

REQUEST FOR PROPOSAL

**Selection of Facility Manager and Security Service Provider
For
Khadgara Bus Stand, Ranchi, Jharkhand**



Ranchi Municipal Corporation

Ranchi, Jharkhand

Disclaimer

The information contained in this Request for Proposal ("RFP") document provided to the Bidder(s), by or on behalf of Ranchi Municipal Corporation (RMC) or any of its employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for RMC, its employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources. RMC, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

RMC may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document or modify it by uploading the same in the website www.ranchimunicipal.com.

Data Sheet

| S. N. | Description | |
|--------------|--|--|
| 1 | Method of Selection proposal required | Highest financial proposal |
| 2 | Last Date of Receipt of Pre-proposal Query | 14 September 2015 |
| 3 | Date of Pre-Proposal Meeting | 16 September 2015 at 4:00PM |
| 4 | Last date and time of Submission of proposal (Proposal Due Date) | 30 September 2015 upto 3:00PM |
| 5 | Opening of Technical proposal | 30 September 2015 at 4:00PM or thereafter |
| 6 | Date of opening of Financial proposals | To be intimated later |
| 7 | Duration of services: | 10 years from the date of execution of agreement |
| 8 | Earnest Money Deposit | Rs. 5,00,000/- |
| 9 | Validity of proposal | 180 days from due date of Submission of proposal. |
| 10 | Name and Address where queries/correspondence concerning this Request for proposal is to be sent | The Municipal Commissioner Ranchi Municipal Corporation Ahirtoli, Ranchi, Jharkhand 834001 |
| 11 | Address where Bidders must submit proposal | Office of the Municipal Commissioner Ranchi Municipal Corporation Ahirtoli, Ranchi, Jharkhand 834001 |

SECTION 1

INVITATION TO SUBMIT PROPOSALS AND INSTRUCTION TO BIDDERS

1 INTRODUCTION

1.1 Ranchi Municipal Corporation (RMC) intends to select competent firms for providing facility management and security services to the Khadgara bus stand in Ranchi and also operate and Maintain Rooms, Dormitory and Food Plaza.

1.2 Here in this document the word "CLIENT" may be RMC or any other agency / department, nominated by the Government of Jharkhand on behalf of RMC for execution of this contract.

2 INVITATION TO SUBMIT PROPOSALS

Client invites detailed proposals from eligible Facility Management Service Providers ("Bidders") for providing Facility Management Services for the Project Area. ("the Assignment"), in prescribed formats set out in this RFP.

3 MINIMUM ELIGIBILITY CRITERIA

The Bidders, participating in the Assignment shall be a single Business Entity, shall fulfill the following minimum eligibility conditions:

3.1 The bidder should have experience in operation, maintenance and management of a hotel having minimum 20,000 sq ft Square Feet of built-up area (as per completion certificate/ sanctioned building plan, issued by the concerned municipal corporation) in India for a continuous period of one year in last 5 years preceding the date of publication of this RFP. The experience of operation and management shall have to cover all of the following:

- i. Rooms,
- ii. Food & beverage plaza (restaurant)
- iii. Providing security services
- iv. Facility management which shall comprise of the following:
 - a. cleaning, maintaining toilets and passenger waiting area.
 - b. collection, segregation and disposal of solid waste generated from the hotel and passenger waiting area.
 - c. Civil maintenance and repair of building as and when required.
 - d. Electrical maintenance and repair, including Generator and air-conditioning equipment
 - e. Pest control

Note:

- (i) Completion certificate / sanctioned building plan, issued by the concerned municipal corporation shall be submitted towards proof of built-up area
- (ii) Notarised copy of Agreement or hotel ownership documents shall have to be provided towards proof of association for the experience submitted for the hotel, and also for duration of services being provided
- (iii) Self-declaration in form of affidavit shall be submitted by the bidders towards the extent / type of services being provided. If any part of such self-declaration is found to be false, the bidder shall be rejected or the agreement shall be terminated, if such findings are known after the execution of the agreement
- (iv) Any and all such bids shall be rejected in the event of non-submission of any of the above documents in the manner it is stated above.

3.2 The Annual Turnover of a bidder shall be minimum Rs. 1 Crores (Rs. One Crore) in each of last 3 Financial Years (FY 2014-15, 2013-14, 2012-13).

3.3 Submission of Undertaking by the Bidder on the following:

- a) Never blacklisted, terminated by any client in India
- b) The bidder was never cited by any regulatory agency for a safety violation in the last five years preceding the date of publication of this RFP
- c) The bidder was never cited by any regulatory agency for food quality violation in the last five years, preceding the date of publication of this RFP
- d) Any and all such bids shall be rejected in the event of non-submission of any of the above documents in the manner it is stated above.

4. For the purpose of this RFP document, a Business Entity shall mean a registered partnership firm / a company registered in India under the Companies Act.
5. Client intends to appoint a single entity for the assignment. Submission of Proposals by consortia shall not be eligible.
6. Appointment of specialized agencies for separate services by the service providers shall be permissible.
7. Any entity, which has earlier been barred by the Client, Government of Jharkhand (GoJ), or any other state government in India (SG) or Government of India (GoI), or any of the agencies of GoJ/SG/GoI from participating in its projects and the bar subsists as on the Proposal Due Date, shall not be eligible to submit a Proposal.

8. The RFP document can be downloaded from the web site www.ranchimunicipal.com and be used provided that while submitting the proposal it should be accompanied with a non-refundable processing fee in the form of a crossed Bank Draft for Rs. 10,000 (Indian Rupees Ten Thousand only) from a scheduled bank of India, in favour of the Municipal Commissioner , Ranchi Municipal Corporation, payable at Ranchi. The proposal without the processing fee shall not be considered for evaluation.
9. Client shall have the discretion to increase or decrease the scope of work under the assignment and also to appoint other services providers for providing services which is not in the scope of this RFP.
10. Client intends to adopt a single stage bidding process for selection of Technical Service Provider for the Assignment. The ToR and the scope of services as set out in Appendix C.
11. The Proposals received from eligible technical Service Providers shall be evaluated on the basis of the criteria set out in this RFP document. Each Bidder shall submit a maximum of one (1) Proposal for the Assignment. Any Bidder who submits more than one Proposal for the Assignment shall be disqualified. The Bidder shall also be responsible and shall pay for all of the costs associated with the preparation of its Proposal and its participation in the bidding process.
12. The Successful Bidder is required to enter into a Contract Agreement with Client and the draft of the same is set out in Appendix C. The fees shall be paid the RMC in the manner as set out in the Draft Contract Agreement.
13. The Agreement period shall be initially for ten years which may be extended at the discretion of the Client on yearly basis The agreement period may further be extended by mutual consent on negotiated terms However, the Facility Management Service Provider of the given Project Area shall continue to work till the handing over of charges to the other appointed agency by Client. The Fee quoted by the Service Provider shall be increased by 5% per year (the year shall mean completion of one year of services from the date of actual deployment) over and above the Fee of previous year.
14. The Proposal shall remain valid for a period not less than 180 days from the Proposal Due Date (Proposal Validity Period). Client reserves the right to reject any Proposal, which does not meet this requirement. The proposal validity period may further be extended on mutual consent.

15 EARNEST MONEY DEPOSIT (EMD)

- 15.1 Proposal should necessarily be accompanied by an Earnest Money Deposit for an amount of Rs. 5,00,000/- (Rs. Five Lakhs only) in the form of a Demand Draft in favour of the Municipal Commissioner, Ranchi Municipal Corporation, on any scheduled bank, payable at Ranchi or in the form of Bank Guarantee, issued by one of the Scheduled Banks in India in favour of the Client, operable in Ranchi, and if invoked, be encashable at any branch of Ranchi. The EMD shall be valid for 210 days from the Proposal Due Date.
- 15.2 EMD shall be returned to the unsuccessful Bidders within a period of two (2) weeks from the date of issue of letter of acceptance to the Successful Bidder. EMD submitted by the Successful Bidder shall be adjusted towards the performance security and retained by Client.
- 15.3 EMD shall be forfeited in the following cases:
- a) if any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect; and
 - b) if the successful Bidder fails to execute the Contract Agreement within the stipulated time or any extension thereof provided by Client.

16 CLARIFICATIONS AND AMENDMENTS TO RFP DOCUMENTS

- 16.1 Bidders may request a clarification of any of the issue related to the RFP document up to the date indicated in the Data Sheet. Any request for clarification must be sent in writing to the address indicated in the Data Sheet. The responses of Client will be uploaded in the website (www.ranchimunicipal.com), without identifying the source of inquiry.
- 16.2 At any time before the proposal due date the Client may, whether at its own initiative, or in response to a clarification requested by a firm, amend the RFP by issuing an amendment. The amendment shall be uploaded in the website (www.ranchimunicipal.com) only. The amendments shall be binding on the bidders. To give bidders reasonable time to take an amendment into account in their proposals, the Client may at its discretion, if the amendment is substantial, extend the deadline for the RFP submission by uploading a notice in the website of Client only. In case there is a substantial change in RFP, Client will publish the revised RFP. Revised RFP will be uploaded in the website (www.ranchimunicipal.com) and the same should be submitted.

17 CONFLICT OF INTEREST

17.1 Client policies require that selected bidders under contracts provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. Bidders shall not be engaged for any assignment that would be in conflict with their prior or current obligations to other Clients, or that may place them in a position of not being able to carry out the assignment in the best interest of Client. Without limitation on the generality of the foregoing, bidders, and any of their associates shall be considered to have a conflict of interest and shall not be engaged under any of the circumstances set forth below:

- a) If a Service Provider combines the function of service with those of contracting and/or supply of equipment; or
- b) If a Service Provider is associated with or affiliated to a contractor or manufacturer; or
- c) If a Service Provider is owned by a contractor or a manufacturing firm for the projects(s) under assignment. offering services as bidders for the Service Provider should include relevant information on such relationships along with a statement in the Technical proposal cover letter to the effect that the Service Provider will limit its role to that of a Service Provider and disqualify itself and its associates from work, in any other capacity or any future project within the next five years (subject to adjustment by Client in special cases), that may emerge from this assignment (including bidding or any part of the future project). The contract with the Service Provider selected to undertake this assignment will contain an appropriate provision to such effect; or
- d) If there is a conflict among consulting assignments, the Service Provider (including its personnel) and any subsidiaries or entities controlled by such Service Provider shall not be engaged for the relevant assignment.

18 FRAUD AND CORRUPTION

Client requires that bidders to observe the highest standard of ethics during the selection process and in execution of contracts. In pursuance of this policy, the Client:

- 18.1 defines, for the purposes of this provision, the terms set forth below as follows:
- (a) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any party in the Service Provider selection process or in contract execution;
 - (b) “fraudulent practice” means a representation or omission of facts in order to influence a selection process or the execution of a contract;
 - (c) “collusive practices” means a scheme or arrangement between two or more bidders, designed to influence the action of any party in a Service Provider selection process or the execution of a contract;
 - (d) “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a Service Provider selection process, or affect the execution of a contract; and
- 18.2 Client will reject a proposal for award if it determines that the Service Provider recommended for award has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question;
- 18.3 Client will sanction a party or its successor, including declaring ineligible, either indefinitely or for a stated period of time, such party or successor from participation in Client-financed activities if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, an Client-financed contract; and
- 18.4 Client will have the right to require that, in Service Provider selection documentation and in contracts financed by the Client, a provision be included requiring bidders to permit the Client or its representative to inspect their accounts and records and other documents relating to Service Provider selection and to the performance of the contract and to have them audited by auditors appointed by the Client.

19 PREPARATION OF THE PROPOSAL

- 19.1 The proposal shall be in English language. The original proposal (Key submissions, Technical and Financial proposals) shall contain no interlineations or overwriting, except as necessary to correct errors made by bidders themselves. Any such

corrections, interlineations or overwriting must be initialled by the person(s) who had signed the proposal. The authorized representative of the bidder shall initial all pages of the original hard copy of the Key Submissions, Technical and Financial proposal. All the documents should be Hard Bound.

