of the building **once in three months** and also before rainy season to avoid any water logging.
- 20) Cleaning of entire ceiling by removing Cobweb (JALA) every month and removing of dust from the metal ceiling & electrical fittings etc. with the help of operator and vacuum cleaner **at every six month interval** of above office premises.
- 21) Cleaning of ceiling at four storied ceiling height of reception side of above office premises by removing Cobweb (JALA) **at every six month interval**.
- 22) Monthly checking of GT of sewer line and clearing the blockage if any, including attending to the above job **as and when complaint arises** for the same.
- 23) Clearing of the sewerage drain line **as and when** drain choking takes place.
- 24) Cleaning of overhead water tanks **once in three months** and also as and when required.
- 25) Disposal of garbage from the building to the designated dustbins within above office premises **on a daily basis**.
- 26) Shifting & re-arrangement of office furniture, storages etc. within the building as and when required.
- 27) Cleaning of dust of Datacenter and switch room floor of the above office premises with vacuum cleaner (Vacuum cleaner will be provided by BHEL) **on a daily basis**.

- 28) Cleaning of frame & glass of windows and doors from inside including furniture with Colin of datacenter and switch room of the above office premises **on a daily basis**.
- 29) Dusting and cleaning of racks, almirah, and other electrical equipment etc inside the datacenter and switch room of the above office premises **on a daily basis**.
- 30) Mopping of false floor tiles of Datacenter and switch room of the above office premises with anti septic water solutions / chemical **on a weekly basis**.
- 31) Mopping / vacuum cleaning of the floor below the false floor of data center and switch room of the above office premises **once in three month**.
- 32) Cleaning and polishing of name plates in the office premises.
- 33) Any other work of cleaning and Housekeeping job related work premises will also be in the scope of contractor.
- 34) All the items like broom, duster & cleaning materials, toilet consumables etc. as required for cleaning & housekeeping job will be provided by BHEL. However hand gloves, dungarees, safety belts and other safety equipments etc. will be provided by the contractor to their workforce.
- (B). **ATTENDING / MESSENGER SERVICES JOBS: (For designated Senior Officer or Group of approximately 15 employees)**
- 35) Distribution of dak and official documents inside and outside the building **time to time as per need**. For distribution of dak and official documents outside the building. The mode of conveyance will be on BHEL's part.
- 36) Filling of water jugs with drinking water **everyday in the morning** for designated Senior Officer or Group of employees and also as and when required in the day time, including proper cleaning of water jugs and glasses etc. complete.
- 37) Serving tea / coffee / cold drinks / fruit juice / water etc. to senior officers or the designated group of employees including their guests **time to time as per requirement** and proper cleaning of crockery etc. complete.
- 38) Serving lunch to senior executives and their official guests at their respective tables from the lunch trolleys / Lunch Canteen including removing of crockery and proper cleaning of crockery etc. and keeping it at proper place.
- 39) Submission of certain documents etc. in the Bank, Post office or elsewhere nearby as per requirements of the BHEL.
- 40) Photocopying of papers and documents, making of proper sets, filing of papers and documents in the file as desired, sending fax messages, collection of received fax and handing over to the concerned employee.
- 41) Attending of phone calls and making of entry of office dak and files in the entry register / system as required.

- 42) Opening of office room in the morning, putting AC & lights etc. **ON** and at the closing of office putting AC & lights etc. **OFF** including locking of the office rooms etc. complete.
- 43) Collecting stationary from store for senior officers or the designated group of employees as and when required.
- 44) Performing time to time job assigned of the attendant.
- 45) There are a total of approximately 105 points where the attending jobs are required to be attended for senior executives and groups of executives.
- 46) The attending / messenger services job is to be performed daily for 8½ Hrs. with half an hour lunch break for the detailed scope of services as mentioned above.
- 47) The working time of the attending / messenger services will be from 8.30AM to 5.00PM on all working days with a lunch break. In case of any additional requirement of the Company for attending / messenger services job on account of extended hour / on any holiday the same shall be reimbursed on the basis of per hour OT charges.

(C). ELECTRICAL, PLUMBING & CARPENTARY JOBS:

(C1) ELECTRICAL:

- 48) Repair & maintenance of all the power outlet points (whether connected to load or spare) in the above office premises, including
 - (i) Replacement of faulty switch, sockets, plug tops, connectors, as when required.
- 49) Repair & maintenance of all the lighting fixtures installed in the building, including:
 - (i) Replacement of lamp, CFL, tube, etc, as and when required.
 - (ii) Repair / replacement of the lighting fixtures as and when required
 - (iii) Cleaning of the same at least once a month
- 50) Repair & maintenance of all types of fans, exhaust fans, installed in the building, including:
 - (i) Repair / replacement of the same as and when required
 - (ii) Cleaning and lubrication of the same at least once a quarter.
- 51) Repair & maintenance of all types of motors & pumps (excluding the submersible pumps), installed in the building, including:
 - (i) Repair of the same as and when required
 - (ii) Cleaning and lubrication of the same at least once a quarter.
- 52) Repair & maintenance of all power feeders in the building, including:
 - (i) Repair / replacement of faulty components as and when required

- (ii) Monitoring the healthiness of all the components such as cables, wires, terminations, MCBs, MCCBs, Main switches, contactors, Kit-Kats, Bus bars, cables, wires, fuses, etc. on continuous basis and replacement of faulty/overheated ones to ensure uninterrupted supply of power.
- 53) The electrical load should be checked and balanced in such a way that the total load is divided equitably on all the three phases. The load should also be divided equitably on all the feeders.
- 54) Feeder-wise load in terms of current should be measured at least once a week and the recorded readings should be presented to BHEL Officer in-charge in form of a weekly report.
- 55) Deployment of electricians should be managed in such a way that the building is manned by at least one electrician 24x7.
- 56) A register shall have to be maintained where complaints should be lodged and records should be maintained of the time of lodgment and the time of closure of complaint.
- 57) Cleaning & servicing of desert coolers including replacing of wood grass and PVC pipes & painting of cooler body etc. before onset of summer season and installing it at required locations. The desert coolers are to be de-watered, dried, cleaned after summer season is over.
- 58) The operation of 10 KW solar photovoltaic power plant installed at rooftop, including monitoring of the plant on continuous basis and ensuring availability of power backup during failure of main supply. However, the repair and maintenance of solar power plant shall remain in the scope of BHEL.
- 59) The operation of passenger elevators (2 Nos.) in attendant mode (i.e. by deploying operators in the elevators) **from 08:00 Hrs to 20:00 Hrs** on all weekdays except Holidays. On holidays including Sundays, elevators should be operated in auto attendant mode (i.e. without deploying any operator). However, the repair and maintenance of elevators shall remain in the scope of BHEL.
- 60) All the spare parts required for repair and maintenance of electrical installations shall be provided by BHEL. However, all tools & tackles required to execute work under the contract shall be made available by the contractor to their workforce.

(C2) PLUMBING:

- 61) Attending to all type of plumbing complaints for smooth functioning of all the sanitary fitting and fixture of the building as and when complaints / need arise.
- 62) Replacement of old/defective GI or PP-R pipe line of different dia. and making of threading in those pipes, finishing the wall surface etc. for attending plumbing jobs of all the building will be in the scope of contractor. However Die and die kit etc. required for the above purpose will be provided by BHEL.
- 63) Laying of new GI, PVC or PP-R pipe having different dia. in interior or exterior part of building with all fixtures and fittings including finishing the surface.

- 64) Replacement of old/damaged/defective items of Chinaware , CP fittings & other fixtures etc. fitted in the toilets, kitchen, gardening points and other locations in the building of minor repair & maintenance nature job will be in the scope of contractor.
- 65) Fixing of traps in different position in toilets and kitchen.
- 66) Cleaning and maintaining of the overhead water tank.
- 67) All the items required for attending the above plumbing jobs of the above office premises will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools & tackles etc. will be provided by BHEL.

(C3) CARPENTRY:

- 68) Attending to all type of carpentry complaints for smooth functioning of the entire door (flush / panelled / jali shutters and its frame), window (glass pans / jali shutters and its frame), cupboards, showcase, tables, drawers etc. and its fitting or any other fitting which involves carpentry work in the building as and when complaints / need arises.
- 69) Making of new cabins, partitions, panelling etc. as per requirement of office.
- 70) Fixing of door, window fixtures like hinges, sliding door bolts, tower bolt, handles Door closer, stopper etc. wherever required.
- 71) Doing of new carpentry job of minor repair & maintenance nature job in the building will be in the scope of contractor.
- 72) All the items required for attending the above carpentry jobs of the above office premises will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Need of any drill machine and drill bit etc. will be provided by BHEL.
- 73) Any other job related to purely regular upkeep and maintenance work of the BHEL Lodhi Road office will also be in the scope of the contractor.

