



Tender for Award of job Contract for upkeep and maintenance and other job / services in BHEL Offices and Townships at

A) Delhi

- (i) BHEL House Building & AGVC Flats, Siri Fort, New Delhi;
- (ii) BHEL Office Building, Lodhi Road, New Delhi;
- (iii) Hyderabad Guest House, S-6, GK-1, New Delhi.

B) NCR

- (i) BHEL Township, Sector-17, Noida;
- (ii) PSNR Office in HRDI Building, Sector-16A, Noida;
- (iii) BHEL Office at 2nd & 3rd Floor in Kribhco Building, Sector-1, Noida

Bharat Heavy Electricals Limited
BHEL House, Siri Fort, New Delhi-110049
Tel: 011-66337403, Fax: 011-66337428



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

No. AA: CORP: HR-GAX: JOB CONTRACT: 2011
Dt. 13.04.2011

Submission of tender enquiry on 26.04.2011 by 02.00 PM
Due date for opening of bid on 26.04.2011 at 02.30 PM

**SUB: Job Contract for upkeep & maintenance and other job / Services in BHEL
Offices & Townships at**

A) Delhi

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B) NCR

- (i) BHEL Township, Sector-17, Noida;
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- (iii) BHEL Office at 2nd & 3rd Floor in Kribhco Building, Sector-1, Noida.

Dear Sirs,

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

1.0 GENERAL TERMS & CONDITIONS OF TENDER:

- 1.1 **BHEL desires to have two separate contractors compulsorily for** upkeep & maintenance and other job / Services in BHEL Offices & Townships at **A) Delhi and B) Noida** as per detailed scope of services mentioned in Annexure – I A, I B, II, III for Delhi & Annexure – IV, V & VI for Noida.
- 1.2 Tender Enquiry No. & due date must be legibly superscribed on all the envelopes.
- 1.3 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.
- 1.4 Tenders shall be strictly in accordance with the tender specifications. Any deviations shall be listed out separately.
- 1.5 Offers shall remain valid for 90 days period from the due date of submission of tenders.
- 1.6 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.

- 1.7 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.
- 1.8 Tenders received after due date & time are liable to be rejected.
- 1.9 BHEL reserves the right to increase or decrease the quantity upto 15% of contract value at the same rates and terms and conditions of this contract during the currency of the contract.
- 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 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.
- 1.12 Each tender shall be accompanied by separate envelope carrying EMD as mentioned above failing which the tender will be rejected.
- 1.13 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 cheque of scheduled bank, subject to realization
 - iii) Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
 - iv) 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.
 - v) The security deposit shall not carry any interest.
 - vi) Security deposit shall not be refunded to the contractor except in accordance with the terms of the contract.
- 1.14 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. 1.11.
- 1.15 The amount quoted for the job will **vary depending on the following:**
- a) Any changes in the monthly consolidated wages fixed by BHEL;
 - b) The periodic VDA increase, as and when notified by the State Government shall be payable separately;
 - c) Any changes in PF / ESI contribution of employers 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.
- 1.16 Prices quoted by the tenderers should be **inclusive of all taxes etc. as prevailing on Job Contract.**
- 1.17 Evaluation of the tender will be done on overall quote basis.
- 1.18 The contract will be applicable for a **period of Two years** from the date of award of the job contract.
- 1.19 **Validity of rates** : Once the contract is entered, the agreed sum will not vary on any account what so ever be the reason except for reasons mentioned in Para 1.15 above.
- 1.20 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 premises and get their doubts clarified regarding the above job before submitting the offer.
- 1.21 Tenderer must note that any false information / data or any suppression of acts will be disqualify them even at a later stage also. The contractor will have to deploy trained and efficient work force 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 authorities as & when needed.
- 1.22 The Contractor shall confirm that he shall abide by and is willing to execute the above mentioned services on Job Contract basis strictly in accordance with the terms and conditions of this tender enquiry and the Company in turn also agrees to engage the Contractor accordingly with effect from the date of award by entering into an Agreement.
- 1.23 All documents submitted by the Tenderer in his tender shall be accompanied with a covering letter giving index interlinking all the documents.
- 1.24 **Acceptance / Rejection of the Bid:** 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.
- 1.25 After the scrutiny of technical bids all the technically qualified bidders would be required to attend a meeting for clarifications if any before the opening of price bids.
- 1.26 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.
- 1.27 The successful tenderer will be responsible for the quality of the job / services and will immediately rectify the deficiency pointed out in the job performed.

2.0 SPECIAL TERMS & CONDITIONS OF TENDER:

- 2.01 Approximately **217 Nos.** of contract workers are currently under existing job contracts in the above mentioned BHEL premises. The successful contractor **shall have to retain all the above contract workers** under new job contracts after fulfilling all legal and statutory formality.
- 2.02 Mandatory Insurance cover for all the workforce of the contractor for a sum insured of ₹3.30 Lakhs for each workforce of the contractor. The contractor has to assess the premium of insurance cover for his contract period and build the cost in his quote.
- 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 the 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 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. 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, VDA, Allowances, PF, ESI, Bonus, 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 persons 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 persons 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 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 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 have to submit an affidavit as per specimen attached duly signed by all the 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 job / services 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 workers.
- 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. in respect to his workers.
- 2.15 The Contractor shall be fully responsible for the timely payment of consolidated wages, VDA, Allowances, 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. Contractor shall also be fully responsible for timely deposit of PF and ESI with the appropriate authority including submission of return of PF & ESI and issue of PF slip issued by the PF Authority. 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 and VI** on day to day basis on **all six days in a week, 8½ Hrs. duty with half an hour lunch break**. However, **attending / messenger service job** will not be required on second and last Saturday of the month and also on BHELs Holidays until and unless specifically asked for.
- 2.19 The contractor has to perform all the job / services as details mentioned in **Annexure - IA, IB, II, III, IV, V and VI** on day to day basis.
- 2.20 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.
- 2.21 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.
- 2.22 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.
- 2.23 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.
- 2.24 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.
- 2.25 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.
- 2.26 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 Engineer-in-Charge or his authorized representative and their comment be recorded in the instruction book.
- 2.27 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.
- 2.28 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.
- 2.29 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.
- 2.30 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.
- 2.31 Successful contractor shall have to execute Contract Agreement on a non Judicial Stamp Paper of ₹100/- at Delhi.
- 2.32 **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 work order.
- 2.33 **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.

- 2.34 **CHARACTER VERIFICATION AND ANTECEDENCE:** The contractor should get the character / antecedence of each and every workmen 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 manpower deployed by him, due to any reason, the new incumbent should be deployed with the clearance of Engineer-in-Charge.
- 2.35 **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 March to February in 01st week of April month.
- 2.36 **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.
- 2.37 **LEAVE / HOLIDAYS:** For every workmen 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.
- 2.38 **BONUS :** The contractor shall strictly comply with the provision of Bonus Act. The contractor shall ensure payment of Bonus @ 20% (Range minimum @ 8.33% to Maximum 20% as per PBA 1965) to their workforce during the contract period of 2 years.
- 2.39 **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.