- 19.2 a. Bidder's proposal (the proposal) shall consist of three (3) envelopes -

| | |
|------------|--------------------|
| Envelope-1 | Key submissions |
| Envelope-2 | Technical proposal |
| Envelope-3 | Financial proposal |

- b). The bidder shall submit Original hard bound document in each of the above envelopes and shall also submit a soft copy in CD ROM of all the contents of "Key Submission" and "Technical Proposal" in a separate cover in Envelope – 2
- c). The contents of the envelopes are set out below

20. Envelope 1: "Key Submissions"

The following documents shall be submitted in Envelope 1 –

- a) Letter of proposal in the prescribed format (**Appendix A**);
- b) A non-refundable processing fee as a crossed demand draft is required to be enclosed for an amount of Rs. 10,000 (Rupees Ten Thousand only) drawn in favor of Municipal Commissioner, Ranchi Municipal Corporation (Client) on any scheduled bank, payable at Ranchi, Jharkhand.
- c) Earnest Money Deposit for an amount of Rs.5,00,000/- (Rs. Five Lacs only) in the form of a Demand Draft in favour of the Municipal Commissioner, Ranchi Municipal Corporation, on any scheduled bank, payable at Ranchi or in the form of Bank Guarantee, issued by one of the Scheduled Nationalised Banks in India in favour of the Client operable in Ranchi, and if invoked, be encashable at any branch of Ranchi. The EMD shall be valid for 210 days from the Proposal Due Date
- d) Power of Attorney for signing the proposal in the prescribed format (Appendix – B).
- e) RFP and draft Agreement duly signed in blue indelible ink and stamped by the authorised representative of the bidder.

20.1 Envelope 2: "Technical Proposal"

The following documents shall be submitted in Envelope 2 –

- a) A brief description of the organization supported by a certified copy of registration of the Firm and details of contact person in Form TECH-1.
- b) Description of Experience of Bidder to illustrate Experience (Not to exceed A-4 size Three page for each Project) in Form TECH-2. Experience of Facility Management Services (from commencement to Completion) should be supported by a certificate from an authority of the rank of General Manager of the client. The certificate should clearly set out the name of the project, activities undertaken, carpet area under facility management, fees as per the contract, date of commencement and date of completion of facility management services. In case the Project Carpet Area is not set out in the certificate from the client, the bidders can submit a certificate from Statutory Auditor indicating the same.
- c) Average Annual Turn Over in last three Financial Years in Form TECH-3. The Turn Over should be certified by the Statutory Auditor/Chartered Accountant. Turn Over not certified by Statutory Auditor/Chartered Accountant or not clearly stating that the turn over relate to revenue received from Facility Management Services shall not be considered for evaluation.
- d) Submission of undertakings of following using Form TECH-4.
 - i. Never blacklisted, terminated by any client in India
 - ii. Affidavit stating no pending criminal cases with police station or judiciary
 - iii. The bidder was never cited by any regulatory agency for a safety violation in the last five years
- e) General approach and methodology, work and staffing schedule in from TECH-5. It should be in maximum ten (10) pages inclusive of charts and graphs. Comments, if any, on the TOR to improve performance in carrying out the assignment. Innovativeness will be appreciated, including workable suggestions that could improve the quality/effectiveness of the assignment.
- f) The bidder shall submit a soft copy in CD ROM of all the contents of "Key Submission" and "Technical Proposal" in a separate cover in Envelope – 2

20.2 The Technical proposal shall not include any financial information and any Technical proposals containing financial information shall be declared non-responsive.

20.3 Envelope 3:"Financial Proposal"

a) The Financial proposal must be submitted in hard copy using Form FIN - 1 Bidders shall use only Indian currency in preparation of Forms FIN-1 and FIN-2. The Financial Proposal shall be calculated considering all of the following:

- i. Remuneration of personnel, including all out-of pocket expenses, uniform, overtime, other overheads, cost of lodging, boarding, travel, transportation, documentation overhead, all the taxes, cost to company, profits etc.
- ii. The Remuneration corresponding to personnel should also include all the taxes, all out of pocket expenses, their lodging and boarding and local travel etc.
- iii. The lumpsum Sundry Expenses/ Overheads.
- iv. The Management Fees, if any
- v. Management of facility management and security
- vi. Providing all services and carry out all works as stated in this RFP

b) The Financial proposal shall be placed in a sealed Envelope –3 clearly marked by red felt pen "FINANCIAL PROPOSAL" and with a warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." If the Financial proposal is not submitted by the bidder in a separate sealed envelope and not duly marked as indicated above, this will constitute grounds for declaring both Technical and Financial proposals non-responsive.

20.4 The Bidder is expected to examine carefully the contents of all the documents provided. Failure to comply with the requirements of RFP shall be at the Bidder's own risk.

20.5 It shall be deemed that prior to the submission of the Proposal, the Bidder has:

- a. made a complete and careful examination of terms and conditions / requirements, and other information as set forth in this RFP document;

- b. received all such relevant information as it has requested from Client;
and
- c. made a complete and careful examination of the various aspects of the Project.

20.6 Client shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

21 **SUBMISSION, RECEIPT AND OPENING OF PROPOSALS**

21.1 All The three envelopes shall be placed into an outer envelope and sealed. The outer envelope shall bear the submission address, reference number and Title of the Project, Proposal Due Date and other information indicated in the Data Sheet.

21.2 Proposals must be delivered at the indicated addresses on or before the time and date stated in the Data Sheet or any new date extended by Client.

SECTION 2

EVALUATION, AWARD AND SIGNING OF AGREEMENT

1. From the time the proposals are opened till the time the contract is awarded, the bidder should not contact Client on any matter related to its Technical and/or Financial proposal. Any effort by a bidder to influence in examination, evaluation, ranking of proposals or recommendation for award of contract may result in rejection of the bidder's proposal.
2. No request for alteration, modification, substitution or withdrawal shall be entertained by Client in respect of proposals already submitted by the bidder.
3. Prior to evaluation of proposals, Client will determine whether each proposal is responsive to the requirements of the RFP by opening the Envelop-1. A proposal shall be considered responsive only if:
 - a. It is received by the proposal Due Date including any extension thereof;
 - b. It is accompanied by the EMD in accordance with the RFP document;
 - c. It is accompanied by demand draft of Rs 10,000/- non-refundable processing fee, in the manner as specified in this RFP document
 - d. It is signed, sealed, bound and marked as stipulated in this RFP document;
 - e. It is accompanied by the Power of Attorney, authorizing a representative of the bidder for signing the proposal;
 - f. It contains all undertakings / declarations, as stated in this RFP
 - g. It contains all the information (complete in all respects) as requested in the RFP;
 - h. It does not contain any condition or qualification;
4. Client reserves the right to reject any proposal which is non responsive.
5. **OPENING AND EVALUATION OF FINANCIAL PROPOSALS**
 - 5.1 All eligible bidders shall be invited to attend the opening of financial proposals. Financial proposals of eligible proposals shall be considered for opening. The bidders/their representatives may choose to attend the opening of financial proposal.
 - 5.2 Each Financial proposal will be inspected to confirm that it has remained sealed and unopened.

5.3 Evaluation of Financial proposals

- a. Financial proposals will be checked for adherence with the prescribed format. It would be checked whether all financial proposals are above the minimum reserved price of Rs. 2 lakhs (Rupees Two lakhs) per quarter of the first year of the services.
 - b. The financial proposals which are below the amount of minimum reserved price shall be rejected
 - c. The financial proposals which proposed equal or over the minimum reserved price shall be ranked. The first rank shall be assigned to highest financial proposal, second for the next to that and so forth
 - d. The first ranked bidder shall be declared as preferred bidder and may be called for negotiation.
- 6 The event of acceptance of the Proposal of the Preferred Bidder with or without negotiations, Client shall declare the Preferred Bidder as the Successful Bidder. Client will notify the Successful Bidder through a Letter of Acceptance (LoA) that its Proposal has been accepted.
- 7 The Successful Bidder(s) shall execute the Agreement within one week of the issue of LoA or within such further time as Client may agree to in its sole discretion. Agreement shall be signed after receipt of Quarterly Fee for the first quarter in advance by RMC and the fee for other quarters of the first year in form of post dated cheques in favour of MUNICIPAL COMMISSIONER, RMC
- 8 Failure of the Successful Bidder to execute the contract agreement within specified period shall constitute sufficient grounds for the annulment of the LoA and forfeiture of the EMD.
- 9 The service provider shall be required to furnish a Performance Security on or before contract commencement for an amount of Rs 8,00,000/- (Rupees of Eight Lakh only) in the form of irrevocable bank guarantee issued by any nationalized bank in prescribed format **or** Fixed Deposit Receipt (FDR) in favor of RMC.
- 10 The performance security, as furnished by the tenderer, shall remain valid for a period of **sixty days** beyond the date of completion of all contractual obligations of the service provider under the agreement to be executed by and between the RMC and the service provider.

- 11 In case the period of contract is extended further by the RMC in consultation with the service provider, the validity of performance security shall also be extended by the service provider accordingly, so that such performance security shall remain valid for a period of **sixty days** after the expiry of the service provider's obligations.
- 12 Failure of service provider to comply with the requirements of above clauses shall constitute sufficient grounds for annulment of contract and forfeiture of earnest money / performance security.
- 13 Notwithstanding anything contained in this RFP, Client reserves the right to accept or reject any Proposal, or to annul the bidding process or reject all Proposals, at any time without any liability or any obligation for such rejection or annulment.

14 CONTRACT COMMENCEMENT DATE

The contract shall commence from the date of signing. However, the Facility Management Services under the Agreement shall commence from the date of deployment of the team at Ranchi at project location.

SECTION 3

APPENDIXES, TECHNICAL AND FINANCIAL PROPOSAL STANDARD FORMS

CONTENTS

| TITLE | APPENDIX/ FORM |
|---|----------------|
| Letter of proposal | APPENDIX A |
| Power of attorney for signing of proposal | APPENDIX B |
| Details of bidder (<i>on the letter head of the bidder</i>) | FORM TECH-1 |
| Description of technical experience of bidder to illustrate qualifications | FORM TECH-2 |
| Average annual turnover in last three financial years from facility management services | FORM TECH-3 |
| Undertakings | FORM TECH-4 |
| General approach and methodology, work and staffing schedule | FORM TECH-5 |
| Format for bank guarantee for Earnest Money Deposit | FORM TECH-6 |
| Format for financial proposal | FORM FIN-1 |
| Format for Estimated Monthly Billing Amount for Manpower Charges | FORM FIN-2 |
| Format for Sundry Expenses | FORM FIN-3 |
| Draft agreement | APPENDIX C |
| Schedule of Services | APPENDIX D |

APPENDIX A

LETTER OF PROPOSAL

(On Applicant's letter head)

Dated:

The Commissioner
Ranchi Municipal Corporation
Ranchi

Sub: Selection of Facility Management and security Service Provider for the Khadgara Bus Stand at Ranchi

Dear Sir,

- 1 With reference to your RFP document dated *****, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our proposal for the aforesaid Project. The proposal is unconditional and unqualified.
- 2 All information provided in the **proposal** and in the Appendices is true and correct.
- 3 This statement is made for the purpose of qualifying as a bidder for undertaking the Project.
- 4 I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
- 5 I/ We acknowledge the right of the Authority to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 6 We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
- 7 We certify that we have not been barred by the Client, Government of Jharkhand (GoJ), or any other state government in India (SG) or Government of India (Gol), or any of the agencies of GoJ/SG/Gol from participating in its projects.

- 8 I/ We declare that:
- (a) I/ We have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority.
 - (b) I/ We do not have any conflict of interest in accordance the RFP document;
 - (c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
 - (d) I/ We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- 9 I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any proposal that you may receive nor to invite the bidders to Bid for the Project, without incurring any liability to the bidders, in accordance with the RFP document.
- 10 I/ We declare that we are not a Member of any other firm submitting a proposal for the Project.
- 11 I/ We certify that we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
- 12 I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
- 13 I/ We further certify that no investigation by any regulatory authority is pending either against us or against our Associates or against our MUNICIPAL COMMISSIONER or any of our Directors/ Managers/ employees.

- 14 I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
- 15 I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
- 16 In the event of my/ our being declared as the successful bidder, I/We agree to enter into a Agreement in accordance with the draft that has been provided to me/us prior to the proposal Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
- 17 I/We have studied all the Bidding Documents carefully and also surveyed the project site. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Bidding Process including the award of assignment.
- 18 The Fees has been quoted by me/us after taking into consideration all the terms and conditions stated in the RFP, draft Agreement.
- 19 I/We offer and attach as specified (i) Non-refundable processing fee of Rs10,000/- (Rupees Ten Thousand Only) in the form of demand draft (ii)EMD of Rs. 5,00,000/- (Rupees five lacs only) to the Authority in accordance with the RFP Document.
- 20 I/We agree to keep this offer valid for 180 (one hundred and eighty) days from the proposal Due Date specified in the RFP.
- 21 I/We agree and undertake to abide by all the terms and conditions of the RFP document. In witness thereof, I/we submit this proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of bidder

APPENDIX B

POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

Know all men by these presents, We, _____ (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr. / Ms (Name), son/daughter/wife of _____ and presently residing at _____, who is [presently employed with us/ and holding the position of _____], as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for selection of Service Provider for providing Facility Management Services in the Khadgara Bus stand at Ranchi, by the Ranchi Municipal Corporation,(Client) (the "Authority") including but not limited to signing and submission of all applications, Proposal and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our Bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our proposal for the said Project and/or upon award thereof to us and/or till the entering into of the Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 20**.