(C4) CANTEEN SERVICES OPERATION

A. Scope of Services

- 74) Cooking of lunch (Menu: 1 Vegetable, 1 Dal, 1 Chapatti, Rice; or else as decided mutually) on an average for approx. 600 persons per day Lodhi Road office.
- 75) Cleaning of all the raw material, for cooking of food, being provided by BHEL, before cooking the food.
- 76) Lunch thalies to be filled at basement and kept in trolleys / manually for distribution at the seat of BHEL employees.

- 77 Serving of lunch in thalies daily on all the working days from cooking area to the seats of all the employees from basement to 7th floor.
- 78 Collecting back of used utensils from all the floors of building back to washing area for washing.
- 79 Washing of lunch plates and kitchen utensils, kitchen area, lunch trolleys, lunch distribution centre at basement daily on all the working days.
- 80 Infrastructure / facilities like (i) Kitchen space (ii) lunch thalies & covers (iii) kitchen equipment (iv) lunch trollies (v) fuel piped natural gas IGL gas] (vi) water (vii) electricity, will be provided by BHEL to the contractor.

Proper receipt of all the equipments / utensils will have be obtained from BHEL by the contractor, at the time of commencement of job contract.

- 81 It will be responsibility of the contractor to make proper arrangement of sufficient workforce for cooking, serving and cleaning, with the complete knowledge & experience of Catering work to maintain efficiency of standards desired by BHEL. Lunch should be served on all the employees seat at 1 PM.
- 82 All the workforce deputed for above work, will be required to wear neat and clean uniform to be provided by the contractor during the entire canteen operation. All the aspects for hygienic services will have to be assured by the contractor in the course of running of kitchen/canteen and allied services by the contractor including collecting and washing of used utensils and periodic disposal of waste.
- 83 In case of any absence of employees of the contractor, they shall be replaced by the contractor immediately to maintain satisfactory level of service at all times.
- 84 The raw material for cooking, cleaning and washing will be issued to Caterer in advance by BHEL after submission of proper form available from BHEL Canteen Store. The quantity of raw material will be issued on the basis of norms decided by BHEL.
- 85 BHEL reserves the right to inspect the food prepared in respect of quality and hygiene. In case of any discrepancy, it may result in cancellation/termination of the contract, apart from Penalty/LD.
- 86 In case of food poisoning/contamination, the contractor shall be held fully responsible and he shall bear all the loss caused due to the same and BHEL shall assume no responsibility whatsoever.
- 87 No raw material or any other item, including cooked material shall be carried out of BHEL premises by the deployed workforce of the contractor. In case, any one is caught so, it may result in termination of the contract.
- 88 **Working days of Canteen**
Lunch will be prepared and served on all working days except all Sundays, second and last Saturdays of the month and gazetted holidays and other govt. holidays as declared by BHEL, Delhi from time to time. Distribution of lunch shall be strictly against coupons, as provided by BHEL.

(C-5) Tea Pantry Operation

- 89 Collection of all related raw material for preparation of Tea / Coffee and for other related services from Store or from any other specified location within the Building, daily to the Pantries.
- 90 Preparation and serving Tea / Coffee for all the officials and their guests / visitors in twice a day (10.00 AM and 3.00 PM) at the seats. In addition to this serving of Tea / Coffee and other related jobs for serving of Tea / Coffee for meeting / conferences at various places in the building.
- 91 Cleaning of all the mugs/crockery/utensils used for making tea/coffee, being provided by BHEL.
- 92 Comprehensive cleaning of all pantries and disposal of wastage from them at the designated place on daily basis.
- 93 Collecting back of all the tea mugs from all the designated floors to pantry and washing of the same, twice a day or as per requirement.
- 94 Infrastructure / facilities like (i) Pantry space (ii) Tea Mugs (ii) Pantry equipments (iii) fuel piped natural gas (IGL gas) (v) water (vi) electricity, **will be provided by BHEL to the contractor, at NO COST**.
Proper receipt of all the equipments / utensils will have to be obtained from BHEL by the contractor, at the time of commencement of job contract.
- 95 It will be responsibility of the Vendor to make proper arrangement for preparation/serving Tea/Coffee, cleaning and all other related activities, with the complete knowledge & experience of this work to maintain efficiency of standards as desired by BHEL. Tea/Coffee should be served on all the employees' seat twice a day or for additional requirements, if any.
- 96 All the workforce deputed for above work, will be required to wear neat and clean uniform to be provided by the contractor during the entire Tea Pantry operation. All the aspects for hygienic services will have to be assured by the contractor in the course of running of Tea Pantries and allied services by the contractor including collecting and washing of used tea mugs/utensils and daily disposal of the in the pantry.
- 97 Normally, Tea/Coffee to be served to the employees on their seats twice a day, (i.e. 10.00 AM and 3.00 PM); however, on specific demands from employees, Tea/Coffee should be served in addition at no extra cost.
- 98 The contractor shall be directly responsible for the administration of his employees as regards general discipline and courteous behavior. In case of misbehavior by his employees the contractor would be required to remove such person with immediate effect.
- 99 In case of any absence of employees of the contractor, they shall be replaced by the contractor immediately to maintain satisfactory level of service at all times.

- 100 **The raw material for tea pantries, cleaning and washing etc; will be issued to Contractor at No Cost, in advance by BHEL**, after submission of proper form available from BHEL Canteen Store. The fixed quantity of raw material will be issued on the basis of norms decided by BHEL.
- 101 The contractor shall not sublet or assign or use the space provided for running the Tea Pantry for purposes other than for running the canteen and shall not allow anybody or reside in the premises and shall not use the same or part of it for stocking or keeping the articles other than those needed for use in the Tea Pantry nor shall be made or permit to be made any structural additions and alterations to the specified area without prior written sanction of the BHEL management.
- 102 BHEL reserves the right to inspect the tea/coffee prepared in respect of quality and hygiene. In case of any discrepancy, it may result in cancellation/termination of the contract, apart from Penalty/LD.
- 103 In case of contamination of any kind while preparing Tea/Coffee, the contractor shall be held fully responsible and he shall bear all the loss caused due to the same and BHEL shall assume no responsibility whatsoever.
- 104 No raw material or any other item, including Tea / Coffee/ Milk/ Sugar / Crockery material shall be carried out of BHEL premises by the deployed workforce of the contractor. In case, any one is caught, it may result in termination of the contract.

NOTE: The contractor has to perform regular & routine nature jobs like the above 8 & 1/2 Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the above office premises as and when need arises. Emergency services like electrical, running of water pump & water booster pumps etc. have to be performed as per the requirement.

Note: Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

FOR Hyderabad Guest House, S-6, Greater Kailash, New Delhi

(A). CLEANING & HOUSEKEEPING JOBS:

Scope of Services

1. Cleaning, sweeping and wiping of floors of all corridors, verandahs, common halls, aisles, adjacent areas etc. complete of the scope of work premises at S6 GK I **once a day.**
2. Cleaning of entire work areas with cleanso /phenyl **twice a day.**
3. Cleaning of waste materials of collection of waste from all places including waste baskets, ash trays, tables etc., and proper dumping in dustbins meant for the purpose **Once a day by 9 am.**
4. Cleaning of bathrooms including wash basins, corridor, etc. /toilets/ urinals in all rooms and standard sanitizer & provision of sufficient quantity of standard air-fresheners, naphthalene balls, urinals cubes, etc. **Twice a day 9 am & 2:30 pm.**
5. Removal of stains etc. using acid and other cleaning materials as and when required **daily.**
6. Ensuring fully filled up liquid soap containers as and when required for use **thrice a day.**
7. Cleaning/dusting of all telephones and related connections with dry yellow polishing cloth **Once a day**
8. Cleaning of all marbles / tiling / flooring surfaces with liquid soap water and proper dusting **Every Monday.**
9. Cleaning of polished wooden / metallic surfaces like door handles/ closers, show pieces, indicator boards/ plates etc. with dry yellow polishing cloth and application of brasso where necessary **Every Tuesday.**
10. Cleaning of glass/ glazed Venetian blinds with soap solution water and drying with soft cloth **Every Wednesday.**
11. Cleaning/ polishing of all telephones & application of standard quality dis-infective preface in each multiples at the cost of the contractor **Every Thursday.**
12. Cleaning of bathrooms, toilets, and urinals with acid after check up in all rooms **Every Friday.**
13. Filling up of fire buckets with sand/ water **Every Friday.**
14. Cleaning of false ceilings/ roofs of bird's nests etc. **Every 1st week of the month.**
15. Vacuum cleaning of carpets with vacuum cleaners and removal of stains with liquid soap water **Every 1st week of the month.**
16. Cleaning of entire kitchen with liquid soap water, applying air fresheners, acid and other cleaning materials as may be necessary **Every 2nd week of the month.**
17. Removal of scratches, stains, etc. in marble/ tiled flooring surfaces with liquid soap water followed by dry yellow cloth dusting and wax polishing **every 3rd week of the month.**
18. **Shifting of furniture and other accessories from one room or floor to another.**
19. Cleaning of wooden partitions, table tops, etc. with linseed oil/ scabble polishing, etc. **Once in three months.**