- 2.40 The Contractor's workforce shall wear the proper uniform along with contractors badges, proper identity card, and security check at the office premises by the Security staff of the Company.
- 2.41 **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.
- 2.42 Statutory requirement both local authority / State Govt. / Central Govt. shall be responsibility of the successful tenderer.
- 2.43 The Company shall have no direct responsibility / liability in respect of the workforce engaged by the Contractor on Job Contract Basis under this Agreement.
- 2.44 **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.
- 2.45 **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.
- 2.46 The Company shall, in consideration of satisfactory completion of services as agreed upon (as detailed in **Annexure - IA, IB, II, III, IV, V and VI**) in the terms of the contract be entitled to the agreed amount.
- 2.47 **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.
- 2.48 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.

3.0 QUALIFYING CRITERIA FOR THE TENDERERS:

3.01 Job Contract for upkeep and maintenance of all BHEL Offices & Townships at

A) Delhi

- (i) BHEL House building & AGVC Flats, Siri Fort, 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' 2010 should be at least **₹ 374.00 Lacs.**

3.01 (b) Bidders having experience of successfully executed job contract of similar jobs / services during last 7 years ending on 31.03.2011 should be either of the following : -

- i. Three similar completed jobs / services costing not less than amount equal to 40% of the estimated cost i.e. **₹ 499 Lakhs.**
OR
- ii. Two similar completed jobs / services costing not less than amount equal to 50% of the estimated cost i.e. **₹ 623 Lakhs.**
OR
- iii. One similar completed jobs / services costing not less than amount equal to 80% of the estimated cost i.e. **₹ 997 Lakhs.**

3.02 Job Contract for upkeep and maintenance of all BHEL Offices & Townships at

B) NCR

- (i) BHEL Township, Sector-17, Noida;**
- (ii) PSNR Office in HRDI Building, Sector-16A, Noida;**
- (iii) BHEL Office at 2nd & 3rd Floor in Kribhco Building, Sector-1, Noida.**

3.02 (a) Average Annual financial turnover during the last 3 years, ending on 31st March' 2010 should be at least **₹ 273.00 Lacs.**

3.02 (b) Bidders having experience of successfully executed job contract of similar jobs / services during last 7 years ending on 31.03.2011 should be either of the following : -

- i. Three similar completed jobs / services costing not less than amount equal to 40% of the estimated cost i.e. **₹ 364 Lakhs.**
OR
- ii. Two similar completed jobs / services costing not less than amount equal to 50% of the estimated cost i.e. **₹ 454 Lakhs.**
OR
- iii. One similar completed jobs / services costing not less than amount equal to 80% of the estimated cost i.e. **₹ 727 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.

Note: 'Similar job' mentioned in Para 3.01 (b) & 3.02 (b) above shall be related to " Job / services of Housekeeping, attending / messenger services, upkeep & maintenance services etc. of office premises / guest houses / residential townships / hotels, hospitals, commercial / institutional complex 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:

- a) Copy of income tax return of previous three years and work orders and/or completion certificates in support of the qualifying criteria mentioned at clause no. 3.0 above with covering letter / indexing of the same. Tenderer shall also submit covering letter with calculation of average financial turnover of previous three years and description of jobs executing / executed in support of 3.01 and 3.02 respectively.
- b) Tenderer has to submit a copy of registration certificate of PAN No., ESI Registration No. & Service Tax No.
- c) 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 in the BOQ.
- d) A copy of tender enquiry duly signed on each and every page shall be submitted along with technical bid.
- e) Tenderer has to submit the No Deviation Certificate & Declaration Certificate duly signed in the format mentioned in Annexure - A & Annexure - A1 respectively.
- f) Tender has to be submitted with contact address and e-mail ID etc. duly filled and signed as placed in Annexure - B.
- g) Tender has to be submitted the check List duly filled and signed as placed in Annexure - C.

5.0 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 price bid duly quoted in the Price format. A third sealed cover shall contain required amount of EMD and shall be super scribed 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. Check list (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 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, bidders may give their quote in each box where Q is mentioned for different scope of services and premises. No space where Q is mentioned shall be left blank by the bidders while submitting the price format along with technical bid. In the Price bid envelope proper quoted amount in each box where Q is mentioned shall be submitted.
- 5.04 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.
- 5.05 Tenders should strictly be in accordance with the tender specifications & General Instructions to the Tenderer enclosed herewith.
- 5.06 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.
- 5.07 Tenders with deviations from terms and conditions are likely to be rejected.
- 5.08 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.

6.0 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.

| Sl. No. | Description of work | Unit | Qty | Rate (₹) | Amount (₹) |
|----------------|--|-------------|------------|---------------------|-----------------------|
| 6.01A | As per Scope of Services enclosed at <u>Annexure- I A, I B, II, III, IV, V & VI</u> & price bid format placed at <u>Annexure - D</u> | | | | |

The tender(s) should reach the under mentioned on or before the due date mentioned above. BHEL will not be responsible for delay in receipt of tender(s), sent by post / courier. The same shall be opened on scheduled date and time.

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

For & on behalf of
Bharat Heavy Electricals Ltd.

(V. K. Singh)
Sr. Manager (HR-GAX)

Enclosures: As above

**Tender for Job Contract for upkeep and maintenance of
BHEL Offices and residential flats at Delhi & NCR**

No Deviation Certificate

(To be submitted alongwith 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 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.

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

| Sl. No. | Required Document | If Submitted then Tick (√) |
|---------|--|-----------------------------------|
| 1 | Required amount of EMD (₹ 2.00 Lakhs) | |
| 2 | Un-priced BOQ for technical bid | |
| 3 | Duly signed and stamped complete set of tender documents for technical bid | |
| 4 | ITR for last 3 financial years (2007-08, 2008-09, 2009-10) | |
| 5 | Work orders / Completion certificates in support of clause No.3.0 for technical bid | |
| 6 | Copy of PAN No. registration certificate | |
| 7 | Copy of ESI registration certificate | |
| 8 | Copy of Service Tax registration certificate | |
| 9 | NO DEVIATION certificate as per Annexure-G duly signed and stamped | |
| 10 | Declaration Certificate as per Annexure - A1 | |
| 11 | Duly filled and signed Annexure-B regarding information of the tenderers | |
| 12 | Quoted PRICE BID Annexure -E duly signed and stamped along with tender enquiry | |