For _____
(Signature)
(Name, Title and Address)

DETAILS OF BIDDER
(On the Letter Head of the Bidder)

1.
 - (a) Name of Bidder
 - (b) Address of the office(s)
 - (c) Date of incorporation and/or commencement of business

2. Details of individual(s) who will serve as the point of contact / communication for Client with the Bidder:
 - (a) Name :
 - (b) Designation :
 - (c) Company/Firm :
 - (d) Address along with Pin code :
 - (e) Telephone number :
 - (f) E-mail address :
 - (g) Fax number :
 - (h) Mobile number :

3. Company/Firm Profile, Locational Presence in India.

Enclosure:

Notarised copy of the following shall be enclosed with this Form:

1. Certificate of Incorporation
2. Enclose copy of any certification / accreditation / affiliation
3. Self-declarations / undertakings as required by this RFP

FORM TECH-2**DESCRIPTION OF EXPERIENCE OF BIDDER TO ILLUSTRATE QUALIFICATIONS**

(NOT TO EXCEED THREE PAGE FOR EACH PROJECT)

(Please provide information only for a project for which your firm was legally contracted by the client as a Corporate entity)

| | | |
|------|--|--|
| (1) | Project Name: | |
| (2) | Project Location / name of municipal corporation: | |
| (3) | Built-up Area under the scope of services for the Project (square feet): | |
| (4) | Name of Client: | |
| (5) | Start Date (Month/Year): | |
| (6) | Whether work is ongoing (Yes / No): | |
| (7) | If completed, date of completion: (DD/MM/YYYY) | |
| (8) | Detailed Narrative Description of Project Building: | |
| (9) | Detailed Description of Actual Services Provided by the firm: | |
| (10) | Professional Staff Provided by the Firm: Number of and categories of Staff: | |
| (11) | Value of Services (INR) per year: | |

Note: The following supporting documents should necessarily be submitted by the bidders without which the submission shall not be considered for evaluation -

- a. Above Experience should be supported by a certificate from the by the authorised signatory of the client, in the event of services are provided under operation and management contract. The certificate from the client should clearly set out the name of the project, activities undertaken and the built-up area in Sq feet. under the scope of services.
- b. In case the Fee per year / value of services per year from assignment is not set out in the certificate from the client, the bidders can submit a certificate from Statutory Auditor indicating the same.
- c. Self declaration shall be enclosed in event of services are managed by the owner

FORM TECH-3

ANNUAL TURN OVER IN LAST THREE FINANCIAL YEARS

| Financial Year | Turn Over (Rs. in Lacs) |
|-----------------------|--------------------------------|
| 2014-15 | |
| 2013-14 | |
| 2012-13 | |

Note:

1. The Audited Financial Statement should be submitted by the bidder
2. The Turn Over should be certified by the Statutory Auditor/Chartered Accountant, stating its membership number. Turn Over not certified by Statutory Auditor/Chartered Accountant shall not be considered for evaluation

FORM TECH-4

UNDER TAKINGS

Submission of Undertaking by the Bidder on the following:

- a) Never blacklisted, terminated by any client in India
- b) The bidder was never cited by any regulatory agency for a safety violation in the last five years
- c) Affidavit stating no pending criminal case in any police station or judiciary
- d) Other undertakings as required under this RFP

Undertakings shall be prepared by the bidder in its letter head and shall be notarised

Submission of above undertakings is mandatory

FORM TECH-5

GENERAL APPROACH AND METHODOLOGY, WORK AND STAFFING SCHEDULE

- a) Brief outline of implementing Property Management services at site. Do you have a special start up team for transition? Describe its role and composition.
- b) Management structure and delivery mechanism you will put in place to deliver the required services to Client.
- c) How you will implement this contract.
- d) Implementation team and what functions each team will be responsible for.
- e) Detailed implementation programme and what functions and interfaces you will require with Client.
- f) Any services that would not be available on the start date, stating the reasons why.
- g) Time line for recruitment and providing training to the human resources
- h) Methodology for maintaining hygiene in the service area and among the manpower deployed
- i) Methodology for maintaining the environment / waste handling
- j) Methodology for maintaining implementing safe working procedure and training of deployed manpower on safe working practices

Format of Bank Guarantee for Earnest Money Deposit

To

WHEREAS _____ [**Name and address of the Facility Management Service Provider**] (hereinafter called “the **Service Providers**”) has undertaken, in pursuance of Request for Proposal No. _____ dated _____ to provide the Contract services for _____ [**Name of contract and brief description of works**) (hereinafter called the “**the Contract**”) and other related documents (hereinafter collectively referred to as “Bidding Documents”),

AND WHEREAS it has been stipulated by you in the said Contract that the Service Providers shall furnish you with a Bank Guarantee by a Scheduled Bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Service Providers such a Bank Guarantee;

NOW THEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Providers up to a total of _____ [**amount of Guarantee**]¹ _____ [in words _____], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you such amount in favour of _____, Client through our branch operable at Ranchi at _____ (provide the address and branch code no. of the branch at Ranchi) and if invoked, be encashable at _____, branch of _____ bank in Ranchi, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ [**amount of Guarantee**] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Providers before presenting us with the demand.

¹ Shall be equal to the amount stipulated in the Request for Proposal

We further agree that no change or addition to or other modification of the terms of the Contract or of the services to be performed there under or of any of the Contract documents which may be made between you and the Service Providers shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Service Providers or of the Bank.

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. _____ (Rs. _____) and the guarantee shall remain valid till _____. Unless a claim or a demand or a request for extension in writing is made upon us on or before _____ all our liability under this guarantee shall cease.

Signature and Seal of the Guarantor _____

Name and Designation _____

Name of the Bank _____

Address _____

Date _____

In presence of

1. _____
(Name, Signature & Occupation)

2. _____
(Name, Signature & Occupation)

FORM FIN-I

**Format for Financial Proposal
(On the letterhead of the Bidder)**

To
The Commissioner
Ranchi Municipal Corporation
Ranchi

**Sub: Financial Proposal for Facility management and security service provider for
Khadgara bus stand**

Having gone through this RFP document and Draft Agreement and having fully understood the scope of work for the Project as set out in this RFP document, we are pleased to quote the following lump sum amount for the Assignment during the first year of services to be paid to the Ranchi Municipal Corporation in an quarterly manner, that is seven days before the execution of agreement which are to be paid in advance, along with post dated cheques for the next 3 quarters and one month before the anniversary of execution of agreement for subsequent years of operation.

Financial proposal for each of the quarters for the first year:

In Figure: Rs. _____

In words: Indian Rupees _____

We confirm that the rate quoted above are inclusive of all applicable taxes, cess and levies.

We also understand in the event of mismatch of the financial proposal stated in figure and words, the higher shall be considered.

We understand that the quarterly premium shall be incremented after each year by 5% to be compounded annually.

We understand the minimum reserved price for each of the quarters of the first year is Rs. 2 Lakhs. In the event our proposal are lower than the minimum reserved price, our proposal shall be rejected.

Yours faithfully,

Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of bidder

FORM FIN-2

Estimated Monthly Billing Amount for Manpower Charges – Break up of Financial Proposal

| S. No. | Tentative Position (Bidders are free to add positions as per requirement) | Minimum number of Personnel to be deployed | Proposed by the bidder | |
|----------|--|--|------------------------|---------------------------|
| | | | Numbers | Experience (No. of years) |
| (1) | (2) | (3) | (4) | (5) |
| A | Management Staff | | | |
| 1 | Property Manager | 1 | | |
| | Sub Total Management Staff | | | |
| B | Technical Team | | | |
| 1 | LT Electrician cum D.G. Operator | 1 / shift | | |
| 2 | Plumbers | As & when required | | |
| 3 | Carpenter | | | |
| 4 | Painter | | | |
| 5 | Masson | | | |
| | Sub Total Technical Staff | | | |
| C | Soft Service Support | | | |
| 1 | Housekeeping Supervisor | 1 / shift | | |
| 2 | Housekeeping Boys | 10 / shift | | |
| 3 | Office Boy | 2 / shift | | |
| | Sub Total Soft Service Staff | | | |
| D | Pest Control | | | |
| E | Miscellaneous other Services | | | |
| F | 24 x 7 Security Services | | | |
| 1 | Security supervisor | 1 / shift | | |
| 2 | Security personnel | 5 / shift | | |

Note:

'Shift' means 8 hours working and two shifts in a day has been considered.

FORM FIN-3**Format to be filled by the bidders**

| Sl. No. | Housekeeping Machineries to be deployed by the service provider | Prescribed manufactured of equivalent | Minimum Numbers to be deployed | Proposed by the bidder |
|----------------|--|--|---------------------------------------|-------------------------------|
| 1 | Auto Scrubber | Johnson Diversey / Taski / Karcher or equivalent | 1 | |
| 2 | Wet & Dry Vacuum Cleaner | Johnson Diversey / Taski / Karcher or equivalent | 1 | |
| 3 | Manual Walk Behind sweeper | Johnson Diversey / Taski / Karcher or equivalent | 1 | |
| 4 | Pressure washer | Johnson Diversey / Taski / Karcher or equivalent | 1 | |
| 5 | Telescopic Rod | Unger or equivalent | 2 | |
| 6 | Glass Cleaning Kit | Unger or equivalent | 1 | |
| 7 | Garbage Trolley | | 2 | |
| 8 | Dust Bins (Big) | Cello or equivalent | 25 | |
| 9 | Dust Bins (small) | Cello or equivalent | 30 | |
| 10 | Safety Ladder | 8ft. | 1 | |
| 11 | Wet Floor Signage's | | 6 | |
| 12 | Other Machineries, if proposed by the bidder | | | |
| 13 | | | | |
| 14 | | | | |
| 15 | | | | |
| ... | | | | |

To be provided by the bidder as per actual requirement and as per good industry practice

| Sl. No. | Details of Consumables for cleaning, gardening & horticulture & landscaping and pest control | Please mention specification |
|----------------|---|-------------------------------------|
| 1 | Liquid soap | |
| 2 | Tissue paper | |
| 3 | Phenyl and disinfectants | |
| 4 | Floor Cleaner solution | |
| 5 | Brooms and wipers | |
| 6 | Floor mop | |
| 7 | Dusting cloths | |
| 8 | Hand Towels | |
| 9 | | |
| 10 | | |
| ... | | |

Note:

The above list in the format is indicative. Bidders can change the descriptions as per their requirement, keeping the format same

APPENDIX C

TERMS OF REFERENCE AND SCOPE OF FACILITY MANAGEMENT SERVICES

I. SCOPE OF WORK

1 Objective:

The purpose of this document is to lay done the scope of work for

- i. Operation, management, maintenance of 6 nos. AC and 6 nos. non ac rooms, two dormitories, one food plaza and earn revenue from the same, as per applicable laws
- ii. Security and Facility Management Services for the built-up area and also the at Khadgara bus stand at Ranchi, including the area of the campus of the building at its cost with all manpower and consumables.
- iii. Erect, design, Management and maintenance of 5000 Sq feet of advertisement space and earn revenue from the same, as per applicable laws and after obtaining required approvals from RMC.