B) CATERING SERVICES

Scope of Services

20. Serving of breakfast, lunch, dinner, washing of plates/ dishes/ crockery/ containers etc., storage of plates/ dishes/ crockeries and taking back containers in kitchen on **all days.**
21. Preparation of tea/ coffee as per requirements of the room guests & removal of cups/ plates after use from rooms/dining halls **on all working days in forenoon & afternoon.**
22. To addition tea/coffee shall be available **on all working days** as and when required on special request during the entire working hours.
23. Prompt service of tea/ coffee, cold drinks, snacks, etc. to Company's guests & VIPs during their stay **As and when required.**
24. Maintenance of kitchen in clean and hygienic conditions **As and when required.**
25. Any other miscellaneous job(s) relating to catering services as may be assigned by the Company representative in the interest of the Company **As and when required.**

NOTE: The contractor has to perform regular & routine nature jobs like the above 8 & 1/2 Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the above office premises as and when need arises.

Note: Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

FOR BHEL TOWNSHIP, SECTOR-17, NOIDA (Approx. Area of BHEL TOWNSHIP, Sector-17, Noida is approx. 30 acres, having 571 flats including transit flats and ETs hostel; Township Office; Medical dispensary; Community centre; Ladies club; Gym hall; Assisi School and other buildings and infrastructure and parks etc. within the Township)

(A) Attending / messenger Services

1. To attend the guest, customers, suppliers & the residents of Township in Estate office or registering the complaints and deputing the workforce / coordinating the different agencies **daily.**
2. To attend the guest, customers, suppliers & the residents of Township in Dispensary **Daily.**
3. To attend the guest, customers, suppliers & the residents of Township in Community Centre / Kaliyan School / Ladies club **Daily.**
4. Attendants required to operate DG set, Water Pump **Daily.**

(B) CLEANING & HOUSEKEEPING JOBS:

5. Cleaning of staircase and roofs of the all the residential & official buildings including clearing of rain water pipes **twice in a week.**
6. Cleaning of common areas including back lanes of all the blocks like removal of malba, horticulture waste & all other types of foreign materials **on daily basis.**

(C) Sanitation Services:

7. Removing & cleaning of rank vegetation/ grass / bushes from road sides/ back lanes/ vacant areas etc. **on weekly basis and as & when required.**
8. Cleaning all the GT lines in all the residential & official buildings **on weekly basis and as & when required.**
9. Cleaning of all the surface Nallah / drain of entire colony on **monthly basis and as & when required especially before & after rainy season.**
10. Removal of blockage from traps of toilet, bath rooms, wash basin & kitchen of all the residential & official buildings **on the basis of complaints received.**
11. Cleaning of overhead water tanks from the roof of all the residential & official buildings **on quarterly basis i.e. four times in one year.**
12. Cleaning toilets of Dispensary, Estate office, Community centre & Gym Hall **on daily basis.**
13. Keeping neat & clean the dispensary including shifting of furniture, dusting of furniture, windows, doors, switch boards etc. **on daily basis.**

14. Keeping neat & clean the Estate Office including shifting of furniture, dusting of furniture, windows, doors, switch boards etc. **on daily basis.**

(D) Housekeeping services:

15. Keeping neat & clean ETs Hostel from inside and outside within the boundary of these blocks. Rooms of ETs Hostel are also to be cleaned after office hours on holidays as per the availability of the Engineer Trainees **on daily basis.**

16. Keeping neat & clean the Gym. Hall, Community Hall, Ladies club & Kaliyan School including the dusting of doors, windows, furniture etc. **on daily basis.**

17. Spray of chemicals in flats, other buildings & outside etc. for mosquito control at **3 to 4 months interval or as and when required.**

(E) Electrical Works

18. Attending day to day complaints of internal Electrical works like repairing of wiring, replacement of faulty electrical fittings like switches, MCB, fan regulator etc. in all the residential & Official buildings **On daily basis.**

19. Attending complaints of no light **On daily basis.**

20. Attending complaints of external electrical works like replacement of faulty cable from feeder box by digging, removal of old cable & laying of new cables in GI pipes. Repairing of fault from LT line like jointing of Jumper **On daily basis.**

21. Servicing & repairing of ceiling fans, exhaust fans & coolers in all the residential & official buildings **On daily basis.**

(F) Carpentry Works

22. Attending Complaints of Carpentry Work like repairing of door, windows & almirah **On daily basis.**

23. Making new windows, doors & almirah and replacing the damaged windows, doors & almirah with new one **On daily basis.**

24. Attending complaints of replacement of mirror, shelf & door fittings like handle, tower bolt, al-drop etc; **On daily basis.**

(G) Plumbing Works

25. Attending Complaints of internal Plumbing Work like replacement of WC, wash Basin, GI pipe etc. in all the residential & official buildings **On daily basis.**

26. Attending complaints of leakage from waste pipe, rainwater pipe, floor traps & GI pipes etc. **On daily basis.**

27. Attending complaints of external plumbing work like digging & repairing of leakage from GI pipe, SW pipe etc. **On daily basis.**

28. Cleaning of old choked GI pipes and replacement of old GI pipe with PVC pipe.
On daily basis.

(H) Horticulture Works:

30. Development and maintenance of seasonal potted plants & permanent potted plants by doing all horticultural operations like making mixtures plantation of
29. Complete maintenance of following grounds of entire garden features i.e. lawn trees, shrubs, hedges along the periphery of ground cover, seasonal flower beds in between the trees including beading, watering, mowing , cutting of lawn & clipping of hedges, ground cover and removal of garden waste, applying the requisite pesticide, insecticide etc. dressing of lawn and provision of good earth and manure etc. including mowing / cutting of grass (lawn) including disposal of cut grass from garden area. (Total area 22000 Sqm.) **On Daily basis.**

Parade Ground

A Type Park

B Type Park

C Type Park

Children Park

Play Ground in front of ET Hostel

Park adjacent to Estate office

Park area back side of block no 83 to 129.

Park area back side of block 73 to 77

Park adjacent to temple side.

Park in between Assisi Convent school boundary & Community Hall.

Park in front of Ladies Club.

Maintenance of green area around the Tennis & Volley ball court (Play ground) as per park futures.

Park area adjacent to Basket ball court

Park in between block no 146 & garages.

Garden area of flat no D-1 to D-5.

Garden area of D Type flats allotted to GMs & above.

Garden area adjacent to football ground.

Garden area in front of dispensary.

Flower beds areas in front sides of the colony gates, Estate Office and along the colony roads.

plants filling and refilling of pots, cuttings, beading, watering, provision of fertilizers, manure and pesticides etc. replacement of soil etc time to time and coloring / stacking of pots where ever required **On Daily basis.**

31. Trimming of trees falling under LT/HT lines generally twice in a year and as per requirements of the residents. Approximately 1000 trees **On Half yearly basis.**

(I) **OTHER MISC. JOBS:**

32. Attending Complaints of Masonry work like repair of plaster, floor & roofs for seepage treatment in all the residential & official buildings. Internal & external masonry works **On Daily basis.**
33. Attending Complaints of Fabrication & welding work like repairing of barbed wire fencing, welding in chowkhat, gate, railing, drain covers, replacement of Jali, replacement of old damaged windows with new aluminum windows & other misc. works **On Daily basis.**
34. For repair or patching work of Internal white washing & painting in all the residential & official building as per the requirement. White washing & painting work of vacant/ new allotted flats. White washing / Painting work on road, boards, tree & railing on the occasion of Public Functions etc or as & when required.