Signature and seal of the Party

TENDER NO. & DATE: No. AA: CORP: HR-GAX: JOB CONTRACT: 2011, Dt. : 13.04.2011

(SAMPLE) PART-II : PRICE BID FORMAT FOR A) DELHI BASED PREMISES

(The offer quoted shall be read with all other sections of this tender document)

| Price Format for Delhi-based BHEL premises | | | | | | |
|--|--|-------------|-------------|------------|--------------|----------|
| A | Scope of Services | AGVC Flats | BHEL House | Lodhi Road | Hyd. G/House | Total |
| 1 | Maintenance Services | Q | Q | Q | --- | Q |
| 2 | Housekeeping Services | Q | Q | Q | Q | Q |
| 3 | Lift Operating Services | --- | Q | Q | --- | Q |
| 4 | Pump Operating Services | --- | --- | --- | --- | --- |
| 5 | Canteen Services | --- | --- | Q | Q | Q |
| 6 | Messenger Services | Q | Q | Q | --- | Q |
| 7 | Supervisory Services | Q | Q | Q | Q | Q |
| | Sub-Total (A) | Q | Q | Q | Q | Q |
| B | | USW | SSW | SW | Supv | |
| 1 | Minimum no. of workforce required for Messenger Services | 72 | 54 | 8 | 2 | |
| 2 | Per Hour charges towards extra messenger services (EMS) | EMS1 | EMS2 | EMS3 | EMS4 | |
| | | Q | Q | Q | Q | |
| 3 | Assuming 50 Hours of extra messenger services every month at each location for the purpose of evaluation | =72x50xESM1 | =54x50xESM2 | =8x50xESM3 | =2x50xESM4 | |
| | | Q | Q | Q | Q | |
| | Sub-Total (B) | | | | | Q |
| | Grand Total (A+B) | | | | | Q |

Note : The rate quoted against each service and premise shall be category-wise wage for that services meeting all statutory requirements and as per details given in the tender document and inclusive of the Service Charges of the contractor and taxes applicable on the same including Service Tax. The rate quoted will be subject to TDS deduction at source. The bidders shall not include the Gratuity element of the existing workforce who are working under the current contracts in the different premises of BHEL as the same is reimbursable by BHEL as and when case arises for the concerned workforce. For the balance workforce the gratuity shall be applicable as per the Gratuity Act.

(Signature of vendor with seal)

TENDER NO. & DATE: No. AA: CORP: HR-GAX: JOB CONTRACT: 2011, Dt. : 13.04.2011

PART-II : PRICE BID FORMAT FOR A) DELHI BASED PREMISES

(The offer quoted shall be read with all other sections of this tender document)

| Price Format for Delhi-based BHEL premises | | | | | | |
|--|--|-------------|-------------|------------|-------------|-------|
| A | Scope of Services | AGVC Flats | BHEL House | Lodhi Road | Hyd G/House | Total |
| 1 | Maintenance Services | | | | --- | |
| 2 | Housekeeping Services | | | | | |
| 3 | Lift Operating Services | --- | | | --- | |
| 4 | Pump Operating Services | --- | --- | --- | --- | --- |
| 5 | Canteen Services | --- | --- | | | |
| 6 | Messenger Services | | | | --- | |
| 7 | Supervisory Services | | | | | |
| | Sub-Total (A) | | | | | |
| B | | USW | SSW | SW | Supv | |
| 1 | Minimum no. of workforce required for Messenger Services | 72 | 54 | 8 | 2 | |
| 2 | Per Hour charges towards extra messenger services (EMS) | EMS1 | EMS2 | EMS3 | EMS4 | |
| 3 | Assuming 50 Hours of extra messenger services every month at each location for the purpose of evaluation | =72x50xESM1 | =54x50xESM2 | =8x50xESM3 | =2x50xESM4 | |
| | Sub-Total (B) | | | | | |
| | Grand Total (A+B) | | | | | |

Note : The rate quoted against each service and premise shall be category-wise wage for that services meeting all statutory requirements and as per details given in the tender document and inclusive of the Service Charges of the contractor and taxes applicable on the same including Service Tax. The rate quoted will be subject to TDS deduction at source. The bidders shall not include the Gratuity element of the existing workforce who are working under the current contracts in the different premises of BHEL as the same is reimbursable by BHEL as and when case arises for the concerned workforce. For the balance workforce the gratuity shall be applicable as per the Gratuity Act.

(Signature of vendor with seal)

TENDER NO. & DATE: No. AA: CORP: HR-GAX: JOB CONTRACT: 2011, Dt. : 13.04.2011

(SAMPLE) PART-II : PRICE BID FORMAT FOR B) NOIDA BASED PREMISES

(The offer quoted shall be read with all other sections of this tender document)

| Price Format for B. Noida-based BHEL premises | | | | | | |
|---|--|----------------|--------------|------------|------------|--------------|
| A | Scope of Services | Noida Township | BHEL Kribhco | BHEL PS-NR | | Total |
| 1 | Maintenance Services | Q | Q | Q | | Q |
| 2 | Housekeeping Services | Q | Q | Q | | Q |
| 3 | Lift Operating Services | --- | --- | --- | | --- |
| 4 | Pump Operating Services | Q | --- | --- | | Q |
| 5 | Canteen Services | Q | --- | --- | | Q |
| 6 | Messenger Services | Q | Q | Q | | Q |
| 7 | Supervisory Services | Q | Q | Q | | Q |
| | Sub-Total (A) | | | | | Q |
| B | | USW | SSW | SW | Supv | |
| 1 | Minimum no. of workforce required for Messenger Services | 35 | 45 | 3 | --- | |
| 2 | Per Hour charges towards extra messenger services | EMS1 | EMS2 | EMS3 | EMS4 | |
| | | Q | Q | Q | Q | Q |
| 3 | Assuming 50 Hours of extra messenger services every month at each location for the purpose of evaluation | =72x50xESM1 | =54x50xESM2 | =8x50xESM3 | =2x50xESM4 | |
| | | Q | Q | Q | Q | |
| | Sub-Total (B) | | | | | Q |
| | Grand Total (A+B) | | | | | Q |

Note : The rate quoted against each service and premise shall be category-wise wage for that services meeting all statutory requirements and as per details given in the tender document and inclusive of the Service Charges of the contractor and taxes applicable on the same including Service Tax. The rate quoted will be subject to TDS deduction at source. The bidders shall not include the Gratuity element of the existing workforce who are working under the current contracts in the different premises of BHEL as the same is reimbursable by BHEL as and when case arises for the concerned workforce. For the balance workforce the gratuity shall be applicable as per the Gratuity Act.