2 Scope of services

- a. To apply and obtain all statutory clearances from competent authorities at its cost. RMC shall facilitate such carapaces
- b. Furnishing of all Ac and non-AC rooms as per the following specification:

| S No. | Specification | Nos. |
|-------|--|--------------------|
| 1 | Double King Size Bed | 12 |
| 2 | Spring mattress 6 inch. | 12 |
| 3 | Bed Sheet, pillow, pillow cover, blanket/quilt bed cover, towels | As per requirement |
| 4 | Geyser , bucket , mug | 12 |
| 5 | Reading Table, Chair | 12 |
| 6 | Mirror for room size 2X4 ft | 12 |
| 7 | Mirror for bathroom Size 1.5 X 2 feet | 12 |
| 8 | Branded LED TV 32 inches with DTH/ cable connection for room and reception/ lobby. | 13 |
| 9 | Cupboard with laminated ply Size to be approved by RMC | 12 |
| 10 | Intercom for every room and service area. | As required |

c. Furnishing of all dormitories as per the following specification:

| S No. | Specification | Nos. |
|-------|--|--------------------|
| 1 | Single Bed | 30 |
| 2 | Mattress | 30 |
| 3 | Bed Sheet, pillow, pillow cover, blanket bed cover, towels | As per requirement |
| 4 | Geyser , bucket , mug | 6 |
| 6 | Mirror size 2X4 ft | 4 |
| 7 | Mirror for bathroom Size 1.5 X 2 feet | 2 |
| 8 | Shelf with laminated ply Size to be approved by RMC | 30 |

- d. Fixing 1.5 Ton Split AC in 6 number of AC Rooms at its cost and maintaining the same at its cost.
- e. Procure, install, operate, manage and maintain one number **3 phase 125 KVA** silent generator where it will bear cost of procurement and cost of management and maintenance inclusive of cost of fuel, spares and annual maintenance contracts. The generator should always be in up condition, in lack of which alternative arrangements shall be made
- f. To provide **4 numbers water purifier with reverse osmosis system (RO) with water cooler dispenser** and maintenance of the same.
- g. The food plaza shall have its own **water purifier with reverse osmosis system (RO) with water cooler dispenser**
- h. All the water purifiers shall always be maintained and regularly cleaned / serviced with no delay
- i. Furnishing of rooms and dormitories (as per specification provided) and realization of revenue therefrom at the rate specified by RMC, which are as below or as notified time to time:
- o AC Rooms with attached toilet: Rs. 1000/- for day
 - o Non-AC Rooms with common toilet: Rs. 500/- per day
 - o Non-AC Dormitory: Rs. 200 per day per bed
- j. The bidder shall not charge parking fee/ entry fee from any vehicles, such as cars, auto rickshaw, motor cycle, bus etc.
- k. Location, type and all other details are to be approved by RMC
- l. Management of vendors, shops within the premises (list of existing shops and vendors and their contracts provided in this RFP) and realization of revenue therefrom at the rate specified by RMC, which will be above Rs. 2/- per square feet or as notified by RMC from time to time
- m. Furnish, Operate and maintain the food plaza at its cost and realize revenue from therefrom. It shall engage required number of chefs, service personnel at its costs. It shall also bear all cost of raw material, fuel, consumables and all other required expenses to offer highest quality of

food and services. It will be free to charge for food at its decision, within the ambit of applicable laws.

- n. Apply for power connection in its name and at its cost
- o. Payment of electricity bill, bill for solid waste management and any other user charges to the competent authorities. It shall also pay for water bill, if piped water supply is provided by RMC in future, along with requisite connection charges.
- p. Payment of all applicable taxes, cess, levies to competent authorities
- q. Installation and maintenance of public addressing / announcing system
- r. Installation and maintenance of passenger information system and announcement system – 2 centralized large boards and one board for each of the bus bays. Specification of which are to be approved by RMC.
- s. Implementation, operation, management and maintenance of CCTV camera system with night vision with computer and server that should have back up of 7 days at its cost
 - Numbers of camera: maximum 25 numbers or actual number as may be approved by RMC, along with their specifications.
- t. Implement and maintain feedback mechanism at its cost, where minimum 50 feedback need to be collected every day from passengers in the approved format provided by the RMC.
- u. Maintain complain register. Show email IDs and location of complain registers clearly by providing signages both in Hindi and English. Summary of complain register to be submitted to RMC every week, showing complains attended or not-attended
- v. Integrated Facility Management Services and security of the entire building, passenger handling area, bus bays, toilets and the campus to ensure free from litter, garbage, mud, water logging, any foul smell, entry of animals and all other filth that affect the clean environment. It shall depute adequate personnel to ensure the objectives.
- w. Stop encroachment and setting up of unauthorized shops, vendors with permanent, temporary or moveable arrangement within the premises of the entire campus of the bus stand / terminal. The service provider shall depute adequate numbers of security personnel with required training
- x. Toilet shall be washed, wiped 6 (six) times a day.
- y. The stairs, corridors and passenger handling area and all other constructed area should be mopped 4 times a day using manual or mechanised methods.
- z. The open area of the entire campus shall be swept 6 times a day and solid waste shall be collected, segregated and disposed in an environment-friendly manner minimum 4 times a day.
- aa. Operation & Maintenance of utilities, services, and equipment
- bb. Housekeeping
- cc. Pest Control
- dd. General Administration of all equipments
- ee. Reporting
- ff. Liaison with local and state authorities

- gg. Value Engineering for better services and cost reduction
- hh. It may be noted that RMC shall have right to erect / display advertisements and realize revenue therefrom within the premises / campus of Khadgara bus stand. The Facility manager shall not have objection to such activities of RMC.

3 Operation & Maintenance of utilities, services, and equipment-Broad Outline

This scope of work essentially indicates Operations & Maintenances services pertaining to upkeep & smooth working of the equipment's. Required Preventive Maintenance will be carried out for the equipment's at the facility as per benchmarked maintenance practices / OEM manuals.

3.1 Manpower

- i. To provide and maintain efficient engineering services in the premises by deploying sufficient number of trained experienced and competent technical personnel.
- ii. All statutory requirements like PF, ESIC will be met with.
- iii. Necessary training to staff will be provided by Service Provider on site as per the schedule prepared well in advance and also as and when required in between.
- iv. Carry out day to day activities that include operations and monitoring of utility services equipment, logging of all related parameter pertaining to the equipment, assessing the data and initiating necessary actions depending on the analysis of data/records.
- v. Carry out maintenance services at specified intervals as per the OEM service / operations manuals.
- vi. Coordinate with AMC contractors for scheduled and Break down maintenance & follow up as required. Continuous efforts will be made to minimize the down time of equipment.
- vii. The manpower will be trained in soft skill and good manners. The manpower shall maintain good hygiene, cleanliness and clean uniforms

3.2 Materials, Consumables & Spares

- i. To provide and maintain an efficient material management system
- ii. Service Provider will regularly advise Client on the requirement of the material & consumables based upon the inventory levels as per the site requirement. Client shall arrange to supply the material to the Service Provider based on the approvals.

3.3 Annual Maintenance Contracts

- i. AMCs to be maintained for critical equipment depending on the nature of equipment after defect liability period. Co-ordination & monitoring required for the Annual Maintenance contractors will be done by Service Provider

- ii. Efforts & suggestions will be made to reduce the AMC costs through alternate arrangements such as operation through trained manpower, quality audits, and planned preventive maintenance.
- iii. Assist Client in select AMC agencies
- iv. Service Provider will provide the list of spares and consumables required for all major equipment's during AMC operations which is subject to approval from Client. Necessary inventory will be created as per Client recommendations.

3.4 Equipment

- i. All equipment's will be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried out.
- ii. Tools & tackles required for the services will be supplied by the Service Provider.
- iii. Consumables, Fuel, lubricants, spares, shall be provided by the Service provider.

3.5 Providing 24/7 Operations & Technical Support

Manning and operation for the Engineering services, continuous monitoring of complain registers calls and complaints, work allocation to shift technicians and follow up on work progress.

- i. Generation of reports for Maintenance, maintaining & analyzing equipment operation logs for equipment.
- ii. Implementing Preventive maintenance as per schedules & Manuals.
- iii. Co-ordination & Monitoring of AMC.

II. Detailed Scope of Work (Technical Services)

1. Maintenance

It will be responsibility of Service Provider to ensure that all planned preventive maintenance programs as per approved schedule are attended and AMC contract is executed in true spirit, record of which will be maintained for further perusal. The pre-summer maintenance, topping up of oils and gases and repairs to equipment will be planned only with due permission from RMC

2. Operation & Maintenance – Fire Detection and Fighting System

- i. Fire Fighting system to be installed and maintained as per the guideline and laws the following to be provided by the service provider at its cost and also to be maintained in good working condition at all times.

| No. | Specification & Manufacture | Quantity (numbers) |
|------------|--|---------------------------|
| 1 | ABC type fire extinguisher 6 kg capacity. Make – Ceasefire Konex or equivalent | 20 |
| 2 | Foam type fire extinguisher 50 litre capacity Make – Konex Newage or equivalent | 4 |
| 3 | Sand fire bucket with shed | 4 |

3. Maintenance

Service Provider will be responsible for all types of maintenance of the system as per approved program whenever required including all fire hydrants and extinguishers.

4. Internal & External Electrical/Plumbing fittings and Controls

It will be responsibility of Service Provider to clean and maintain all electrical and plumbing fitting and controls/switches, distribution boards and panels etc. serviceable. Any consumable required for such repairs will be forecasted for procurement and adequate stock maintained for reducing response time of such complaints.

5. Solid waste collection and disposal

It will be responsibility of bidder to collect solid waste and dispose the same upto the secondary disposal point which not be beyond the campus of the building.

III. Detailed Scope of Work (Housekeeping Services)

- a. To ensure the cleanliness free ambience of the premises.
- b. Staffing as per Scope of Work to ensure optimum service as per scope of work.
- c. Preparation and submission of various checklists/Inspections reports as schedules in the approved formats.
- d. Activity reports regarding works handled.
- e. Uniforms & Identity cards.
- f. All statutory obligations such as PF, ESI, Minimum Wages, etc.
- g. Provide necessary and adequate equipment and implements to ensure optimum service as per scope of work.
- h. Adequate training of staff especially any specific requirements for this building (eg. the Jalli cleaning, roof cleaning).

iv. Cleaning Process by the staff

- a. Wet/Dry mop for cleaning in the designated areas.

- b. Wet/Dry Vacuum cleaner for cleaning in the designated areas.
- c. Use of Wet/Dry Scrubber machine for cleaning in the designated areas.
- d. To use Mechanical Sweeper for sweeping in the designated areas.
- e. To use Single disk scrubber for cleaning in the designated areas.
- f. To use the rubber squeezers to remove excess water from various areas.
- g. To clean the various surfaces in the estate as per the specifications.
- h. To clean the various fittings/fixtures in the premises as per the specifications.
- i. To clean the parking areas.
- j. To clean the Mechanical Electrical areas (premises only) in the presence of respective operators. No equipment should be touched for any reason. These premises to be cleaned only in the presence of the M & E area operator or supervisor.
- k. High dusting of corners, ledges, ceiling fixtures etc. will be performed on an as-needed basis, not less frequently than every 60 days.
- l. Empty and clean the trash receptacles.
- m. Clean and stock all the toilets in the premises.
- n. Sweep the staircases, landings and other related areas.
- o. Clean the various signages of the areas.
- p. Sweep ,clean and dusting of entire internal and external area of building space including moveable and immovable furniture, office equipment and Tools and Plants.
- q. All walls, doors and windows (exterior & interior) to be cleared of all easily removable stains, smudges and hand marks. Any such marks, which cannot be removed easily without affecting the surface or existing paint, should be brought to the notice of the Supervisor.
- r. General floor areas maintained free from scraps of paper, cigarette butts, etc.
- s. Any condition of the building requiring repair or attention should be brought to the notice of the Supervisor as soon as possible.
- t. To be alert and observe any discrepancies in the fittings, fixtures and other such items in the designated areas. To report any discrepancy to their supervisor and promptly initiate the incident report.
- u. Report any lights failure, etc. to the Supervisors.
- v. At least once per shift, the staff will police his particular area, picking-up cigarette butts, papers, leaves and any other debris, sweeping up the standing water and leaving the area in a neat, orderly condition. Any discrepancies or clean-up required beyond normal policing will be reported to the Supervisor immediately.
- w. The supervisor should be notified when restroom supplies and light inventories need reordering.
- x. Scour, wash and clean all basins, bowls and urinals, including tile walls and partitions near urinals. Special attention must be taken to inspect and clean areas of difficult access, such as the underside of toilet bowl rings and urinals, to prevent building up of calcium and iron

oxide deposits. Wash both sides of all toilet seats and wipe dry. Toilet seats to be left in an upright position.