NOTE: The contractor has to perform regular & routine nature jobs like the above 8 & 1/2 Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the above office premises as and when need arises.

Note: Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

FOR BHEL PSNR OFFICE IN HRDI BUILDING, SECTOR-16A, NOIDA (Approx. Area of BHEL PSNR Office in HRDI Building, Sector-16A, Noida is approx. 35000 Sqft. on three floors (Ground, 1st & 2nd Floor)

(A). CLEANING & HOUSEKEEPING JOBS:

- 1) Keeping the entire floor area on all the floors of above office premises neat and clean by sweeping and mopping the floor well before 8:45AM **on daily basis**. The second mopping of the floor is to be done between 11:00AM and 12:15PM, followed by the third mopping between 2:00PM and 3:15PM. Sweeping and mopping of the floor are also to be done as and when required in between.
- 2) Cleaning of all the workstations, tables and chairs, storages, hangings on walls, table fans; dusting & arranging the files & papers in proper order at the tables, workstations; cleaning & dusting of computer screens with a softer cloth along with cleaning and dusting of monitors, CPU, Keyboards and other computer parts, printers, telephones, fax etc. in the designated area. The above activity has to be completed well before 8.45AM **on daily basis** and also as and when required.
- 3) Dusting and cleaning of the reception area and the waiting rooms including tables, chairs, sofa sets, etc. both at the front and back entrances of the building well before 8:45AM **on daily basis** and also as and when required.
- 4) Dusting of notice boards, wall hangings, fire extinguishers, etc. on all floors **on daily basis**.
- 5) Cleaning of lift cars, operating panels, fans etc. from inside and its door from inside / outside **on daily basis** and also as and when required.
- 6) Cleaning of complete stair case railings, balusters etc. in the building well before 8:45AM **on daily basis**.
- 7) Cleaning of the pantry including all its fittings, fixtures & gadgets **on daily basis** and also as and when required in between.
- 8) Cleaning of the toilets in the building well before 8.45AM **on daily basis** and after every 1.5 hours during office hours and as and when required. This cleaning shall be inclusive of the toilets' doors, exhaust fans, mirrors, wall tiles, its fitting and fixtures like CP fittings, Chinaware and other fixtures etc. along with replacement of tissue papers as and when required. Clearing of blockages in the floor traps of bathrooms and toilets as and when required.
- 9) Filling of liquid soap in soap dispensers; changing of toilet rolls/ towels; changing of bathroom fresheners/ Odonil cakes etc. as per requirement in the toilets of above office premises.
- 10) Thorough cleaning of the window panes, window frames, blinds and all other approachable areas of the windows **on weekly basis** from inside and outside both and also as and when required.

- 11) Cleaning of storage cupboards stacked at different places in of above office premises on all floors **on weekly basis** and also as and when required.
- 12) Thorough Cleaning of water coolers installed for drinking water purpose **once in 15 days** and as and when required.
- 13) Thorough dusting and cleaning of the switch boards, wall paneling, walls and partitions etc. **once in every month** and also as and when required.
- 14) Cleaning balconies on the various floors of the building **once in every month** and also as and when required.
- 15) Cleaning the roof top **once in every month** and also before start of rainy season including clearing khurrah of rain water pipe to avoid water logging on the terrace of Office premises.
- 16) Cleaning of entire carpeted area in conference rooms with the help of vacuum cleaner **once in every month** and also as and when required in the Office premises.
- 17) Cleaning of entire ceiling by removing Cobweb (JALA) every month and removing of dust from the metal ceiling & electrical fittings etc. with the help of operator and vacuum cleaner **at every six month interval** of above office premises.
- 18) Clearing of the sewerage drain line **as and when** drain choking takes place.
- 19) Cleaning of overhead water tanks **once in three months** and also as and when required.
- 20) Disposal of garbage from the building to the designated dustbins within of above office premises **on daily basis**.
- 21) Shifting & re-arrangement of office furniture, storages etc. within the building as and when required.
- 22) Cleaning and polishing of name plates in the office premises.
- 23) Any other work of cleaning and Housekeeping job related work premises will also be in the scope of contractor.
- 24) All the items like broom, duster & cleaning materials, toilet consumables etc. as required for cleaning & housekeeping job will be provided by BHEL. However hand gloves, dungarees, safety belts and other safety equipments etc. will be provided by the contractor to their workforce.

(B). ATTENDING / MESSENGER SERVICES JOBS:
(For designated Senior Officer or Group of approximately 15 employees)

- 25) Distribution of dak and official documents inside and outside the building **time to time as per need**. For distribution of dak and official documents outside the building. The mode of conveyance will be on BHEL's part.

- 26) Filling of water jugs with drinking water **every day in the morning** for designated Senior Officer or Group of employees and also as and when required in the day time, including proper cleaning of water jugs and glasses etc. complete.
- 27) Serving tea / coffee / cold drinks / fruit juice / water etc. to senior officers or the designated group of employees including their guests **time to time as per requirement** and proper cleaning of crockery etc. complete.
- 28) Serving lunch to senior executives and their official guests at their respective tables from the lunch trolleys / Lunch Canteen including removing of crockery and proper cleaning of crockery etc. and keeping it at proper place.
- 29) Submission of certain documents etc. in the Bank, Post office or elsewhere nearby as per requirements of the BHEL.
- 30) Photocopying of papers and documents, making of proper sets, filing of papers and documents in the file as desired, sending fax messages, collection of received fax and handing over to the concerned employee.
- 31) Attending of phone calls and making of entry of office dak and files in the entry register / system as required.
- 32) Opening of office room in the morning, putting AC & lights etc. **ON** and at the closing of office putting AC & lights etc. **OFF** including locking of the office rooms etc. complete.
- 33) Collecting stationary from store for senior officers or the designated group of employees as and when required.
- 34) Performing time to time job assigned of the attendant.
- 35) There are a total of approximately 105 points where the attending jobs are required to be attended for senior executives and groups of executives.
- 36) The attending / messenger services job is to be performed daily for 8½ Hrs. with half an hour lunch break for the detailed scope of services as mentioned above.
- 37) The working time of the attending / messenger services will be from 8.30AM to 5.00PM on all working days with a lunch break. In case of any additional requirement of the Company for attending / messenger services job on account of extended hour / on any holiday the same shall be reimbursed on the basis of per hour charges quoted for the same.

(C). PLUMBING, CARPENTARY AND OTHER MISC. JOBS:

(C1) PLUMBING:

- 38) Attending to all type of plumbing complaints for smooth functioning of all the sanitary fitting and fixture of the building as and when complaints / need arise.

- 39) Replacement of old/defective GI or PP-R pipe line of different dia. and making of threading in those pipes, finishing the wall surface etc. for attending plumbing jobs of all the building will be in the scope of contractor. However Die and die kit etc. required for the above purpose will be provided by BHEL.
- 40) Laying of new GI, PVC or PP-R pipe having different dia. in interior or exterior part of building with all fixtures and fittings including finishing the surface.
- 41) Attending to all the plumbing jobs of supply pipe line for building from the water bore wells provided for feeding water supply including MCD supply will be in the scope of contractor.
- 42) Replacement of old/damaged/defective items of Chinaware , CP fittings & other fixtures etc. fitted in the toilets, kitchen, gardening points and other locations in the building of minor repair & maintenance nature job will be in the scope of contractor.
- 43) Fixing of traps in different position in toilets and kitchen.
- 44) Cleaning and maintaining of the overhead water tank.
- 45) All the items required for attending the above plumbing jobs of all the BHEL House will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools & tackles etc. will be provided by BHEL.

(C2) CARPENTRY:

- 46) Attending to all type of carpentry complaints for smooth functioning of the entire door (flush / panelled / jali shutters and its frame), window (glass pans / jali shutters and its frame), cupboards, showcase, tables, drawers etc. and its fitting or any other fitting which involves carpentry work in the building as and when complaints / need arises.
- 47) Making of new cabins, partitions, panelling etc. as per requirement of office.
- 48) Fixing of door, window fixtures like hinges, sliding door bolts, tower bolt, handles Door closer, stopper etc. wherever required.
- 49) Doing of new carpentry job of minor repair & maintenance nature job in the building will be in the scope of contractor.
- 50) All the items required for attending the above carpentry jobs of the all the BHEL House will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Need of any drill machine and drill bit etc. will be provided by BHEL.
- 51) Any other job related to purely regular upkeep and maintenance work of the BHEL House will also be in the scope of the contractor.