(Signature of vendor with seal)

TENDER NO. & DATE: No. AA: CORP: HR-GAX: JOB CONTRACT: 2011, Dt. : 13.04.2011

PART-II : PRICE BID FORMAT FOR B) NOIDA BASED PREMISES

(The offer quoted shall be read with all other sections of this tender document)

| Price Format for B. Noida-based BHEL premises | | | | | | |
|---|--|----------------|--------------|------------|------------|-------|
| A | Scope of Services | Noida Township | BHEL Kribhco | BHEL PS-NR | | Total |
| 1 | Maintenance Services | | | | | |
| 2 | Housekeeping Services | | | | | |
| 3 | Lift Operating Services | --- | --- | --- | | --- |
| 4 | Pump Operating Services | | --- | --- | | |
| 5 | Canteen Services | | --- | --- | | |
| 6 | Messenger Services | | | | | |
| 7 | Supervisory Services | | | | | |
| | Sub-Total (A) | | | | | |
| | | | | | | |
| B | | USW | SSW | SW | Supv | |
| 1 | Minimum no. of workforce required for Messenger Services | 35 | 45 | 3 | --- | |
| 2 | Per Hour charges towards extra messenger services | EMS1 | EMS2 | EMS3 | EMS4 | |
| 3 | Assuming 50 Hours of extra messenger services every month at each location for the purpose of evaluation | =72x50xESM1 | =54x50xESM2 | =8x50xESM3 | =2x50xESM4 | |
| | Sub-Total (B) | | | | | |
| | | | | | | |
| | Grand Total (A+B) | | | | | |

Note : The rate quoted against each service and premise shall be category-wise wage for that services meeting all statutory requirements and as per details given in the tender document and inclusive of the Service Charges of the contractor and taxes applicable on the same including Service Tax. The rate quoted will be subject to TDS deduction at source. The bidders shall not include the Gratuity element of the existing workforce who are working under the current contracts in the different premises of BHEL as the same is reimbursable by BHEL as and when case arises for the concerned workforce. For the balance workforce the gratuity shall be applicable as per the Gratuity Act.

(Signature of vendor with seal)

| A). | BHEL House | USW | | SSW | | SW | | Supervisor | | Total | |
|--|--------------------------------|--------|-----------|--------|-----------|--------|-----------|------------|-----------|--------|-----------|
| | | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. |
| I. | Maintenance Services | | | | | | | | | | |
| 1 | Carpenter | --- | --- | --- | --- | 1 | --- | 1 | --- | 2 | --- |
| 2 | Mason | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3 | Electrician | --- | 1 | 3 | --- | 2 | --- | 3 | --- | 8 | 1 |
| 4 | Plumber | --- | --- | --- | --- | 2 | --- | 1 | --- | 3 | --- |
| 5 | Welder | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6 | Painter | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | Mali | --- | --- | 1 | 1 | 2 | --- | --- | --- | 3 | 1 |
| | Sub Total | --- | 1 | 4 | 1 | 7 | --- | 5 | --- | 16 | 2 |
| II. | Lift Operating Services | | | | | | | | | | |
| 8 | Lift Operator | --- | --- | --- | --- | --- | 4 | --- | --- | --- | 4 |
| | Sub Total | --- | --- | --- | --- | --- | 4 | --- | --- | --- | 4 |
| III. | Housekeeping Services | | | | | | | | | | |
| 9 | Sanitary Worker | 1 | 16 | 11 | --- | --- | --- | --- | --- | 12 | 16 |
| | Sub Total | 1 | 16 | 11 | --- | --- | --- | --- | --- | 12 | 16 |
| IV | Messenger Services | | | | | | | | | | |
| 10 | Attendant | 13 | 40 | 41 | --- | 6 | --- | 2 | --- | 62 | 40 |
| | Sub Total | 13 | 40 | 41 | --- | 6 | --- | 2 | --- | 62 | 40 |
| V. | Supervisory Services | | | | | | | | | | |
| 11 | Work Supervisor | --- | --- | --- | --- | --- | --- | --- | 6 | --- | 6 |
| | Sub Total | --- | --- | --- | --- | --- | --- | --- | 6 | --- | 6 |
| | Grand Total | 14 | 57 | 56 | 1 | 13 | 4 | 7 | 6 | 90 | 68 |
| Total Contract workers required for BHEL House | | 71 | | 57 | | 17 | | 13 | | 158 | |

102

158

Details of existing and additional requirement for AGVC Flats & BHEL House

| Sl. No. | | | | | | | | | | | | |
|---------|--|--------|-----------|--------|-----------|--------|-----------|------------|-----------|--------|-----------|----|
| B). | AGVC | USW | | SSW | | SW | | Supervisor | | Total | | |
| | | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | |
| I. | Maintenance Services | | | | | | | | | | | |
| 1 | Carpenter | --- | 1 | --- | --- | --- | --- | 1 | --- | 1 | 1 | |
| 2 | Mason | --- | 1 | --- | --- | --- | --- | 1 | --- | 1 | 1 | |
| 3 | Electrician | --- | --- | 1 | --- | --- | 1 | --- | --- | 1 | 1 | |
| 4 | Plumber | --- | --- | 1 | --- | --- | --- | 1 | --- | 2 | --- | |
| 5 | Welder | --- | --- | --- | --- | --- | 1 | --- | --- | --- | 1 | |
| 6 | Painter | --- | 1 | --- | --- | --- | 1 | --- | --- | --- | 2 | |
| 7 | Mali | --- | --- | 1 | 5 | 2 | --- | --- | --- | 3 | 5 | |
| | Sub Total | --- | 3 | 3 | 5 | 2 | 3 | 3 | --- | 8 | 11 | |
| II. | Housekeeping Services | | | | | | | | | | | |
| 8 | Sanitary Worker | 3 | 4 | 3 | --- | --- | --- | --- | --- | 6 | 4 | |
| | Sub Total | 3 | 4 | 3 | --- | --- | --- | --- | --- | 6 | 4 | |
| III. | Messenger Services | | | | | | | | | | | |
| 7 | Attendant | --- | 1 | --- | --- | --- | --- | --- | --- | --- | 1 | 1 |
| | Sub Total | --- | 1 | --- | --- | --- | --- | --- | --- | --- | 1 | |
| IV. | Supervisory Services | | | | | | | | | | | |
| 10 | Work Supervisor | --- | --- | --- | --- | --- | --- | --- | 1 | --- | 1 | |
| | Sub Total | --- | --- | --- | --- | --- | --- | --- | 1 | --- | 1 | |
| | Grand Total | 3 | 8 | 6 | 5 | 2 | 3 | 3 | 1 | 14 | 17 | 31 |
| | Total Contract workers required for AGVC | 11 | | 11 | | 5 | | 4 | | 31 | | |