- y. Pest Control four times in a year and thereafter if required will be paid on pro-rata basis.
- z. Polishing of metal / Brass handles, pots, and railing etc. minimum once a week. Frequency will be increased if required.

v. Cleaning Supervisor

- a. To monitor and ensure proper Housekeeping activities are conducted at the site as per specifications
- b. To brief all staff regarding their duties, designated areas and special instructions if any.
- c. To create awareness and train all staff regarding methods and the specifications and to inform them of any changes in routines or specifications.
- d. To submit the various checklists, at the frequency instructed in the suggested formats.
- e. To de-brief all supervised staff at the end of each shift.
- f. To monitor that the staff is cleaning in proper manner in order to ensure that the surfaces are maintained in the best possible way and enhance their longevity.
- g. To inform all discrepancies and maintenance requirements brought to his notice by his staff and his own observations to management promptly.
- h. Ensure discipline, proper attire and etiquette in the staff under them.
- i. To police all the designated areas to ensure effective housekeeping.
- j. To maintain the daily attendance record, absentees list and list of stand-by personnel called for duty.
- k. Janitor closets and storage areas to be maintained in a neat and orderly manner at all times
- l. Method Statement of the Basic Housekeeping Process
- m. To organise training for Housekeeping Boys on use of various consumables , equipment and machinery

| Activity | Process |
|---------------|---|
| Spot cleaning | Dip a sponge into appropriate Solution mild and give a gentle wipe on the spots of the surface. The wiping should be done horizontally first and then vertically. Keep repeating the process till the spots disappear. |
| Damp cleaning | Give a complete dry mop to the surface and make sure that there are no solid dust particles. Then the mop has to be dipped in mild R2 solution or clean water and it has to be squeezed to avoid water flooding. Then it has to be run on the surface to one half part first and then the other half of the entire area |
| Dry Mopping | The aim of dry mopping is to control the dusts so the mop should be handled in a straight position by the left hand near the handle and it has to be run in one direction ie. forward and then the backwards moping is done after covering |

| | |
|------------|---|
| | some distance |
| Scrubbing | Initially the entire surface should be given a complete dry mopping such that there are no solid dust particles. Then the diluted R2 solution has to be used with a scrubbing machine having a red pad (in case of hard surfaces brushes shall be used). The water has to be sprinkled initially and the scrubbing is done parallel, at the end of the process the water has to be squeezed out by using vaccumisers and then a complete dry mopping has to be given. |
| Buffing | This is the next process for scrubbing and preferably to use white pads to make the surface shining and glossy |
| Vacuuming | Vacuuming should be done for both hard and soft surfaces where in the floor tool has to be adjusted to keep out the brush and the vacuuming should not be done some big solid particles are there |
| Shampooing | Stain Removers shall be used to remove small stains on the carpet, the foam is generated by the machine and it has to be run on a circular motion, in case of deep stains good concentrated stain removers shall be used and a complete Vacuuming has to be done after the process and it should be allowed to dry naturally. |

vi. Internal House-Keeping Services

- a. That the routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis in estate office.
- b. To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms, outside of shops, showrooms, kiosks, passenger shed, stairs, corridors, as may be instructed by RMC
- c. Cleaning of window grills & glass up to 20ft height from in/ out side on regular & scheduled basis.
- d. Management the stationary inventory & supply for estate office for day to day activities.
- e. Provision of sufficient number of office boys.
- f. Provision of office related support including but not limited to photocopying documents, record keeping, dish & cup washing, cabin arrangement, conference room arrangement.

vii. Lobby, passenger waiting area and Corridors: Daily Service

- a. Sweep and clean building entrances.
- b. Clean and sanitize all public telephones and enclosures. (neatly arrange and replace as needed all phone books)
- c. Clean and remove smudges from entry door glass.

- d. Polish all entry handles, door plates and metal trim.
- e. Wipe clean all glass, wood or metal doors and door jambs.
- f. Empty all ashtrays, wipe clean, and polish.
- g. Screen all sand urns of cigarette butts and debris. Clean container and add sand as needed. (Service Provider supplies sand.)
- h. Empty all trash receptacles, clean container with clean, damp cloth, and replace plastic liner. (Manager supplies liners).
- i. Remove all debris from landscaped pots and planters. (report any thefts, broken pots or missing plants).
- j. Dust and clean all horizontal surfaces under seven feet.
- k. Vacuum all carpet areas completely and remove spots.
- l. Dust mop and damp mop entry floors.
- m. Clean and remove smudges and marks on walls, wall coverings, and artwork.
- n. Clean, polish and straighten all furniture as needed.
- o. Wipe clean all directory boards (exterior) with clean, soft cloth using glass cleaner that is considered safe and not labelled as hazardous.
- p. Wipe clean all fire extinguisher cabinets and glass. (Report broken glass or missing extinguishers).
- q. Dust and clean all lobby and corridor signage.
- r. Report any lights burned out.
- s. Secure all doors and turn off appropriate lights upon completion of work assignments.

viii. Lobbies, passenger waiting area and Corridors - Weekly Service

- a. Clean and polish all entry metal and sills.
- b. Dust and clean or polish all baseboards.
- c. Spot clean all carpeted areas.
- d. Dust all ledges and exit signs.
- e. Dust all walls above seven feet.
- f. Clean inside of directory board with clean soft cloth.

ix. Lobbies, passenger waiting area and Corridors - Monthly Service

- a. Clean all ceiling vents and grills.
- b. Dust high ceiling corners and entry ways.
- c. Dust and clean light fixtures and covers (interior and exterior).
- d. Clean and treat all wood panelling and furniture as required.
- e. Strip, reseal or re-wax floors as necessary.
- f. Shampoo carpet areas as necessary.

- g. Clean, detail and sanitize public phones, office T&P, work stations and enclosures.
 - h. Dust and clean all fire lobby doors inside and out.
 - i. Polish door floor plates.
- x. **Rooms, halls, offices and other area - Daily Service:**
- a. Remove hand spots or smudges from entry doors.
 - b. Using a dustless mop, damp mop all non-carpeted areas.
 - c. Vacuum and spot clean carpets in all traffic areas, removing staples and other debris.
 - d. Properly position furniture, books and magazines in reception areas ,workstations ,offices .
 - e. Properly position furniture in offices and conference rooms.
 - f. Display boards will be cleaned upon request only.
 - g. Remove fingerprints and smudges from all walls.
 - h. Spot clean all partition glass and mirrors.
 - i. Remove all fingerprints and smudges from light switch covers, electrical outlet cover plates and doorknob handles.
 - j. Dust windows sills and ledges.
 - k. Dust all horizontal surfaces under seven feet, furniture, and equipment. DO NOT dust desks, conference tables or counters which are cluttered with paperwork unless it is ordered and shall be attended in presence of concerned staff.
 - l. Dust and replace all desk ornaments, phones and machines in their original position.
 - m. Clean furniture fabric with a whisk broom to sweep off any dust, paper bits, and erasures as needed. (remove all staples)
 - n. Empty all ashtrays and wipe clean.
 - o. Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners as needed.
 - p. Empty large recycling bins from offices into separate container to be disposed of into specially designated recycling dumpsters.
 - q. Clean and wash all lunchroom table tops, counters, sinks, cabinets, refrigerator, and stove (exterior only) surfaces. (report any insect problems)
 - r. Report all burned-out lights.
 - s. Before leaving any suite, shut off lights, electrical appliances, close drapes and blinds and lock all entrance doors and only interior doors as requested.
 - t. Telephone cleaning
 - u. Room freshener at all rooms
- xi. **Rooms, halls, and other area - Weekly Service**
- a. Damp wipe all interior doors with a treated cloth.
 - b. Detail vacuum entire carpet areas; remove staples and other debris.

- c. Polish all desk tops that are cleared of paperwork.
- d. Dust all ledges, files, baseboards, and sills under seven feet.
- e. Vacuum all furniture or wipe vinyl furniture clean.
- f. Dust all lower parts of furniture.
- g. Detail and clean all kitchen or wet bar areas.

xii. **Rooms, halls, and other area - Monthly Service**

- a. Completely clean all partitions and doors, door jambs, door floor plates, glass and mirrors from floor to ceiling.
- b. Dust all ledges, wall, mouldings, pictures, shelves, etc. over seven feet.
- c. Dust clean or vacuum all drapes and blinds.
- d. Brush down and clean all vents and grills.
- e. Strip, clean and apply floor dressing to all composition, hardwood and parquet floors.
- f. Scrub and wax all tile floors.
- g. Detail all desks and office furniture.
- h. Dust and clean all light fixtures and covers.
- i. Detail and clean all lunch room areas.
- j. Clean all baseboards.
- k. Detail and vacuum chairs and upholstered furniture.

xiii. **Restrooms - Daily Service**

- a. 4 services daily for common rest rooms / toilets / wash rooms
- b. 2 services daily for rest rooms / toilets / wash rooms attached to cabins / chambers of officers / executives
- c. Dust and clean restroom signage and doors.
- d. Vacuum all restrooms vestibules and remove spots.
- e. Wet mop and disinfect tile floor, paying particular attention to areas under urinals and toilet bowls.
- f. Clean alkaline deposits and soap spills from floor tile grout.
- g. Wash and disinfect all basins, urinals, and toilet bowls.
- h. Clean underside rims of urinals and toilet bowls.
- i. Wash both sides of toilet seats with soap and water and disinfect.
- j. Empty, clean, sanitize, and polish all paper dispensers, replacing liners as necessary.
- k. Clean and polish all mirrors.
- l. Dust ledges and base boards.
- m. Damp wipe, polish, and shine all chrome, metal fixtures, hand plates, kick plates, utility covers, plumbing, clean-out covers, and door knobs.

- n. Spot clean with disinfectant all partitions and tile walls. (report any graffiti and remove if possible)
- o. Fill all toiletries in the rest room and track record of consumption.
- p. Report all burned out lights, leaking faucets, running plumbing, or other maintenance needs.
- q. Janitor carts will not be brought into restroom areas or used to prop open doors.
- r. Restroom doors will be propped open with a rubber stop, and a sign indicating "restroom closed for cleaning", will be placed outside.

xiv. **Restrooms - Semi Weekly (twice per week)**

Pour clean water down floor drains to prevent sewer gas from escaping.

xv. **Restrooms - Weekly Service**

- a. Wash down all enamel walls.
- b. Wash all waste containers and disinfect.
- c. Clean and polish all doors, door plates, and hardware.

xvi. **Restrooms - Monthly Service**

- a. Wipe clean all ceilings, lights, and fixtures.
- b. Strip wax and apply new wax to tile floors.
- c. Shampoo, as needed and clean vestibule carpet if any.
- d. Detail all toilet compartments and fixtures.
- e. Brush and clean all grills and vents.

xvii. **Stairwells - Daily Service**

- a. Police entire stairwell, removing all trash, cigarette butts, etc.
- b. Report any exit signs that are burned out.
- c. Report any lights burned-out.

xviii. **Stairwells - Weekly Service**

- a. Sweep down all stairs and landings.
- b. Dust all handrails, banisters, and ledges.
- c. Clean all walls of fingerprints and smudge marks, etc.
- d. Dust and clean all stairwell signage.
- e. Dust and clean all emergency phones.

xix. **Stairwells - Monthly Service**

- a. Wipe clean all stairwell doors and door jambs.
- b. Wet mop all stairs and staff landing. (clean base boards if necessary)
- c. Dust and clean all lights and fixtures.
- d. Dust and clean all emergency fire equipment and plumbing.

xx. **Gate Office & Security Cabin within the campus within the boundary wall**

Service Provider shall ensure

- a. That the routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis in gate office & security cabin.
- b. To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as per schedule
- c. Cleaning of security gate.
- d. Cleaning of window grills & glass up to 30ft height from in/ out side on regular & scheduled basis.
- e. Management of the stationary inventory & supply for gate office for day to day activities
- f. Service Provider will provide office boy service for daily office activity.
- g. Service Provider shall provide office related support like dish & cup washing, cabin arrangement, conference room arrangement.

xxi. **External Cleaning**

i. **Cleaning of Roads and pathways within the campus within the boundary wall**

- a. Cleaning all roads.
- b. Clearing storm drain from all sort of garbage in drainage like but not limited to plastic bags, dry leaves, debris etc.
- c. Cleaning roads from any oil spills & assure safe & secure traffic flow.
- d. Cleaning street lights- poles & lamp fixtures including but not limited to glass covers.

ii. **Parking Area management within the campus within the boundary wall**

Cleaning the common parking area for assuring maximum & efficient parking facility

iii. **Fencing/ Compound**

- a. Cleaning all grills & compound wall regularly
- b. Checking for any repair work required & reporting it to management team.

iv. Reports

- a. Reporting for routine activity (Daily report, monthly report, staff deployment, shift schedule)
- b. Incidental reports
- c. Observation reports

v. Training

- a. Maintaining a training schedule on routine basis for housekeeping & soft skills including but not limited to induction, grooming, behaviour, HK Chemicals, HK machineries & all HK activities.
- b. All housekeeping staff well trained in respective areas & responsibilities.
- c. Logging & maintenance of training records & submission of the same on frequent basis e.g. monthly.

vi. Inspection (Supervision)