NOTE: The contractor has to perform regular & routine nature jobs like the above 8 & 1/2 Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the above office premises as and when need arises.

Note: Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

BHEL OFFICE KRIBHCO BUILDING, SECTOR-1, NOIDA (Approx. Area of BHEL Offices at Kribhco Bhawan, Sector-1, Noida is approx. 21512 Sqft. on two floors (2nd & 3rd Floor)

(A). CLEANING & HOUSEKEEPING JOBS:

- 1) Keeping the entire floor area on two floors of BHEL Offices at Kribhco Bhawan, Sector-1, Noida neat and clean by sweeping and mopping the floor well before 8:45AM **on daily basis**. The second mopping of the floor is to be done between 11:00AM and 12:15PM, followed by the third mopping between 2:00PM and 3:15PM. Sweeping and mopping of the floor are also to be done as and when required in between.
- 2) Cleaning of all the workstations, tables and chairs, storages, hangings on walls, table fans; dusting & arranging the files & papers in proper order at the tables, workstations; cleaning & dusting of computer screens with a softer cloth along with cleaning and dusting of monitors, CPU, Keyboards and other computer parts, printers, telephones, fax etc. in the designated area. The above activity has to be completed well before 8.45AM **on daily basis** and also as and when required.
- 3) Dusting and cleaning of the reception area and the waiting rooms including tables, chairs, sofa sets, etc. both at the front and back entrances of the building well before 8:45AM **on daily basis** and also as and when required.
- 4) Dusting of notice boards, wall hangings, fire extinguishers, etc. on all floors **on daily basis**.
- 5) Cleaning of the pantry including all its fittings, fixtures & gadgets **on daily basis** and also as and when required in between.
- 6) Cleaning of the toilets falling in the BHEL's office area on both the floor well before 8.45AM **on a daily basis** and after every 1.5 hours during office hours and as and when required. This cleaning shall be inclusive of the toilets' doors, exhaust fans, mirrors, wall tiles, its fitting and fixtures like CP fittings, Chinaware and other fixtures etc. along with replacement of tissue papers as and when required. Clearing of blockages in the floor traps of bathrooms and toilets as and when required.
- 7) Filling of liquid soap in soap dispensers; changing of toilet rolls/ towels; changing of bathroom fresheners/ odonil cakes etc. as per requirement in the toilets of above office premises.
- 8) Thorough cleaning of the window panes, window frames, blinds and all other approachable areas of the windows **on weekly basis** from inside and outside both and also as and when required.
- 9) Cleaning of storage cupboards stacked at different places in Kribhco Building on all BHEL floors **on weekly basis** and also as and when required.
- 10) Thorough Cleaning of water coolers installed for drinking water purpose **once in 15 days** and as and when required.

- 11) Thorough dusting and cleaning of the switch boards, wall panelling, walls and partitions etc. **once in every month** and also as and when required.
- 12) Cleaning of entire ceiling by removing Cobweb (JALA) every month and removing of dust from the metal ceiling & electrical fittings etc. with the help of operator and vacuum cleaner **at every six month interval.**
- 13) Disposal of garbage from the building to the designated dustbins within BHEL Premises **on daily basis.**
- 14) Shifting & re-arrangement of office furniture, storages etc. within the building as and when required.
- 15) Cleaning and polishing of name plates in the office premises.
- 16) Any other work of cleaning and Housekeeping job related work premises will also be in the scope of contractor.
- 17) All the items like broom, duster & cleaning materials, toilet consumables etc. as required for cleaning & housekeeping job will be provided by BHEL. However hand gloves, dungarees, safety belts and other safety equipments etc. will be provided by the contractor to their workforce.

(B). ATTENDING / MESSENGER SERVICES JOBS: (For designated Senior Officer or Group of approximately 15 employees)

- 18) Distribution of dak and official documents inside and outside the building **time to time as per need.** For distribution of dak and official documents outside the building mode of conveyance will be on BHEL's part.
- 19) Filling of water jugs with drinking water **every day in the morning** for designated Senior Officer or Group of employees and also as and when required in the day time, including proper cleaning of water jugs and glasses etc. complete.
- 20) Serving tea / coffee / cold drinks / fruit juice / water etc. to senior officers or the designated group of employees including their guests **time to time as per requirement** and proper cleaning of crockery etc. complete.
- 21) Serving lunch to senior executives and their official guests at their respective tables from the lunch trolleys / Lunch Canteen including removing of crockery and proper cleaning of crockery etc. and keeping it at proper place.
- 22) Submission of certain documents etc. in the Bank, Post office or elsewhere nearby as per requirements of the BHEL.
- 23) Photocopying of papers and documents, making of proper sets, filing of papers and documents in the file as desired, sending fax messages, collection of received fax and handing over to the concerned employee.
- 24) Attending of phone calls and making of entry of office dak and files in the entry register / system as required.

- 25) Opening of office room in the morning, putting AC & lights etc. **ON** and at the closing of office putting AC & lights etc. **OFF** including locking of the office rooms etc. complete.
- 26) Collecting stationary from store for senior officers or the designated group of employees as and when required.
- 27) Performing time to time job assigned of the attendant.
- 28) The attending / messenger services job is to be performed daily for 8½ Hrs. with half an hour lunch break on all working days for the scope of services as mentioned above.
- 29) The working time of the attending / messenger services will be from 8.30AM to 5.00PM on all working days with a lunch break. In case of any additional requirement of the Company for attending / messenger services job on account of extended hour / on any holiday the same shall be reimbursed on the basis of per hour charges quoted for the same.

(D). ELECTRICAL & CARPENTARY JOBS:

(D1) ELECTRICAL:

- 30) A register shall have to be maintained where complaints will be lodged and records will be maintained of the times of lodgement and attending to the respective complaints. Attending to all type of electrical complaints of the building from Energy meter onwards till all the electrical points in the building.
- 31) Attending to all type of electrical complaints for burnt / damaged electrical wiring of the building and replacing the burnt / damaged electrical wiring for rectifying the defect.
- 32) Removal of defective wall/ceiling fans and fixing of fans after its repair / replacement by BHEL.
- 33) Cleaning & servicing of wall/ceiling fans and tube lights of building once in a year before the onset of summer season.
- 34) Cleaning of all the electrical fittings, fixtures, switches & switch plates of the building once in three month.
- 35) Cleaning & servicing of desert coolers including replacing of wood grass and PVC pipes & painting of cooler body etc. before onset of summer season and installing it at required locations. The desert coolers are to be de-watered, dried, cleaned after summer season is over.
- 36) All the items required for attending the above electrical jobs of the above premises will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools & tackles will be provided by BHEL.

(D3) PLUMBING:

- 37) Attending to all type of plumbing complaints for smooth functioning of all the sanitary fitting and fixture of the BHEL's office premises as and when complaints / need arise.
- 38) Replacement of old/defective GI or PP-R pipe line of different dia. and making of threading in those pipes, finishing the wall surface etc. for attending plumbing jobs of all the building will be in the scope of contractor. However Die and die kit etc. required for the above purpose will be provided by BHEL.
- 39) Laying of new GI, PVC or PP-R pipe having different dia. in interior or exterior part of building with all fixtures and fittings including finishing the surface.
- 40) Replacement of old/damaged/defective items of Chinaware , CP fittings & other fixtures etc. fitted in the toilets, kitchen, gardening points and other locations in the building of minor repair & maintenance nature job will be in the scope of contractor.
- 41) Fixing of traps in different position in toilets and kitchen.
- 42) All the items required for attending the above plumbing jobs of BHEL's office premises will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Heavy tools & tackles etc. will be provided by BHEL.

(D4) CARPENTRY:

- 43) Attending to all type of carpentry complaints for smooth functioning of the entire door (flush / panelled / jali shutters and its frame), window (glass pans / jali shutters and its frame), cupboards, showcase, tables, drawers etc. and its fitting or any other fitting which involves carpentry work in the building as and when complaints / need arises.
- 44) Fixing of door, window fixtures like hinges, sliding door bolts, tower bolt, handles Door closer, stopper etc. wherever required.
- 45) Doing of new carpentry job of minor repair & maintenance nature job in the building will be in the scope of contractor.
- 46) All the items required for attending the above carpentry jobs of BHEL's office premises will be provided by BHEL. However regular tools & tackles will be made available by the contractor to their workforce. Need of any drill machine and drill bit etc. will be provided by BHEL.