Details of existing and additional requirement for BHEL Office at Lodhi Road

| Sl. No. | Lodhi Road | USW | | SSW | | SW | | Supervisor | | Total | |
|------------------------------------|--|--------|-----------|--------|-----------|--------|-----------|------------|-----------|--------|-----------|
| | | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. |
| I. Maintenance Services | | | | | | | | | | | |
| 1 | Carpenter | --- | --- | --- | 1 | --- | --- | --- | --- | --- | 1 |
| 2 | Mason | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3 | Electrician | --- | 1 | --- | --- | --- | 3 | --- | --- | --- | 4 |
| 4 | Plumber | --- | --- | --- | 1 | --- | --- | --- | --- | --- | 1 |
| 5 | Welder | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6 | Mali | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | Painter | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Sub Total | --- | 1 | --- | 2 | --- | 3 | --- | --- | --- | 6 |
| II. Messenger Services | | | | | | | | | | | |
| 8 | Attendant | --- | 18 | 13 | --- | 2 | --- | --- | --- | 15 | 18 |
| | Sub Total | --- | 18 | 13 | --- | 2 | --- | --- | --- | 15 | 18 |
| III. Housekeeping Services | | | | | | | | | | | |
| 9 | Sanitary Worker | --- | 6 | 6 | --- | --- | --- | --- | --- | 6 | 6 |
| | Sub Total | --- | 6 | 6 | --- | --- | --- | --- | --- | 6 | 6 |
| IV. Lift Operating Services | | | | | | | | | | | |
| 10 | Lift Operator | --- | --- | --- | --- | --- | 4 | --- | --- | --- | 4 |
| | Sub Total | --- | --- | --- | --- | --- | 4 | --- | --- | --- | 4 |
| V. Canteen Services | | | | | | | | | | | |
| 11 | Canteen Services | --- | 5 | 10 | --- | 1 | --- | --- | --- | 11 | 5 |
| | Sub Total | --- | 5 | 10 | --- | 1 | --- | --- | --- | 11 | 5 |
| VI. Supervisory Services | | | | | | | | | | | |
| 12 | Work Supervisor | --- | --- | --- | --- | --- | --- | 1 | 1 | 1 | 1 |
| | Sub Total | --- | --- | --- | --- | --- | --- | 1 | 1 | 1 | 1 |
| | Grand Total | --- | 30 | 29 | 2 | 3 | --- | 1 | 1 | 33 | 40 |
| | Total Contract workers required for Lodhi Road | | 30 | 31 | | 3 | | 2 | | 73 | |

Details of existing and additional requirement for Hyderabad Guest House at GK - I

| Sl. No. | Hyderabad G/House | USW | | SSW | | SW | | Supervisor | | Total | |
|---------|--|--------|-----------|--------|-----------|--------|-----------|------------|-----------|--------|-----------|
| | | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. |
| I. | Housekeeping Services | | | | | | | | | | |
| 1 | Sanitary Worker | --- | --- | 1 | --- | --- | --- | --- | --- | --- | --- |
| | Sub Total | --- | --- | 1 | --- | --- | --- | --- | --- | --- | --- |
| II. | Canteen Services | | | | | | | | | | |
| 2 | Canteen Services | --- | --- | 4 | --- | 1 | --- | --- | --- | --- | --- |
| | Sub Total | --- | --- | 4 | --- | 1 | --- | --- | --- | --- | --- |
| III. | Supervisory Services | | | | | | | | | | |
| 3 | Work Supervisor | --- | --- | --- | --- | --- | --- | --- | --- | --- | 1 |
| | Sub Total | --- | --- | --- | --- | --- | --- | --- | --- | --- | 1 |
| | Grand Total | --- | --- | 5 | --- | 1 | --- | --- | --- | --- | 1 |
| | Total Contract workers required for Hyd. Guest House | | 0 | | 5 | | 1 | | 1 | | 7 |

Details of existing and additional requirement for Noida Township

| Sl. No. | Noida Township | USW | | SSW | | SW | | Supervisor | | Total | |
|--|--------------------------------|--------|-----------|--------|-----------|--------|-----------|------------|-----------|--------|-----------|
| | | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. |
| I. | Maintenance Services | | | | | | | | | | |
| 1 | Carpenter | --- | --- | 1 | 1 | 1 | 2 | --- | --- | 2 | 3 |
| 2 | Mason | --- | 1 | 1 | --- | 1 | 1 | --- | --- | 2 | 2 |
| 3 | Electrician | --- | 4 | --- | --- | --- | 6 | --- | 1 | --- | 11 |
| 4 | Plumber | --- | 1 | 2 | --- | 1 | 2 | 1 | --- | 4 | 3 |
| 5 | Welder | --- | 2 | --- | --- | --- | 2 | --- | --- | --- | 4 |
| 6 | Mali | --- | 6 | --- | 5 | 1 | --- | --- | --- | 1 | 11 |
| 7 | Painter | --- | 1 | --- | --- | --- | 2 | --- | --- | --- | 3 |
| | Sub Total | --- | 15 | 4 | 6 | 4 | 15 | 1 | 1 | 9 | 37 |
| II. | Messenger Services | | | | | | | | | | |
| 8 | Attendant | 2 | --- | 2 | --- | --- | 1 | --- | --- | 4 | 1 |
| | Sub Total | 2 | --- | 2 | --- | --- | 1 | --- | --- | 4 | 1 |
| III. | Housekeeping Services | | | | | | | | | | |
| 9 | Sanitary Worker | --- | 19 | 2 | --- | --- | --- | --- | --- | 2 | 19 |
| | Sub Total | --- | 19 | 2 | --- | --- | --- | --- | --- | 2 | 19 |
| IV. | Canteen Services | | | | | | | | | | |
| 10 | Canteen Services | --- | --- | --- | 1 | 1 | --- | --- | --- | 1 | 1 |
| | Sub Total | --- | --- | --- | 1 | 1 | --- | --- | --- | 1 | 1 |
| V. | Pump Operating Services | | | | | | | | | | |
| 11 | Pump Operator | --- | --- | --- | --- | 2 | 1 | --- | --- | 2 | 1 |
| | Sub Total | --- | --- | --- | --- | 2 | 1 | --- | --- | 2 | 1 |
| VI. | Supervisory Services | | | | | | | | | | |
| 12 | Work Supervisor | --- | --- | --- | --- | --- | --- | 1 | 4 | 1 | 4 |
| | Sub Total | --- | --- | --- | --- | --- | --- | 1 | 4 | 1 | 4 |
| | Grand Total | 2 | 34 | 8 | 7 | 7 | 17 | 2 | 5 | 19 | 63 |
| Total Contract workers required for Noida T'ship | | 36 | | 15 | | 24 | | 7 | | 82 | |

Details of existing and additional requirement for PS-NR Office

| Sl. No. | PS-NR | USW | | SSW | | SW | | Supervisor | | Total | |
|-------------|---|--------|-----------|--------|-----------|--------|-----------|------------|-----------|--------|-----------|
| | | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. |
| A). | | | | | | | | | | | |
| I. | Maintenance Services | | | | | | | | | | |
| 1 | Carpenter | --- | --- | --- | 1 | --- | --- | --- | --- | --- | 1 |
| 2 | Mason | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3 | Electrician | --- | --- | --- | --- | --- | --- | 1 | --- | 1 | --- |
| 4 | Plumber | --- | --- | --- | --- | --- | 1 | --- | --- | --- | 1 |
| 5 | Welder | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6 | Mali | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | Painter | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Sub Total | --- | --- | --- | 1 | --- | 1 | 1 | --- | 1 | 2 |
| II. | Messenger Services | | | | | | | | | | |
| 8 | Attendant | --- | 15 | 28 | --- | 2 | --- | --- | --- | 30 | 15 |
| | Sub Total | --- | 15 | 28 | --- | 2 | --- | --- | --- | 30 | 15 |
| III. | Housekeeping Services | | | | | | | | | | |
| 9 | Sanitary Worker | 1 | 10 | 5 | --- | --- | --- | --- | --- | 6 | 10 |
| | Sub Total | 1 | 10 | 5 | --- | --- | --- | --- | --- | 6 | 10 |
| IV. | Supervisory Services | | | | | | | | | | |
| 10 | Work Supervisor | --- | --- | --- | --- | --- | --- | --- | 1 | --- | 1 |
| | Sub Total | --- | --- | --- | --- | --- | --- | --- | 1 | --- | 1 |
| | Grand Total | 1 | 25 | 33 | 1 | 2 | 1 | 1 | 1 | 37 | 28 |
| | Total Contract workers required for PS-NR | 26 | | 34 | | 3 | | 2 | | 65 | |