- a. Supervision & monitoring of activities of their staff to insure that housekeeping is acceptable.
- b. Development of an inspection checklist that is tailored to the individual work area.
- c. Noting of all deficiencies during the inspection & documenting in sufficient detail to allow the use of the checklist as a cleanup guide.
- d. During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the respective manager who in turn, will notify the management.

xxii. Housekeeping activities

i. Dustbin cleaning/disposal

- a. Replacement of liners
- b. Emptying of all dustbins

ii. Toilet cleaning

- a. Thorough cleaning of Basins
- b. Thorough cleaning of WC(s)
- c. Thorough cleaning of Urinals
- d. Cleaning of fittings
- e. Removal of Graffiti
- f. Supply/Replenish of consumables
- g. Thorough cleaning of showers

- h. Thorough cleaning of bathroom fittings/Furniture
- i. Thorough cleaning of exhaust fans/vents
- j. Moping with neutral detergents
- k. Cleaning of wall area up to sill level
- l. Thorough Cleaning of mirrors for any finger prints/dirt

iii. Hard Floor-(Concrete) cleaning

- a. Thorough Sweeping to remove all dirt
- b. Pressure cleaning for sticky dirt & stains

iv. Door/Frames/Surrounds

- a. Spot cleaning and removal of all marks
- b. Thorough cleaning of all doors/including fire doors

v. Windows

Spot cleaning including damp wiping of sills

vi. Walls

- a. Spot cleaning of walls up to reachable height
- b. Wipe all low level surfaces up to 1.8 m by neutral detergent cloth to remove all stains if any

vii. Glass cleaning in partitions/doors

Thorough cleaning of both sides of glass & spot cleaning if needed

viii. Vitrified tile/vinyl floor cleaning

- a. Complete mopping both dry/wet by neutral detergents to remove all spills and marks
- b. Scrubbing to be done on need basis particularly on edges and corners
- c. Buffing with a filtered suction polisher

xxiii. Fire hose boxes/security cabins

i. Furniture/fixings

- a. Wipe all hard furniture with neutral detergents & cloth and spot cleaning of stains
- b. Vacuum cleaning of soft furniture

c. Full cleaning of soft furniture to remove all soils & stains

ii. Stairwell cleaning

Removal of cob-webs, wiping of handrails& removal of reachable height wall smudges

v. Sweeping of terrace and roofs

Once a week

vi. Pre-monsoon Checks

Check all drainage pipes and remove blockages

vii. Removal of Bee-hives

Add details

viii. Balconies/ Veranda

- Sweep to remove all dirt, butts and leaves
- Wipe and clean the railings, light switches, exterior panes of glass windows and damp mop of tiled floor

ix. Entry/foyer/lobby

- Damp wipe of counters, removal of cobwebs
- Thorough cleaning of glass doors, window ledges, visible glass etc.
- Floor cleaning by moping

x. Training of Cleaning Personnel

- All management and supervisory personnel are responsible for training the cleaning operatives to use recognized safe working methods.
- The general safety working practices recommended are as follows;

xi. Protective clothing

- a. The appropriate clothing issued includes a uniform and, if appropriate (but not limited to), gloves, safety helmet, safety glasses, safety shoes, and safety harness. The cleaning operatives should also be informed to wear no jewellery, keep their hair tied back from the face, and to wear closed in shoes.
- b. The provision of the protective clothing and the rules addressed serve two purposes:

- c. To protect the cleaning operative and his/her personal clothing from damage;
- d. To prevent cross infection for the protection of him/herself and others.

xii. Electrical equipment

The cleaning operative should:

- a. Clean equipment thoroughly after each use;
- b. Always switch off at the mains before connecting or disconnecting attachments to equipment or cleaning the machinery;
- c. Handle plugs without touching pins;
- d. Visually check equipment for faults both before and after use;
- e. Report any faults to electrical equipment to the supervisor and not use the equipment if faulty. A broken/faulty machine should be removed to the store area and arrangements made for its return to the engineering workshop;
- f. Ensure that his/her hands are dry when touching electrical sockets or plugs;
- g. Never allow cables to become taut at ankle height;
- h. Ensure that cables are not trailing across corridors or traffic ways;
- i. Ensure that equipment does not clutter up corridors, block fire escapes, or fire escape routes;
- j. Always use caution signs when carrying out cleaning duties.

xiii. Manual equipment

The cleaning operative should ensure that when mopping floors he/she:

- a. Does not over-wet the floor;
- b. Always leaves a dry area for people to walk over;
- c. Uses caution signs when carrying out cleaning duties;
- d. Rinses all floors thoroughly.

xiv. Cleaning agents

- a. The cleaning operative should:
- b. Ensuring that the agents are always kept in a sealed container;
- c. Ensure that the lid is securely fitted to the container;
- d. Always keep the container under lock and key when not in use;
- e. Always wear rubber gloves when physically handling cleaning agents;
- f. Follow the instructions on the container of each agent;
- g. Never mix two types of cleaning agent together;

- h. Ensure that the oldest agents are always used first;
- i. Know the Safety Symbols shown on containers;
- j. Be aware that the Product Data Safety Sheet for all chemicals are held in the site office/appointed location.

xv. Safety Equipment

The cleaning operative should:

- a. Follow safe lifting and carrying techniques by lifting with his/her knees bent and arms straight;
- b. Be concerned with his/her own personal hygiene by:
- c. Bathing and washing hair regularly;
- d. Washing hands after each cleaning task;
- e. Wearing clean clothing every day.
- f. Not get distracted during cleaning operations as this may result in injury to self or others;
- g. Ensure that he/she does not engage in any 'horseplay' as this may result in injury to self or others;

xvi. Garbage Collection

- a. Collection segregation & disposal of all garbage at place or bin provided by RMC and further, RMC can pick up easily on regular basis.
- b. Maintain hygiene in the premises by routine garbage collection & disposal by safe & secured manner.
- c. Prior to removal, trash will be properly protected against spillage or staining of carpet and floors.

Any spills or debris should be cleaned up prior to leaving this area.

xvii. Pest Control

The toughest pest-control challenge is the growing public pressure to get rid of pests and pesticides at the same time. The public is keenly aware that both present potential health risks. Some of common pests includes ants, bees, birds, cats, crickets, flies, ground squirrels, mice, mosquitoes, pill bugs, rats, silverfish, spiders, stored-product pests, termites, wasps etc.

The groundwork Steps should be considered that help ensure that any pest-control program implemented will achieve the desired results and ensure the safety and health of employees as follows:

Assess the built-up property for signs of insects, such as flies, mosquitoes, spiders, ants, rodents and external areas for stray animals as well as weed infestations that threaten to overwhelm flowerbeds and grass areas.

Get information on treatments locally used or other authorities use, such as mosquito abatement or the introduction of one insect to control another. The goal is to make certain the treatment plan a manager selects is compatible with other programs in the area.

Select the appropriate control methods customized to the classes and combinations of pests detected within each class. Treatment locations and frequencies can become part of an annual preventive maintenance program.

Once the controls are in place, maintenance staff will have to check devices and areas regularly as recommended by the supplier to determine the results, whether that is the declining presence of pests or further action required due to changing conditions, seasons or weather patterns.

For example, termites look for food constantly. So when pest control personnel find termites in a detection device, one solution is to transfer them to a bait device. The termites burrow out of the bait device and return to their colony, leaving a scent trail to the bait device. Other termites from the colony follow the scent trail to the device, where they eat the bait.

If the pest control program requires hazardous chemicals, such as some insect sprays, the Service Provider will have to keep material safety data sheets available to all who handle or use them and provide information and training in handling and use each time a new substance is purchased.

Service Provider also should make sure all products are properly labelled and contain appropriate warnings about hazards, use and handling as well as what to do in an emergency. If pest controls require hazardous chemicals, other solutions can be considered, such as ultrasonic devices that repel rodents and require no chemicals, and continuously upgrade the program to more environmentally safe methods.

xviii. Common pests and strategies

Biting insects: One common class of pests includes biting insects — flies, mosquitoes. A number of pesticides and chemical fogs work well to combat these insects. A newer, more environmentally friendly approach involves a device that attracts the insects, vacuums them into a net and dehydrates them, causing them to die.

Termites: Termite control requires use of a class of pesticides called termiticides.

Rodents: Rodents can be trapped or poisoned with a number of toxic pesticides.

Pest-control strategies: Developing a comprehensive, integrated pest-control program, after analyses of pest-control programs help maintenance team develop knowledge bases that will lead to more efficient, cost-effective programs that also are environmentally friendly.

Analysis also will establish a sound basis for continuous improvement as new, more effective solutions become available.

Other services

a. Preventive Maintenance

Service Provider shall implement a predetermined program to maintain facilities equipment and systems according to Client's standards, industry best practices and manufacturer's recommendations. The electrical preventive maintenance program shall be designed to provide zero unscheduled downtime of building electrical services. The program shall include, but not be limited to, preventive tasks and frequencies, and predictive maintenance techniques. Service Provider will propose a detailed PM plan showing tasks and frequencies, which will be subject to the approval of the Client. Service Provider will coordinate site maintenance shutdowns.

i. Major Maintenance and Refurbishing

Service Provider shall submit to Client in advance any requirements for major maintenance or refurbishing of equipment. Such work shall be performed on a project basis, upon approval of Client.

ii. Equipment Maintenance, Repair & Testing Requirements

- a. Electrical measurements shall be taken using multi-meter of appropriate ratings.
- b. Circuit test pens are not allowed as a testing instrument within Client premises.
- c. The instruments shall be used within the mfg. range for that equipment.
- d. All spanners, wrenches and required hand tools must be in good working order.
- e. All powered tools must be equipped with individual MCB to prevent main tripping.
- f. All chemicals intended for cleaning or other purposes must first obtain approval by EHS.
- g. All test equipment shall be calibrated to the manufacturer's requirements or every year, whichever is stricter.
- h. Date of calibration shall be displayed on the instrument with document available if required.

iii. Work Order Priorities

- a. Contractor shall implement a planned work environment in which work is planned, scheduled, coordinated, and documented by a work order control system and in coordination

with the help desk processes. Service Provider will work with Site management to ensure there is always a response appropriate for the severity of the situation or problem.

- b. Service Provider will ensure it's employees are versed in both interpreting and assigning work order priorities in a manner consistent with Site's program.
- c. Work shall be prioritized and completed according to the following codes:

iv. Priority Levels

- a. **Safety Related** - An unsafe condition related to the facility or equipment which places an individual in danger or has the potential of creating a dangerous situation. Indoor air quality issues are included.
- b. **Mission Critical** - A condition based on a need to meet critical schedules, to complete other critical functions, to procure critical information or to address code/regulatory requirements.
- c. **Asset Threatening** - A condition which, if un-addressed, could lead to further damage to the facility, equipment, contents, or site. Includes equipment and systems classified as critical with redundancy, and classified as non critical, as well as Security issues.
- d. **Abnormal Symptom** - A condition based on a reported anomaly that may have the potential to be Asset Threatening, Mission Critical or Safety Related.
- e. **Corrective Maintenance** - Unplanned maintenance to correct an abnormal condition which will restore the item to an acceptable operating condition.
- f. **Preventive Maintenance** - Planned maintenance which has a pre-planned schedule, pre-planned tasks and fixed duration. Perform per mutually agreed schedule.
- g. **Special Projects** - Improvements, alterations, adds, moves or changes which can be scheduled as a floating project not defined within the above priorities. Complete per mutually agreed schedule.

v. Non-interruption of Client Business

- a. All Service Provider work shall be pre planned and job plans shall be available for review by Client. Service Provider shall schedule and attend work coordination meetings as necessary. Work that affects Client operations or the work of other contractors shall be submitted to Client per site requirements.
- b. Service Provider work shall be scheduled nights and weekends when necessary in order to affect a minimum number of building occupants, as determined by Client.
- c. Service Provider shall provide troubleshooting and correction to routine operations.

vi. Procurement of tools

Service Provider will acquire all tools necessary to perform work under this Agreement. In addition to standard hand and power tools, the definition of "tools" includes ladders, electronic testing equipment (multi-meters, Meggar etc.), and PPE. Service Provider is responsible for

specifying tools that are of appropriate type, quality, and safety, in coordination with Client policies.

vii. General Requirements

- a. Service Provider shall provide sufficient staffing coverage to provide services as documented in the base contract specs.
- b. Service Provider employees are expected to be uniformed and present a professional appearance at all times. Service Provider will provide labour, training and management of the staff at our locations. Service Provider will provide detailed job descriptions for all positions as well as proposed manpower broken out overall and per shift.
- c. Service Provider's employees must be able to understand and respond to emergency instructions from Emergency Response Team members and Public Address notifications.
- d. Individuals tasked with responding to Help Desk calls must be able to communicate well enough to take verbal directions from remote operator, interact with onsite customers when clarifications is needed and follow issues through to completion.
- e. Service Provider shall strive to meet requests within the parameters established by the Client. Service Provider Service Provider to jointly develop and meet Client's expectations in the facilities appearance & cleanliness.
- f. Service Provider must be able to respond to short notice for special projects or requests, as needed, construction clean-ups, open houses or special events.
- g. May be asked to provide a proposal to the Client Asset Manager, or his representative for any work outside the Scope of Work identified herein. Service Provider may receive approval to proceed with any additional work.
- h. While on site, breaks and lunch must be taken in designated areas only. Service Provider may use the on- site cafeterias at a stated time identified by the Client.
- i. Smoking is permitted only in designated smoking shelters. Decks and other outside areas are not to be used as smoking areas. This policy is in effect at all times.
- j. No radios, cameras, cassette/CD players, or any other electronic will be allowed while working outside.
- k. Staff / personnel of Service Provider should not bring any electronic device that is a threat to the overall security of the premises, this includes mobile phones with camera and / or Bluetooth, cameras, and pen drives, such devices if un-avoidable will be declared at the security post.
- l. Business telephone usage of employees will be limited. Exceptions will be made for emergencies.
- m. There shall be NO IMPACT to any Client facility or system resulting from services rendered by Service Provider under this Scope of Work.
- n. Service Provider shall provide Client with schedule and area maps depicting time & days of services to be performed. Service Provider shall adjust schedules as necessary to meet individual area security or access requirements.