NOTE: The contractor has to perform regular & routine nature jobs like the above 8 & 1/2 Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the above office premises as and when need arises.

Note: Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

FOR OFFICES (PPEI Building, MPL Block, Civil Engineering Block, Electrical Engineering & PE Block, PS-TS Lab) OF BHEL, PS-PEM, NOIDA (Approx. Area of all offices of BHEL PS-PEM, Noida building is 135000 Sqft.)

(A) CLEANING & HOUSEKEEPING JOBS:

- 1) Keeping the entire floor area on all the floors of BHEL, PS-PEM, Noida neat and clean by sweeping and mopping the floor well before 8:45AM on daily basis. The second mopping of the floor is to be done between 11:00AM and 12:15PM, followed by the third mopping between 2:00PM and 3:30PM. Sweeping and mopping of the floor are also to be done as and when required in between.
- 2) Cleaning of all the workstations, tables and chairs, storages, hangings on walls, table fans; dusting & arranging the files & papers in proper order at the tables, workstations; cleaning & dusting of computer screens with a softer cloth along with cleaning and dusting of monitors, CPU, Keyboards and other computer parts, printers, telephones, fax etc. in the designated area. The above activity has to be completed well before 8.45AM on a daily basis and also as and when required.
- 3) Dusting and cleaning of the reception area and the waiting rooms including tables, chairs, sofa sets, etc. at the designated locations of the buildings of all offices well before 8:45AM on daily basis and also as and when required.
- 4) Dusting of notice boards, wall hangings, fire extinguishers, etc. on all floors/blocks of PS-PEM on daily basis.
- 5) Cleaning of lift cars, operating panels, fans etc. from inside and its door from inside / outside on daily basis and also as and when required.
- 6) Cleaning of complete stair case railings, balusters etc. in the building well before 8:45AM on daily basis.
- 7) Cleaning of the pantry including all its fittings, fixtures & gadgets on daily basis and also as and when required in between.
- 8) Cleaning of the toilets in the building well before 8.45AM on a daily basis and after every 1.5 hours during office hours and as and when required. This cleaning shall be inclusive of the toilets' doors, exhaust fans, mirrors, wall tiles, it's fitting and fixtures like CP fittings, Chinaware and other fixtures etc. along with replacement of tissue papers as and when required. Clearing of blockages in the floor traps of bathrooms and toilets as and when required.
- 9) Filling of liquid soap in soap dispensers; changing of toilet rolls/ towels; changing of bathroom fresheners/ Odonil cakes etc. as per requirement in the toilets.
- 10) Sweeping and cleaning of the area outside the all buildings of all offices of BHEL, PS-PEM, premises, including porch area, parking area, dispensary, main and backside entrances into the building, etc. on a daily basis.

- 11) Thorough cleaning of the window panes, window frames, blinds and all other approachable areas of the windows on weekly basis from inside and outside both and also as and when required.
- 12) Cleaning of storage cupboards stacked at different places in BHEL, PS-PEM, on all floors on weekly basis and also as and when required.
- 13) Thorough Cleaning of water coolers installed for drinking water purpose once in 15 days and as and when required.
- 14) Thorough dusting and cleaning of the switch boards, wall paneling, walls and partitions etc. once in every month and also as and when required.
- 15) Cleaning balconies on the various floors of the building once in every month and also as and when required.
- 16) Cleaning the roof top once in every month and also before start of rainy season including clearing khurrah of rain water pipe to avoid water logging on the terrace of BHEL, PS-PEM.
- 17) Cleaning of Solar Water Heater / Lighting Panels, if available, once in every month and also as and when required.
- 18) Cleaning of entire area in conference rooms with the help of vacuum cleaner once in every month and also as and when required in BHEL PS-PEM.
- 19) Thorough cleaning of the surface drains in front of the building once in three months and also before rainy season to avoid any water logging.
- 20) Cleaning of entire ceiling by removing Cobweb (JALA) every month and removing of dust from the metal ceiling & electrical fittings etc. with the help of operator and vacuum cleaner at every six month interval of BHEL PS-PEM.
- 21) Cleaning of ceiling at two storied ceiling height of reception side of BHEL, PS-PEM by removing Cobweb (JALA) at every six month interval.
- 22) Monthly checking of GT of sewer line and clearing the blockage if any, including attending to the above job as and when complaint arises for the same.
- 23) Clearing of the sewerage drains line as and when drain choking takes place.
- 24) Cleaning of overhead water tanks once in three months and also as and when required.
- 25) Disposal of garbage from the building to the designated dustbins within BHEL Premises on a daily basis.
- 26) Shifting / re-arrangement/placing of office furniture, equipment, storages & other items etc. within the building as and when required.
- 27) Cleaning of dust of PS-PEM Data centre and switch room floor with vacuum cleaner (Vacuum cleaner will be provided by BHEL) on a daily basis.
- 28) Cleaning of frame & glass of windows and doors from inside including furniture with Colin of PS-PEM data centre and switch room on a daily basis.

- 29) Dusting and cleaning of racks, almirah, and other electrical equipment etc inside the PS-PEM data centre and switch room on a daily basis.
- 30) Mopping of false floor tiles of PS-PEM Data centre and switch room with anti septic water solutions / chemical on a weekly basis.
- 31) Cleaning of glass windows from outside of PS-PEM data centre and switch room approachable from balcony on a weekly basis.
- 32) Mopping / vacuum cleaning of the floor below the false floor of PS-PEM data centre and switch room once in three month other items of server room.
- 33) Cleaning and polishing of name plates in the office premises.
- 34) Any other work of cleaning and Housekeeping job related work premises will also be in the scope of contractor.
- 35) All the items like broom, duster & cleaning materials, toilet consumables etc. as required for cleaning & housekeeping job will be provided by BHEL. However hand gloves, dungarees, safety belts and other safety equipments etc. will be provided by the contractor to their workforce.

(B). ATTENDING / MESSENGER SERVICES JOBS: (For designated Senior Officer or Group of approximately 15 employees) – All Locations of PS-PEM, Noida

- 36) Distribution of dak and official documents inside and outside the building time to time as per need. For distribution of dak and official documents outside the building the mode of conveyance will be on BHEL's part.
- 37) Filling of water jugs with drinking water every day in the morning for designated Senior Officer or Group of employees and also as and when required in the day time, including proper cleaning of water jugs and glasses etc. complete.
- 38) Serving tea / coffee / cold drinks / fruit juice / water etc. to senior officers or the designated group of employees including their guests time to time as per requirement and proper cleaning of crockery etc. complete.
- 39) Serving lunch to senior executives and their official guests at their respective tables from the lunch trolleys / Lunch Canteen including removing of crockery and proper cleaning of crockery etc. and keeping it at proper place.
- 40) Submission of certain documents etc. in the Bank, Post office or elsewhere nearby as per requirements of the BHEL, PS-PEM.
- 41) Photocopying of papers and documents, making of proper sets, filing of papers and documents in the file as desired, sending fax messages, collection of received fax and handing over to the concerned employee.
- 42) Attending of phone calls and making of entry of office dak and files in the entry register / system as required.

- 43) Opening of office room in the morning, putting AC & lights etc. ON and at the closing of office putting AC & lights etc. OFF including locking of the office rooms etc. complete.
- 44) Collecting stationary from store for senior officers or the designated group of employees as and when required.
- 45) Performing time to time job assigned of the attendant.
- 46) There are a total of approximately 105 points where the attending jobs are required to be attended for senior executives and groups of executives.
- 47) The attending / messenger services job is to be performed daily for 9 Hrs. with half an hour lunch break for the detailed scope of services as mentioned above.
- 48) The working time of the attending / messenger services will be from 8.30AM to 5.30PM on all working days with a lunch break. In case of any additional requirement of the Company for attending / messenger services job on account of extended hour / on any holiday the same shall be reimbursed on the basis of per hour overtime charges mentioned in the wage sheet Annexure.

(C). ELECTRICAL SERVICES:

The scope of work shall include the operation of the breakers (whenever main supply is not there or vice versa) and maintenance of the same including the main panel and DG panel installed in the AC plant room. The scope also includes repair and maintenance of all electrical installation in PPEI building, its associate buildings & premises. The details of services to be provided are as mentioned below.