Details of existing and additional requirement for BHEL Office in Kribhco Building

| Sl. No. | Kribhco | USW | | SSW | | SW | | Supervisor | | Total | |
|---------|---|--------|-----------|--------|-----------|--------|-----------|------------|-----------|--------|-----------|
| | | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. | Exist. | Add. Req. |
| A). | --- | | | | | | | | | | |
| I. | Maintenance Services | | | | | | | | | | |
| 1 | Carpenter | --- | --- | --- | 1 | --- | --- | --- | --- | --- | 1 |
| 2 | Mason | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3 | Electrician | --- | --- | --- | --- | --- | 1 | --- | --- | --- | 1 |
| 4 | Plumber | --- | --- | --- | 1 | --- | --- | --- | --- | --- | 1 |
| 5 | Welder | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6 | Mali | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | Painter | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Sub Total | --- | --- | --- | 2 | --- | 1 | --- | --- | --- | 3 |
| II. | Messenger Services | | | | | | | | | | |
| 8 | Attendant | --- | 18 | 15 | --- | --- | --- | --- | --- | 15 | 18 |
| | Sub Total | | 18 | 15 | --- | --- | --- | --- | --- | 15 | 18 |
| III. | Housekeeping Services | | | | | | | | | | |
| 9 | Sanitary Worker | --- | 7 | 3 | --- | --- | --- | --- | --- | 3 | 7 |
| | Sub Total | --- | 7 | 3 | --- | --- | --- | --- | --- | 3 | 7 |
| V. | Supervisory Services | | | | | | | | | | |
| 11 | Work Supervisor | --- | --- | --- | --- | --- | --- | --- | 1 | --- | 1 |
| | Sub Total | --- | --- | --- | --- | --- | --- | --- | 1 | --- | 1 |
| | Grand Total | --- | 25 | 18 | 2 | --- | 1 | --- | 1 | 18 | 29 |
| | Total Contract workers required for Kribhco | | 25 | 20 | | 1 | | 1 | | 47 | |

**CONSOLIDATED WAGES AND OTHER ALLOWANCES AND STATUTORY PAYMENTS /
CONTRIBUTIONS - PER MONTH**

| Sl. No. | COMPONENTS | CATEGORY OF WORKERS | | | |
|---------|--|-------------------------|----------------------------|-----------------------|--------------------------|
| | | UNSKILLED (MW @6084) | SEMI SKILLED (MW @6734) | SKILLED (MW @7408) | SUPERVISOR (MW @7408) |
| 1(a) | MONTHLY CONSOLIDATED WAGES | 8,860 | 9,160 | 9,360 | 9,360 |
| 1(b) | Increase of VDA w.e.f. Feb'2011 | 806 | 884 | 962 | 962 |
| 1 | MONTHLY CONSOLIDATED WAGES Including VDA w.e.f. Feb'2011 | 9,666 | 10,044 | 10,322 | 10,322 |
| 2 | Misc. additional Allowances (HRA & TPT) | 1,890 | 1,890 | 1,890 | 1,890 |
| 3 | Sub Total of 1 & 2 | 11,556 | 11,934 | 12,212 | 12,212 |
| 4 | PF Contribution on S.No.1 | | | | |
| (a) | CPF @ 12% on Sl.No.1 | 1,160 | 1,205 | 1,239 | 1,239 |
| (b) | EDLI @ 0.50% on Sl. No. 1 | 48 | 50 | 52 | 52 |
| (c) | Admn. Charges (02) @ 1.10% on Sl. No. 1 | 106 | 110 | 114 | 114 |
| (d) | Admn. Charges (22) @ 0.01% on Sl. No. 1 | 1 | 1 | 1 | 1 |
| 5 | ESI Contribution on 1 to 4 except on 2(c) | | | | |
| (a) | ESI @ 4.75 as employer contribution | 549 | 567 | 580 | 580 |
| 6 | Bonus @ 20%* on S.No.1 (*Range minimum @ 8.33% to Maximum 20% as per Payment of Bonus Act 1965) | 1,933 | 2,009 | 2,064 | 2,064 |
| 7 | Liveries LS @ Rs. 225/- P. M. | 225 | 225 | 225 | 225 |
| 8 | Leave Salary 2½ day P.M. | 806 | 837 | 860 | 860 |
| | Per month category wise wage | 16,384 | 16,939 | 17,346 | 17,346 |
| | | | | | |

Notes:

| | |
|---|--|
| 1 | The monthly consolidated wages will be reviewed after three years w.e.f. Sept'2013. Increase of VDA by Delhi Govt. w.e.f. 01.02.2011 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 , Bonus , Incentive & Leave Salary will be based on the monthly consolidated wages inclusive of VDA increase by Delhi Govt. w.e.f. 01.02.2011. |

SCOPE OF SERVICES FOR

A) Delhi

- (i) BHEL House building & AGVC Flats, Siri Fort, New Delhi;**
- (ii) BHEL Office Building, Lodhi Road, New Delhi;**
- (iii) Hyderabad Guest House, S-6, GK-1, New Delhi.**

JOBS / SERVICES REQUIRED:

FOR BHEL HOUSE BUILDING, SIRI FORT, NEW DELHI (Approx. Area of BHEL House, Siri Fort, Building is 135000 Sqft. basement, ground floor to fifth floor & roof top / terrace and open area around office complex)

(A). CLEANING & HOUSEKEEPING JOBS:

- 1) Keeping the entire floor area on all the floors of BHEL House, Siri Fort, New Delhi 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.
- 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, almiraha, 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) – 103 Locations

- 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) 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 8½ 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 5.00PM 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:

- 49) 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.
- 50) 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.
- 51) Growing of seasonal flowering plants in ground and in pots as required by BHEL.
- 52) Maintaining / Planting trees in the lawns adjacent to the building.
- 53) Maintaining hedges in the lawns neatly by cutting them time to time in proper shape to give appealing look.
- 54) Daily disposal of all kinds of horticulture garbage coming out of the lawns, parks etc. to the nearest Garbage bin of MCD.
- 55) 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, CARPENTRY, WELDING, MISC. PAINTING & POLISHING AND OTHER MISC. JOBS:

(D1) ELECTRICAL:

- 56) 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.
- 57) 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

- 58) 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.
- 59) 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.
- 60) 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.
- 61) 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.
- 62) Feeder-wise load in terms of current should be measured at least once a week and the recorded readings should be presented to BHEL Engineer in-charge in form of a weekly report.
- 63) Deployment of electricians should be managed in such a way that the building is manned by at least one electrician 24x7.
- 64) A register shall have to be maintained where complaints should be lodged and records should be maintained of the time of lodgement and the time of closure of complaint.
- 65) 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.
- 66) 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).
- 67) 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.
- 68) 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.