- o. Service Provider will maintain a log and track completion. Service Provider must maintain greater than 95% completion to agreed upon closure dates. Completion dates may or may not be negotiable depending on circumstances.
- p. Service Provider is expected to wear appropriate PPE during the performance of all tasks.
- q. Service Provider must maintain limited access to concentrate chemicals. Service Provider is not authorized to mix daily use chemicals by hand nor utilize non-diluted concentrates.
- r. Service Provider may be required to assist in areas outside scope of work as related to custodial support, but not to affect normal operations unless approved by Client.

viii. Preparedness for emergency & fire

The security staff shall be trained for the awareness to evacuate people in case of any emergency. The fire and safety officer shall take the command post and coordinate the evacuation process.

ix. General discipline

- a. They should also watch and make Intelligence reports on suspicious characters and make necessary arrangements to counter these elements with the help of CISF/Police.
- b. All vehicles in parking area shall be monitored and adequate measures shall be made to protect to the extent possible with the available manpower.

x. Key management

Service Provider shall liaison with CISF/Police for obtaining any keys. A detailed register must be kept up-to-date at all times. Keys are to be issued to authorised persons only and must have Client Asset Manager's written approval.

xi. First aid equipment

Service Provider will be responsible for ensuring First Aid kits are available within the Service Provider Office and other relevant locations are correctly stocked at all times in accordance with legislative requirements. Service Provider will also ensure that trained personnel in first aid will be available at sites throughout the day.

xii. Workplace Handbooks

Service Provider will be required to review the existing workplace handbooks – asset service manual, etc and update the same as required.

xiii. Maintenance of Site Documentation

Service Provider will be responsible for documenting and reporting every aspect related to the delivery of Service Provider services. Site-specific documentation remains the property of Client at all times. This includes all reports, contracts, leases and the like.

Reporting requirements

i. Management Reporting

Within Seven days after the completion of the month, Service Provider is required to provide a Monthly Management Report to Client outlining activities for that month. The format, which shall contain performance measurable, is to be agreed between Client and Service Provider.

ii. Weekly Reports

Weekly Reports must be submitted by no later than next Tuesday for the last week.

iii. Incident Reporting

Service Provider will be required to report all Accidents (both EH&S and M&E) to Client immediately. A preliminary report is required within six (6) hours for incidents/accidents involving any interruption to services / injury to employees. The report must outline the following:

- a. Root cause analysis
- b. Impact
- c. Business loss
- d. Corrective Action (even if only temporary)
- e. First level of investigation
- f. The final report for critical load (M&E) is to be submitted within 48 hours, outlining in detail the following:
 - g. Nature of the Incident/ Accident
 - h. Time, Location
 - i. Injuries
 - j. Description of how the incident occurred
 - k. Witness descriptions
 - l. Rectification requirements/ investigation undertaken
 - m. Recommendations to ensure Incident does not re-occur
 - n. Risk mitigation strategy

General Requirements

i. Statutory Compliance

The Service Provider would need to ensure that all the statutory requirements operating building are in force and adhered to. These may include (but not limited to)

- a. Contract labour
- b. Pollution control board
- c. Electrical Inspectorate
- d. Any other aspect of occupying buildings and managing outsourced/vendor employees.

ii. Signage/ Internal Walls and Coverings

Service Provider will be responsible for the management of all Client signage and coverings, including but not limited to :

- a. All building signage
- b. All external signage (office directory name plates) as required
- c. All statutory signage (e.g.; Exit signage/ Registered office signage)
- d. Traffic signage

iii. Requirement of Fuel, Lubricants, Consumables

The Service provider shall procure and shall maintain adequate stock of Fuel, Lubricants, Consumables to ensure uninterrupted and good quality services at all times at its cost.

Appendix C

Draft Agreement

THIS AGREEMENT ("Contract Agreement") is made on the ____th day of _____, 2015 at Ranchi.

BETWEEN:

Ranchi Municipal Corporation (RMC) (hereinafter referred to as "Client" which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators, successors and assigns) of One Part

AND

_____ LIMITED, a company incorporated under the provisions of the Companies Act, 1956² and having its registered office at _____(hereinafter referred to as the "Service Provider") which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators, successors and permitted assigns)of the Other Part

Client and the Service Provider are collectively referred to as 'Parties' and individually as "Party".

WHEREAS:

- A. _____ (Client) is a _____, nodal agency / department, appointed by the Government of Jharkhand for this contract.
- B. In response thereto proposals were received from several persons including the Service Provider. After evaluating them, the Proposal submitted by the Service Provider has been accepted and Letter of Acceptance No. ____ dated ____ was issued.
- C. The Service Provider has submitted the quarterly for the first quarter in advance vide demand draft no. _____, dated _____, of amount _____ in favour of MUNICIPAL COMMISSIONER, RMC, payable at Ranchi
- D. The Service Provider has submitted the following 3 post dated cheques of ____ bank

² Necessary changes would be made in case the Service Provider is a Partnership Firm or sole proprietorship firm

- a. Date: _____, amount _____, cheque number: _____
- b. Date: _____, amount _____, cheque number: _____
- c. Date: _____, amount _____, cheque number: _____

NOW, THEREFORE, in view of the foregoing and in consideration of the mutual covenants and agreements hereinafter set forth, the Parties agree as follows:

1. RELATIONSHIP BETWEEN THE PARTIES

Nothing contained herein shall be construed as establishing a relation of employer and employee or agent as between Client and the Service Provider. The Service Provider, subject to this Agreement, has complete charge of personnel performing the Services conforming to all statutory requirements with respect to the personnel deployed and providing all appropriate benefits to them and shall be fully responsible for the Services performed by it or on its behalf. The Agreement shall commence on the date it is executed by the Parties.

2. PAYMENT OF yearly FEE to RMC

- d. The Service Provider covenants to undertake the Assignment as set forth in the Terms of Reference in Schedule I (hereinafter referred to as “the Services”) and to perform, fulfil, comply with and observe all and singular provisions, conditions and requirements of this Agreement.
- e. In consideration thereof, The Service Provider will pay to the Client Fees (hereinafter referred to as “the Fee”) and more particularly described in Clause 2 and will perform, fulfil, comply with and observe all singular provisions, conditions and requirements to the Agreement.
- f. The contract period shall be initially for 10 (Ten) years which may be extended by another one year each, at the discretion of the Client. The contract period may further be extended by mutual consent on negotiated terms However, the Facility Management Service Provider of the Project Area, under this Agreement, shall continue to work till the handing over of charges to the other appointed agency by Client. The Fee quoted by the Service Provider shall be increased by 5% per year (the year shall mean completion of one year of services) over and above the Fee of previous year.
- g. Service Provider shall make payments to RMC 30 days in advance every year for the subject year.
- h. The Service Provider shall also ensure that payments to vendors working under their contract are made within reasonable time. The delay in submitting the invoices shall not affect the payments to vendors and all payments to

vendors shall be released not later than 45 days of the completion of service by them.

2.1 The key deliverables would be as per the following table:

Reports

1. The Service Provider shall submit 5 hard copies and 2 soft copies in CD ROM the following reports to the Client

| SI No. | Report | Frequency | Due Date/Time |
|--------|---------------------------|-----------------------------|--|
| 1 | Initial Review Report | One time | Within 30 days after execution of the Agreement |
| 2 | Progress Report (Monthly) | Every month | Before 10 th day of the following month |
| 3 | Deployment Report | One time | Before 10 th day of the actual deployment of the human resources and equipments, describing the actual numbers of deployment |
| 4 | Attendance Report | Daily at the end of the day | At 17:00 hours every day showing shift wise actual deployment of man power during last 24 hours. The attendance report should include signature / thumb impression of individual human resources and should be certified by the Authorised Signatory of the Facility Management Service Provider |
| 5 | Final Report | One time | Within 15 days of completion of services/contract. |

2. The Initial Review Report shall contain the details of all meetings held with the Client, other agency engaged by Client and the contractor and decisions taken therein, the handing over of entire charge from the various contractors, the resources to be mobilised by the Service Provider and the Service Providers' perception in the management and supervision of the works. The Report shall also include the Work Programme and Deployment Schedule of Staff.
3. The monthly Progress Report shall contain details of all meetings, decisions taken therein, mobilisation of resources (Service Provider), detailed compliance report of each activity, progress and the projected progress for the forthcoming periods. The Report shall clearly bring out the delays, if any reasons for such delay(s) and the

recommendations for corrective measures. The report shall also include the photograph of the activities being done at the site. The report should also include safety audit and Environmental safeguard audit report on the Service Provider's performance on these aspects. The report shall also contain any other aspect which Client may direct from time to time.

4. Final Report

The Service Provider will prepare a comprehensive final handing over report after completion of the work. The report shall incorporate the detailed description of handing over of assets, summary of the method of supervision performed, problems encountered and solutions undertaken thereon and recommendations for future projects of similar nature to be undertaken by the employer.

- 2.2 The Service Provider shall submit to Client five (5) hard copies and two (2) soft copies on separate CDs of all reports/documents to be delivered as per Clause 2.1 above.

3. PERFORMANCE SECURITY, LIQUIDATED DAMAGES AND PENALTIES

3.1 Performance Security

The Authority shall retain by way of performance security (the "Performance Security"), an equivalent amount of first years' lump sum payment to be made to RMC, to be appropriated against breach of this Agreement or for recover of liquidated damages as specified herein. The balance remaining out of the Performance Security shall be returned to the Service Provider at the end of 3 (three) months after the expiration of this Agreement.

3.2 Liquated Damages for delay

In case of delay in submission of any deliverable, liquidated damages, not exceeding an amount equal to 0.2% (zero point two percent) of the Fees per day, subject to a maximum of 10%) ten percent of the penalty, shall be imposed. However, in case of delay due to reasons beyond the control of the Service Provider, suitable extension of time may be granted suitable extension of time may be granted by Client.

3.3 Appropriation of Performance Security

The Client shall have the right to invoke and appropriate the proceeds of the Performance Security, in whole or in part, without notice to the Service Provider in the event of breach of this Agreement or for recovery of liquidated damages specified herein above.

3.4 Penalty for deficiency in Services

In addition to the liquidated damages not amounting to penalty, warning may be issued to the Service Provider for minor deficiencies on its part. In the case of significant deficiencies in Services causing adverse effect on the Project or on the reputation of the Authority, other penal action including debarring for a specified period may also be initiated.

3.5 In the event of total default / failure by the Service Provider in providing the Services, Client reserves the right to get the Services executed by any other Service Provider at the cost and risk of the Service Provider.