- 49) LT panel & DG panel operation consisting of seven nos. of LT breakers including maintenance of the same, including;
- 50) Checking the tightness of termination points on regular basis.
- 51) Cleaning of the same once a month.
- 52) Repair and maintenance of all the power outlet points(whether connected to load or spare) installed in the building, including;
- 53) Replacement/Repair of faulty switches, sockets, plugs, tops, connectors, extension cord etc. as and when required.
- 54) Repair and maintenance of all light fixtures installed in the building, including ;
- 55) Maintenance/Replacement/Repair of lamp, tube light, CFL etc. as and when required.
- 56) Maintenance/Replacement/Repair of street/security lights as and when required.
- 57) Cleaning of the same at least once a month.

- 58) Switching ON and OFF all the lights/points of all the associate buildings (PEM, MPL Mind Mill-4th & 5th floor, canteen etc.) as per the requirement on daily basis so that wastage of electrical energy can be avoided.
- 59) Repair and maintenance of all types of fans; pedestal, exhaust, ceiling etc. installed in the building including;
- 60) Repair/ Replacement of the same as and when required.
- 61) Cleaning and greasing/lubrication of the same at least once a quarter.
- 62) Maintenance and repair of all types of motors & pumps(excluding the submersible pumps) installed in the building, including ;
- 63) Repair of the same as and when required.
- 64) Cleaning and lubrication/greasing of the same at least once a quarter.
- 65) Maintenance and repair of all the power feeders in the building, including;
- 66) Repair/ Replacement of faulty components as and when required.
- 67) Monitoring the healthiness of all the components such as cables, wires, terminations, MCBs, MCCBs, Main switches, Contactors, Kit-Kats, Bus bars, cables, wires, fuses, etc. on continuous basis and replacement of faulty/overheated ones to ensure uninterrupted supply of power.
- 68) Monitoring /Maintenance/cleaning of the entire DB box on regular basis.
- 69) Any addition of power/light points, extension of existing installations, associated cablings/wirings as and when required to be carried by the contractor including,
- 70) Dressing of all types of cables & wires (including telephone & biometric attendance system.
- 71) Putting the cables and wires (including the cables/wires of telephone & biometric system) in proper enclosing for better outlook.
- 72) The electrical load should be checked and balanced in such a way that the total loads are divided equitably on all the three phases. The load should also be divided equitably on all the feeders.
- 73) Feeder-wise load in terms of current should be measured at least once a week and the recorded readings should be presented to their reporting officer in BHEL (PS-PEM) in the form of weekly report.
- 74) Tenderer has to carry out all the preventive measures for un-interrupted supply to the buildings.
- 75) Maintaining earthing systems viz. checking healthiness of earth pit and conductor conduits including replacing corrosive strips, nuts/ bolts, salt, charcoal and all necessary items is in bidder scope.

- 76) Deployment of electrician for round the clock operation for seven days in a week. National Holidays i.e. 26th of January, 15th August and 02 October will be off, however for emergency conditions the party has to provide workforce for operation/maintenance on these days also, for which payment will be made to the party as per the agreed rates. However, services of helper shall be for working days and office hours only, except emergency cases.
- 77) All the tools, testers, safety kits and equipment's required for daily/routine/periodic maintenance services and repair work are to be provided by the contractor. The contractor shall maintain tools and measuring instruments as required for satisfactory service under the contract. Such items necessarily include, tongue tester, digital megger, digital multi-meter, set of spanners and screw drivers, drilling machine, watch maker set, wire tester, wire cutter, cable cutter and all other related instruments for day to day repair/maintenance and shall be provided & maintained by the contractor.
- 78) Operation and maintenance of 2X250 KVA DG Set & 2X500 KVA DG Set, if required (in the absence of DG operator).
- 79) All the spare parts required for repair, maintenance/replacement for electrical installation work shall be provided by BHEL.
- 80) Terms and Conditions for Electrical Services will be as follows:
- I. The party has to provide sufficient numbers of Electrician/Helper backed by experienced Engineer/Supervisor, for day to day maintenance & repair works and also for installation of new points/extension of existing, wherever need arises. The detail of works are as per given under the heading "Scope of Work".
 - II. The party has to ensure availability of at least one electrician in 7 days X 24 hours, shifts and also, deployment of helper during the working hours i.e. 9.00 AM to 5.30 PM.
 - III. Tenderers are requested to go through the scope of services, visit the BHEL's work Premises etc. and get fully acquainted with the scope of services required for the said work, and get their doubts clarified regarding the above job before submitting the offer.
 - IV. The Contractor shall ensure proper conduct and behavior of the workforce engaged by him in the work premises of the Company and shall remove with immediate effect, the engagement of such person(s) who does/do not conduct himself/themselves properly or misbehave(s) with the regular employees / personnel of the Company in any place.
 - V. The Contractor shall perform the job assignments to the best satisfaction of the company. In case of continued unsatisfactory performance over a period of time by the Contractor, the Company shall intimate the same in writing to the Contractor; however, if the performance of the contractor does not improve even thereafter, then, the Company shall have the right to terminate the contract at the Contractor's risk and cost, by giving one month's notice.

- VI. The contractor will be solely responsible for any unlawful act of their workforce while on duty. In case of theft or loss of Company's property take place due to the negligence or carelessness of workforce, the contractor will be responsible and shall make good of the same.
- VII. BHEL will have no liability whatsoever concerning the workforce deployed by the Contractor for the purpose. The contractor shall keep the Company indemnified against all losses or damages or liability arising out of or imposed in the course of employment of workforce by the contractor.
- VIII. If at any time during the period of contract, it is observed by the Company or his authorized representative that the services rendered by the contractor's workforce are not to the satisfaction of the Company or any terms of the contract are violated and contractor does not respond for improvement of the same in such situation BHEL reserves the right to terminate the contract with a notice period of one month and may recover the undone cost from his bill or may forfeit the Security Deposit in part or full as the case may be

NOTE:-

1. The contractor has to perform regular & routine nature jobs like the above 9 Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the BHEL PS-PEM, Noida as and when need arises. Running of water pump & water booster pumps etc. have to be performed round the clock. For completing the unfinished job, no overtime shall be given, if it is performed after office hours or on holidays.
2. Presently PS-PEM, located in Plot no. 25 and FC – 24 Building in Film city sector – 16A Noida. If any change comes in the location of the offices of BHEL, PS-PEM, Noida in future, services have to continue on same.
3. Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.

JOBS / SERVICES REQUIRED:

FOR: - BHEL Office, Advant IT Park, Sector-142, Expressway, Noida.

(A). CLEANING & HOUSEKEEPING JOBS:

1. Keeping the entire floor area on all the floors of above office premises neat and clean by sweeping and mopping the floor well before 8:45AM **on daily basis**. The second mopping of the floor is to be done between 11:00AM and 12:15PM, followed by the third mopping between 2:00PM and 3:15PM. Sweeping and mopping of the floor are also to be done as and when required in between.
2. Cleaning of all the workstations, tables and chairs, storages, hangings on walls, table fans; dusting & arranging the files & papers in proper order at the tables, workstations; cleaning & dusting of computer screens with a softer cloth alongwith cleaning and dusting of monitors, CPU, Keyboards and other computer parts, printers, telephones, fax etc. in the designated area. The above activity has to be completed well before 8.45AM **on a daily basis** and also as and when required.
3. Dusting and cleaning of the reception area and the waiting rooms including tables, chairs, sofa sets, etc. both at the front and back entrances of the building well before 8:45AM **on daily basis** and also as and when required.
4. Dusting of notice boards, wall hangings, fire extinguishers, etc. on all floors **on daily basis**.
5. Cleaning of lift cars, operating panels, fans etc. from inside and its door from inside / outside **on daily basis** and also as and when required.
6. Cleaning of complete stair case railings, balusters etc. in each BHEL Floor well before 8:45AM **on daily basis**.
7. Cleaning of the pantry including all its fittings, fixtures & gadgets **on daily basis** and also as and when required in between.
8. Cleaning of the toilets in the building well before 8.45AM **on a daily basis** and after every 1.5 hours during office hours and as and when required. This cleaning shall be inclusive of the toilets' doors, exhaust fans, mirrors, wall tiles, its fitting and fixtures like CP fittings, Chinaware and other fixtures etc. alongwith replacement of tissue papers as and when required. Clearing of blockages in the floor traps of bathrooms and toilets as and when required.
9. Filling of liquid soap in soap dispensers; changing of toilet rolls/ towels; changing of bathroom fresheners/ odonil cakes etc. as per requirement in the toilets of above office premises.
10. Sweeping and cleaning of the area outside the building of above office premises, including porch area, parking area, dispensary, main and backside entrances into the building, etc. on a daily basis.