- 69) 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.
- 70) 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:

- 71) Attending to all types of masonry complaints for repairing / re-plastering / pointing of damaged / defective wall plaster.
- 72) 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.
- 73) Laying of Cement concrete (whether reinforced or not) at various levels with / without centering and shuttering. Removing of centering and shuttering and proper curing of prepared surface.
- 74) Water or seepage proofing work in roof terrace, floor and walls as necessary.
- 75) 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:

- 76) 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.
- 77) 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.
- 78) 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.
- 79) 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.
- 80) 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.
- 81) Fixing of traps in different position in toilets and kitchen.

- 82) Cleaning and maintaining of the overhead water tank.
- 83) 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:

- 84) 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.
- 85) Making of new cabins, partitions, panelling etc. as per requirement of office.
- 86) Fixing of door, window fixtures like hinges, sliding door bolts, tower bolt, handles Door closer, stopper etc. wherever required.
- 87) Doing of new carpentry job of minor repair & maintenance nature job in the building will be in the scope of contractor.
- 88) 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:

- 89) 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.
- 90) 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:

- 91) Attending to complaints of minor painting and polishing work in the building as and when complaints / need arise.
- 92) 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:

- 93) 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.
- 94) 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.

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 19 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 & house keeping 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) – 1 Location

- 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.

(B). 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.

(C). ELECTRICAL, MASONRY, PLUMBING, CARPENTRY, WELDING, MISC. PAINTING & POLISHING AND OTHER MISC. JOBS:

(C1) 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.

(C2) 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.

(C3) 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.

(C5) 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.

(C6) 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.

(C6) PAINTING & 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.

(C7) 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, almiraha, 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) - 33 Locations

- 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
- Replacement of faulty switch, sockets, plug tops, connectors, as when required.
- 49) 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
- 50) 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.
- 51) 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.
- 52) 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.
- 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 Engineer 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 lodgement 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.

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.

(C4)

CANTEEN SERVICES OPERATION

| <u>A. Scope of Services</u> | |
|------------------------------------|---|
| 1 | 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. |
| 2 | Cleaning of all the raw material, for cooking of food, being provided by BHEL, before cooking the food. |
| 3 | Lunch thalies to be filled at basement and kept in trolleys / manually for distribution at the seat of BHEL employees. |
| 4 | Serving of lunch in thalies daily on all the working days from cooking area to the seats of all the employees from basement to 7 th floor. |
| 5 | Collecting back of used utensils from all the floors of building back to washing area for washing. |
| 6 | Washing of lunch plates and kitchen utensils, kitchen area, lunch trolleys, lunch distribution centre at basement daily on all the working days. |
| 7 | Infrastructure / facilities like (i) Kitchen space (ii) lunch thalies & covers (ii) kitchen equipment (iv) lunch trollies (v) fuel piped natural gas [IGL gas] (v) water (vi) 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. |
| 8 | It will be responsibility of the contractor to make proper arrangement of sufficient manpower 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. |
| 9 | All the persons 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. |
| 10 | 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. |
| 11 | 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. |
| 12 | 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. |
| 13 | 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. |
| 14 | No raw material or any other item, including cooked material shall be carried out of BHEL premises by the deployed manpower of the contractor. In case, any one is caught so, it may result in termination of the contract. |
| 15 | <u>Working days of Canteen</u> 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

| Scope of Services | |
|--------------------------|---|
| 1 | 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. |
| 2 | 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. |
| 3 | Cleaning of all the mugs/crockery/utensils used for making tea/coffee, being provided by BHEL. |
| 4 | Comprehensive cleaning of all pantries and disposal of wastage from them at the designated place on daily basis. |
| 5 | 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. |
| 6 | 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. |
| 7 | 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. |
| 8 | All the persons 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. |
| 9 | 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. |
| 10 | 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. |
| 10 | 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. |
| 12 | 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. |
| 13 | 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. |
| 14 | 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. |
| 15 | 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. |
| 16 | No raw material or any other item, including Tea / Coffee/ Milk/ Sugar / Crockery material shall be carried out of BHEL premises by the deployed manpower of the contractor. In case, any one is caught, it may result in termination of the contract. |

JOBS / SERVICES REQUIRED:**FOR Hyderabad Guest House, S-6, Greater Kailash, New Delhi**

| S. No. | NATURE OF SERVICE/JOB | FREQUENCY OF JOB/SERVICE PERFORMANCE | REMARKS |
|--|--|--------------------------------------|---------|
| (1) | (2) | (3) | (4) |
| A) DAILY SERVICES | | | |
| 1. CLEANING OF FLOORS | | | |
| a) | 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 | |
| b) | Cleaning of entire work areas with cleanso/ phenyl | Twice a day | |
| c) | Cleaning of waste materials of collection of waste from all places including waste baskets, ash trays, tables etc., and proper duping in dustbins meant for the purpose. | Once a day by 9 am | |
| 2. CLEANING OF BATHROOMS/TOILETS/URINALS | | | |
| a) | Cleaning of bathrooms including wash basins, corridor, etc. /toilets/ urinals in all rooms (ground floor, 1 st floor & 2 nd floor) with water and standard sanitizer & provision of sufficient quantity of standard air-fresheners, naphthalene balls, urinals cubes, etc. | Twice a day 9 am & 2:30 pm | |
| b) | Removal of stains etc. using acid and other cleaning materials | As and when required daily | |
| c) | Ensuring fully filled up liquid soap containers as and when required for use | Thrice a day | |
| 3. CLEANING TELEPHONES | | | |
| | Cleaning/dusting of all telephones and related connections with dry yellow polishing cloth | Once a day | |
| B) WEEKLY SERVICES | | | |
| 4. | Cleaning of all marbles / tiling / flooring surfaces with liquid soap water and proper dusting | Every Monday | |
| 5. | 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 | |

- | | |
|---|-----------------|
| 6. Cleaning of glass/ glazed Venetian blinds with soap solution water and drying with soft cloth | Every Wednesday |
| 7. Cleaning/ polishing of all telephones & application of standard quality dis-infective preface in each multiplies at the cost of the contractor | Every Thursday |
| 8. Cleaning of bathrooms, toilets, and urinals with acid after check up in all rooms | Every Friday |