- 11 Thorough cleaning of the window panes, window frames, blinds and all other approachable areas of the windows **on weekly basis** from inside and outside both and also as and when required.
12. Cleaning of storage cupboards stacked at different places in above office premises on all floors **on weekly basis** and also as and when required.
13. Thorough dusting and cleaning of the switch boards, wall panelling, walls and partitions etc. **once in every month** and also as and when required.
14. Cleaning of entire carpeted area in conference rooms with the help of vacuum cleaner **once in every month** and also as and when required.
15. Cleaning of entire ceiling by removing Cobweb (JALA) every month and removing of dust from the metal ceiling & electrical fittings etc. with the help of operator and vacuum cleaner **at every six month interval** of above office premises.
16. Clearing of the sewerage drain line **as and when** drain choking takes place.
17. Disposal of garbage from the building to the designated dustbins within above office premises **on a daily basis**.
18. Shifting & re-arrangement of office furniture, storages etc. within the building as and when required.
19. Cleaning of frame & glass of windows and doors from inside including furniture with Colin of datacenter and switch room of the above office premises **on a daily basis**.
20. Cleaning and polishing of name plates in the office premises.
21. Any other work of cleaning and Housekeeping job related work BHEL premises will also be in the scope of contractor.
22. All the items like broom, duster & cleaning materials, toilet consumables etc. as required for cleaning & housekeeping job will be provided by BHEL. However hand gloves, dungarees, safety belts and other safety equipments etc. will be provided by the contractor to their workforce.

(B). ATTENDING / MESSENGER SERVICES JOBS: (For designated Senior Officer or Group of approximately 15 employees)

23. Distribution of dak and official documents inside and outside the building **time to time as per need**. For distribution of dak and official documents outside the building. The mode of conveyance will be on BHEL's part.

24. Filling of water jugs with drinking water **everyday in the morning** for designated Senior Officer or Group of employees and also as and when required in the day time, including proper cleaning of water jugs and glasses etc. complete.
25. Serving tea / coffee / cold drinks / fruit juice / water etc. to senior officers or the designated group of employees including their guests **time to time as per requirement** and proper cleaning of crockery etc. complete.
26. Serving lunch to senior executives and their official guests at their respective tables from the lunch trolleys / Lunch Canteen including removing of crockery and proper cleaning of crockery etc. and keeping it at proper place.
27. Submission of certain documents etc. in the Bank, Post office or elsewhere nearby as per requirements of the BHEL.
28. Photocopying of papers and documents, making of proper sets, filing of papers and documents in the file as desired, sending fax messages, collection of received fax and handing over to the concerned employee.
29. Attending of phone calls and making of entry of office dak and files in the entry register / system as required.
30. Opening of office room in the morning, putting AC & lights etc. **ON** and at the closing of office putting AC & lights etc. **OFF** including locking of the office rooms etc. complete.
31. Collecting stationary from store for senior officers or the designated group of employees as and when required.
32. Performing time to time job assigned of the attendant.
33. The attending / messenger services job is to be performed daily for 8½ Hrs. with half an hour lunch break for the detailed scope of services as mentioned above.
34. The working time of the attending / messenger services will be from 8.30AM to 5.00PM on all working days with a lunch break. In case of any additional requirement of the Company for attending / messenger services job on account of extended hour / on any holiday the same shall be reimbursed on the basis of per hour OT charges.

(C) Tea Pantry Operation

35. Collection of all related raw material for preparation of Tea / Coffee and for other related services from Store or from any other specified location within the Building, daily to the Pantries.
36. Preparation and serving Tea / Coffee for all the officials and their guests / visitors in twice a day (10.00 AM and 3.00 PM) at the seats. In addition to this serving of Tea / Coffee and other related jobs for serving of Tea / Coffee for meeting / conferences at various places in the building.

37. Cleaning of all the mugs/crockery/utensils used for making tea/coffee, being provided by BHEL.
38. Comprehensive cleaning of all pantries and disposal of wastage from them at the designated place on daily basis.
39. Collecting back of all the tea mugs from all the designated floors to pantry and washing of the same, twice a day or as per requirement.
40. Infrastructure / facilities like (i) Pantry space (ii) Tea Mugs (ii) Pantry equipments (iii) fuel piped natural gas (IGL gas) (v) water (vi) electricity, **will be provided by BHEL to the contractor, at NO COST**.
Proper receipt of all the equipments / utensils will have be obtained from BHEL by the contractor, at the time of commencement of job contract.
41. It will be responsibility of the Vendor to make proper arrangement for preparation/serving Tea/Coffee, cleaning and all other related activities, with the complete knowledge & experience of this work to maintain efficiency of standards as desired by BHEL. Tea/Coffee should be served on all the employees' seat twice a day or for additional requirements, if any.
42. The entire workforce deputed for above work, will be required to wear neat and clean uniform to be provided by the contractor during the entire Tea Pantry operation. All the aspects for hygienic services will have to be assured by the contractor in the course of running of Tea Pantries and allied services by the contractor including collecting and washing of used tea mugs/utensils and daily disposal of the in the pantry.
43. Normally, Tea/Coffee to be served to the employees on their seats twice a day, (i.e. 10.00 AM and 3.00 PM); however, on specific demands from employees, Tea/Coffee should be served in addition at no extra cost.
44. The contractor shall be directly responsible for the administration of his employees as regards general discipline and courteous behavior. In case of misbehavior by his employees the contractor would be required to remove such person with immediate effect.
45. In case of any absence of employees of the contractor, they shall be replaced by the contractor immediately to maintain satisfactory level of service at all times.
46. **The raw material for tea pantries, cleaning and washing etc; will be issued to Contractor at No Cost, in advance by BHEL**, after submission of proper form available from BHEL Canteen Store. The fixed quantity of raw material will be issued on the basis of norms decided by BHEL.
47. The contractor shall not sublet or assign or use the space provided for running the Tea Pantry for purposes other than for running the canteen and shall not allow anybody or reside in the premises and shall not use the same or part of it for stocking or keeping the articles other than those needed for use in the Tea Pantry nor shall be made or permit to be made any structural additions and alterations to the specified area without prior written sanction of the BHEL management.

48. BHEL reserves the right to inspect the tea/coffee prepared in respect of quality and hygiene. In case of any discrepancy, it may result in cancellation/termination of the contract, apart from Penalty/LD.
49. In case of contamination of any kind while preparing Tea/Coffee, the contractor shall be held fully responsible and he shall bear all the loss caused due to the same and BHEL shall assume no responsibility whatsoever.
50. No raw material or any other item, including Tea / Coffee/ Milk/ Sugar / Crockery material shall be carried out of BHEL premises by the deployed workforce of the contractor. In case, any one is caught, it may result in termination of the contract.

(D) Reception Services:-

- 51) The Receptionist is responsible for providing secretarial, clerical and administrative support at Reception Desk in Order to ensure that municipal services are provided in an effective and efficient manner.
 - Receive, direct and relay telephone messages and fax messages;
 - Direct the First Nations Members and the general public to the appropriate staff Member;
 - Pick up and deliver the mail if any;
 - Open and date stamp all general correspondence if any;
 - Maintain the general filing system and file all correspondence if any;
 - Respond to public inquiries;
 - Answer all incoming calls and handle caller's inquiries whenever possible;
 - Re-direct calls as appropriate and take adequate messages when required;
 - Greet, assist and/or direct visitors and the general public;
 - Perform other related duties as required if any;
 - Effective verbal and listening communications skills;
 - Computer skills including the ability to spreadsheet and Word processing programs at a highly proficient level;
 - Be respectful;
 - Possess cultural awareness and sensitivity;
 - Be flexible;
 - Demonstrate sound work ethics etc.

NOTE: The contractor has to perform regular & routine nature jobs like the above 8 & 1/2 Hrs. daily with a lunch break of half an Hr. on all days of the week. However any unfinished job has to be completed the same day to restore the normalcy of the services in the above office premises as and when need arises.

Note: Any left out work of urgent nature has to be completed on same date. However any scheduled job of larger nature in respect of time and quantity has to be completed as per requirement of BHEL within reasonable time limit.