- | | |
|--|--------------|
| 9. Filling up of fire buckets with sand/ water | Every Friday |
|--|--------------|

C) MONTHLY SERVICES

- | | |
|---|---|
| 10. Cleaning of false ceilings/ roofs of bird's nests etc. | Every 1 st week of the month |
| 11. Vacuum cleaning of carpets with vacuum cleaners and removal of stains with liquid soap water | Every 1 st week of the month |
| 12. Cleaning of entire kitchen with liquid soap water, applying air fresheners, acid and other cleaning materials as may be necessary | Every 2 nd week of the month |
| 13. Removal of scratches, stains, etc. in marble/ tiled flooring surfaces with liquid soap water followed by dry yellow cloth dusting and wax polishing | Every 3 rd week of the month |

D) MISCELLANEOUS SERVICES

- | | |
|---|----------------------|
| 14. Shifting of furniture and other accessories from one room or floor to another | |
| 15. Cleaning of wooden partitions, table tops, etc. with linseed oil/ scabble polishing, etc. | Once in three months |

E) SCHEDULE OF JOB/ SERVICE CONTRACT – CATERING SERVICES

- | | | |
|--|---|--|
| (A) Serving of breakfast, lunch, dinner, washing of plates/ dishes/ crockery/ containers etc., storage of plates/ dishes/ crockeries and taking back containers in kitchen | Serving breakfast, lunch, dinner on all days | |
| (B) Preparation of tea/ coffee as per requirements of the room guests removal of cups/ plates after use from rooms/dining halls, etc. | Tea/ coffee twice on all working days in forenoon and afternoon | To addition, tea/coffee shall be available as and when required on special request during the entire working hours |
| (C) Prompt service of tea/ coffee, cold drinks, snacks, etc. to Company's guests & VIPs during their stay | As and when required | |
| (D) Maintenance of kitchen in clean and hygienic conditions | As and when required | |
| (E) 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 | |

SCOPE OF SERVICES FOR

B) NCR

- (i) BHEL Township, Sector-17, Noida;**
- (ii) PSNR Office in HRDI Building, Sector-16A, Noida;**
- (iii) BHEL Office at 2nd & 3rd Floor in Kribhco Building, Sector-1, Noida**

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)

| Sl. No. | Type of Works | Description of Work | Frequency of job |
|----------------|--------------------------------|--|-------------------------|
| 1 | Attending / messenger Services | To attend the guest , customers, suppliers & the residents of Township in: | |
| | | Estate office or registering the complaints and deputing the persons / coordinating the different agencies. | Daily |
| | | Dispensary | Daily |
| | | Community Centre / Kaliyan School / Ladies club | Daily |
| | | Attendants required to operate DG set, Water Pump | Daily |
| 2 | Sanitation Services | Cleaning of staircase and roofs of the all the residential & official buildings including clearing of rain water pipes (twice in a week) | Twice in a week |
| | | 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) | Daily |
| | | Removing & cleaning of rank vegetation/ grass / bushes from road sides/ back lanes/ vacant areas etc. (on weekly basis and as & when required) | Weekly |
| | | Cleaning all the GT lines in all the residential & official buildings (on weekly basis and as & when required) | Weekly |
| | | Cleaning of all the surface Nallah / drain of entire colony. (on monthly basis and as & when required especially before & after rainy season) | Monthly |
| | | Removal of blockage from traps of toilet, bath rooms, wash basin & kitchen of all the residential & official buildings (on the basis of complaints received) | Daily |
| | | Cleaning of overhead water tanks from the roof of all the residential & official buildings. (on quarterly basis i.e. four times in one year) | Quarterly |
| | | Cleaning toilets of Dispensary, Estate office, Community centre & Gym Hall (on daily basis) | Daily |
| 3 | Housekeeping services | Keeping neat & clean the dispensary including shifting of furniture, dusting of furniture, windows, doors, switch boards etc. | Daily |
| | | Keeping neat & clean the Estate Office including shifting of furniture, dusting of furniture, windows, doors, switch boards etc. | Daily |

| | | | |
|---|--------------------|---|-----------|
| | | 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. | Daily |
| | | Keeping neat & clean the Gym. Hall, Community Hall, Ladies club & Kaliyan School including the dusting of doors, windows, furniture etc. (on daily basis) | Daily |
| | | Spray of chemicals in flats, other buildings & outside etc. for mosquito control (at 3 to 4 months interval or as and when required) | quarterly |
| 4 | Electrical Works | 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. | Daily |
| | | Attending complaints of no light | Daily |
| | | 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. | Daily |
| | | Servicing & repairing of ceiling fans, exhaust fans & coolers in all the residential & official buildings | Daily |
| 5 | Carpentry Works | Attending Complaints of Carpentry Work like repairing of door, windows & almiraha. | Daily |
| | | Making new windows, doors & almiraha and replacing the damaged windows, doors & almiraha with new one. | Daily |
| | | Attending complaints of replacement of mirror, shelf & door fittings like handle, tower bolt, al-dro p etc. | Daily |
| 6 | Plumbing Works | Attending Complaints of internal Plumbing Work like replacement of WC, wash Basin, GI pipe etc. in all the residential & official buildings. | Daily |
| | | Attending complaints of leakage from waste pipe, rainwater pipe, floor traps & GI pipes etc. | Daily |
| | | Attending complaints of external plumbing work like digging & repairing of leakage from GI pipe, SW pipe etc. | Daily |
| | | Cleaning of old choked GI pipes and replacement of old GI pipe with PVC pipe. | Daily |
| 7 | Horticulture Works | 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) | Daily |

| | | | |
|----|-------------------------------------|--|-------------|
| | | 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 Mandir 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. | |
| | | Development and maintenance of seasonal potted plants & permanent potted plants by doing all horticultural operations like making mixtures plantation of 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. | Daily |
| | | Trimming of trees falling under LT/HT lines generally twice in a year and as per requirements of the residents . Approximately 1000 trees. | Half yearly |
| 8 | Masonry Works | Attending Complaints of Masonry work like repair of plaster, floor & roofs for seepage treatment in all the residential & official buildings. Internal & external masonry works. | Daily |
| 9 | Fabrication/ welding Work (Welders) | 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. | Daily |
| 10 | White Wash & Painting Work | 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. | Daily |

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 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 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 months** 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 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 a 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) - 45 Locations

- 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 **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.

- 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 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 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. alongwith 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 BHEL House on all 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 months** 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** of BHEL House.
- 13) Disposal of garbage from the building to the designated dustbins within BHEL Premises **on a 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) - 27 Locations

- 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 **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.
- 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:

- (a) 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's office premises as and when need arises.
- (b) The bidder should visit the place of work before submission of the offer for any clarification regarding presentation of food, quality of food along with hygiene desired by BHEL etc. NO clarification shall be entertained at a later stage and in aces any clarification is sought at a later stage, it may lead to rejection of bid or termination of the contract.