3.6 The following activities shall **attract penalties**–

| Sr. No. | Activities | Penalty |
|---------|---|---|
| 1 | Report Submission | If there is any delay in report submission, Client may impose a penalty of 1% of amount of the yearly fee, applicable for the concerned year for each such instances. |
| 2 | Absent from Duties | For any reason whatsoever, if any position remains absent from duty for a cumulative period of more than 15 working days in a years or more than 5 working days at one time, the service provider shall deploy a personnel in that position under the intimation to the Client. In the event of the failure of the Service Provider shall be liable for penalty of 1% of amount of the yearly fee, applicable for the concerned year for each such instances. |
| 3 | Conduct quality control measures and QA | The Client may conduct independent quality monitoring and checking of works carried out by the Service Provider. If such checks disclose that works carried out by the Service Provider do not meet the specified requirement, the employers will not pay the Service Provider fees for the affected portion. In addition, the Service Provider will impose a penalty upto 100% of such fee and without entitlement to payment of further fees in this respect. |
| 4 | Performance of the manpower | If the service of a manpower provided by the Service Provider is not acceptable to the Client, the Service Provider shall immediately replace the team member. If the Service Provider fails to quickly deploy/replace a manpower as instructed by the Client, the Client may make temporary |

| Sr. No. | Activities | Penalty |
|---------|--|---|
| | | arrangement. The temporary deployment/replacement shall be paid by the Client with commensurate reduction in the person month scope of the Service Provider Contract. The Service Provider shall impose a penalty upto 50% of the cost to the Client of the temporary deployment/ replacement until such time that the Service Provider provides an acceptable replacement/ team member. |
| 5 | Cleanliness of Installation | The Service Provider will be responsible to always keep the complete installation including the surroundings very neat, clean, free from grass and plants and dust etc. In case it is found that any installation is not clean tidy penalty of Rs.100/- per installation per day shall be charged. In case of any dispute, the decision of Client shall be final and binding. |
| 6 | Prohibited Activity | Smoking, chewing of pan, intoxication, sleeping on duty is forbidden in the building. A penalty of Rs. 500. |
| 7 | Non-maintenance of complain register | Rs. 5000 for each such instance |
| 8 | Complain of collecting higher fee from parking or any vendor | 10 times of the scheduled fee for each such instance, if proved |
| 9 | Food Plaza | The Service Provider / operator will be responsible to always keep the food plaza including the surroundings very neat, clean, and maintain hygiene as per the standard guidelines and applicable law. In case it is found that food plaza and surrounding is not clean tidy penalty of Rs.1000/- per instance shall be charged. In case of any dispute, the decision of Client shall be final and binding. |

4. Realization of revenue by the Service Provider from the project components:

The Service Provider shall have the right to collect and realize revenue at the rates specified by RMC from the following project components:

- i. Furnishing of rooms and dormitories (as per specification provided) and realization of revenue therefrom at the rate specified by RMC
- ii. Furnishing of one food plaza and its kitchen, operation management and maintains of the same and realization of revenue therefrom by selling of food

items. It shall not sell any item that has alcohol or tobacco or mono-sodium glutamate in it or any food that is injurious / hazardous to health or any food that is banned by the central or state government.

- iii. Erection, design, development, illumination management of advertisement of 5000 square feet space within the premises (list of existing advertisement facilities provided in this RFP) and realization of revenue therefrom at the rate specified by RMC. For clarification, advertisement above the 5000 square feet space shall be managed and maintained by RMC independently for which the service provider shall not have any objection or interference.
- iv. Collection of facility management fee from vendors, shops within the premises (list of existing shops and vendors and their contracts provided in this RFP) and realization of revenue therefrom at the rate specified by RMC

5. Payment by the Service Provider

The fee shall be payable by the Service Provider in quarterly manner in advance for the next quarter. The payment for the for the first quarter shall be made 7 days before the anniversary of signing of this agreement, along with post dated cheques for other 3 quarters

6. SUSPENSION

Client may by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the later fails to perform any of its obligations under this Contract or violation of any of the laws, including the carrying out of the services provided that such notice of suspension (i) shall specify the nature of the failure and (ii) request the Service Provider to remedy such failure within the period not exceeding fifteen (15) days after the Service Provider of such notice of suspension.

7. TERMINATION

a. By Client

Client may, by not less than thirty (30) days' written notice of termination to the Service Providers (except in the event listed in paragraph (e) & (f) below, for which there shall be a written notice of not less than Forty Five (45) days), such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (h) of this Clause terminate this Contract:

- a. if the Service Providers fail to remedy a failure in the performance of their

obligations hereunder, as specified in a notice of suspension pursuant to Clause 4 hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing;

- b. if the Service Providers become insolvent or bankrupt or enter into any Contracts with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary
- c. If the Service Providers fail to comply with any final decision reached as a result of arbitration proceedings
- d. if the Service Providers submit to the Client a statement which has a material effect on the rights, obligations or interests of the Client and which the Service Providers know to be false;
- e. if, as a result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than Forty Five (45) days; or
- f. if the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- g. If the Service Provider, in the judgment of the Client has engaged in corrupt or fraudulent practices in executing the Contract.
- h. In case the contract is terminated, the balance amount of advance fee if any, paid earlier shall be paid back by the Service Provider to Client within thirty days of the termination letter, failing which the same shall be recovered by encashing the performance security submitted by Service Provider.

6.2 By the Service Provider

The Service Providers may, by not less than .thirty (30) days' written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (i) through (iv) of this Clause, terminate this Contract:

- (i) if the Client fails to pay any money due to the Service Providers pursuant to this Contract and not subject to dispute within forty-five (45) days after receiving written notice from the Service Providers that such payment is overdue;

- (ii) if the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Service Providers may have subsequently approved in writing) following the receipt by the Client of the Service Providers' notice specifying such breach;
- (iii) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than Forty Five (45) days; or
- (iv) if the Client fails to comply with any final decision reached as a result of arbitration pursuant to this agreement.

6. CESSATION OF RIGHTS AND OBLIGATION

Upon termination of this Contract pursuant to Clause 4 or Clause 5 hereof, or upon expiration of this Contract all rights and obligations of the Parties hereunder shall cease, except:

- (i) such rights and obligations as may have accrued on the date of termination or expiration;
- (ii) the obligation of confidentiality set forth in this agreement
- (iii) any right, which a Party may have under the Applicable Law.

7. CESSATION OF SERVICES

Upon termination of this Contract by notice of either Party to the other pursuant to Clause 4 or Clause 5 hereof, the Service Providers shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

8. PAYMENT UPON TERMINATION

Upon termination of this Contract pursuant to Clause 4 or Clause 5 hereof, the Client shall make the payments for Services satisfactorily performed prior to the effective date of termination; to the Service Providers after offsetting against these payments any amount that may be due from the Service Provider:

9. DISPUTES ABOUT EVENTS OF TERMINATION

If either Party disputes whether an event specified in paragraphs (a) through (h) of Clause 4 or in Clause 5 hereof has occurred, such Party may, within thirty (30) days

after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to this agreement and this Contract shall not be terminated .on account of such event except in accordance with the terms of any resulting arbitral award.

10. RESPONSIBILITIES AND OBLIGATIONS OF THE SERVICE PROVIDER

The Service Provider shall:

- a) provide the Services in accordance with ToR as set out in Schedule I;
- b) exercise the degree of skill, care efficiency and diligence normally exercised by members of the profession performing services of a similar nature;
- c) The Service Provider shall act at all times so as to protect the interest of Client and shall take all reasonable steps to keep all expenditure to a minimum with sound professional practices.
- d) be bound to comply with any written direction of Client to vary the scope sequence or timing of the Services; and
- e) The Service Provider shall furnish to the Client such information rebated to the Assignment as Client may, from time to time request.

11. CONFIDENTIALITY AND PUBLICITY

The Service Provider and the personnel shall treat the details of the output of the assignment and the Services as confidential and for the Service Provider's own information only and shall not publish or disclose the details of the output, deliverables / milestones submitted to Client or the Services in any professional or technical journal or paper or elsewhere in any manner whatsoever without the previous consent in writing of Client.

12. SERVICE PROVIDER'S REPRESENTATIVES

The Service Provider Coordinator shall be the representative of the Service Provider and shall have authority to act on behalf of the Service Provider for all purposes in connection with the Services and in accordance with all the provisions under the Agreement.

13. INDEMNITY AND INSURANCE

- 13.1 The Service Provider shall take out and maintain adequate indemnity insurance and insurance against claims by third parties resulting from acts performed in carrying out the Services.
- 13.2 Client undertakes no responsibility in respect of life, health, accident, travel or any other insurance coverage for the personnel or for the dependents of any such personnel.
- 13.3 The service provider shall indemnify at all times, the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgment, suits, proceedings, demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against the Client during or in connection in the Services by reason of: (i) infringement or alleged infringement by the Service Provider of any patent or other protected right; or (ii) plagiarism or alleged plagiarism by the Service Provider.
- 13.4 The service provider shall indemnify, protect and defend, at Service Provider's own expense, Client, its agents and employees, from and against any and all actions, claims, losses or damages arising out of Service Provider's failure to exercise the skill and care required under this agreement , provided, however: that Service Provider is notified of such actions, claims, losses or damages not later than twelve months after conclusion of the Services; and provided further *that the ceiling on Service Provider's liability shall be limited to ETBA approved by Client except that such ceiling shall not apply to actions, claims, losses or damages caused by Service Provider's gross negligence or reckless conduct;
- 13.5 In addition to any liability service provider may have under this agreement service provider shall, at its own cost and expense, upon request of Client, re-perform the Services in the event of service provider's failure to exercise the skill and care.
- 13.6 The service provider shall have no liability whatsoever for actions, claims, losses or damages occasioned by (i) Client's overriding a decision or recommendation of Service Provider or requiring Service Provider to implement a decision or recommendation with which Service Provider does not agree; or (ii) the improper execution of Service Provider's instructions by agents, employees or independent contractors of Client.

14 OWNERSHIP OF WORK PRODUCT, COMPUTER PROGRAMS AND EQUIPMENT

All reports, documents, correspondence, draft publications, maps, drawings, notes, specifications, statistics, work product in any form and, technical data compiled or prepared by the Service Provider and communicated to the Client in performing the Services (in electronic form or otherwise and including computer-disks comprising data) shall be the sole and exclusive property of the Client, and may be made available to the general public at its sole discretion. The Service Provider may take copies of such documents and data for purpose of use related to the Services under terms and conditions acceptable to the Client but shall not use the same for any purpose unrelated to the Services without the prior written approval of the Client.

All computer programs developed by the Service Provider under this Contract shall be the sole and exclusive property of the Client; provided, however, that the Service Provider may use such programs for their own use with prior written approval of the Client. If license agreements are necessary or appropriate between the Service Provider and third parties for purposes of development of any such computer programs, the Service Provider shall obtain the Client's prior written approval to such agreements. In such cases, the Client shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned.

15. FORCE MAJEURE

15.1 If either party is temporarily unable by reason of force majeure to meet any of its obligations under the Contract, and if such party gives written notice of the event within fifteen (15) days after its occurrence, such obligations of the party as it is unable to perform by reason of the event shall be suspended for as long as the inability continues. Neither party shall be liable to the other party for any loss, actually incurred, or damage sustained by such other party arising from any event or delays arising from such event.

15.2 The term "force majeure" shall mean events beyond the control of either party, which prevent the affected party from performing and fulfilling its obligations under the Contract, and could not have been reasonably anticipated or foreseen, or although foreseen were inevitable, such as acts of war, whether or not war be declared, public disorders, insurrection, riots, sabotage, explosions, violent demonstrations, blockades, and other civil disturbances, epidemics, nuclear contamination, landslides, earthquakes, typhoons, volcanic eruption, floods, washouts and other natural calamities and acts of God, strikes, lock-outs or other

industrial action or equivalent disruption or disturbances, boycotts and embargo or the effects thereof, and any other similar events.

15.3 In the case of disagreement between the parties as to the existence, or extent of, force majeure, the matter shall be submitted to arbitration in accordance with provision of this agreement.

16. OTHER CONDITIONS

16.1 In the event Client desires the Service Provider to perform such additional services which are not within the Terms of Reference, the Service Provider shall agree to perform such additional services on such renegotiated, modified and new terms and conditions as may be mutually agreed by the Parties.

16.2 Client shall provide to the Service Provider documents/ information/ reports as may be required by the Service Provider to enable it to provide the Services. Client undertakes and agrees to furnish to the Service Provider from time to time such other documents/ reports/ information in its possession and/or knowledge as it may consider relevant to perform the Services, as and when such information is received by/ available with the Client.

16.3 All intellectual property conceived, originated, devised, developed or created by the Service Provider, its agents, specifically for the purpose of rendering the Services, shall vest with Client unless otherwise agreed, between Client and the Service Provider. Client as sole beneficial owner shall be entitled to use such intellectual property for the purpose of the Project

16.4 Unless otherwise agreed, Client shall have the copyright on all the reports, documents, maps etc., authored, prepared or generated during the course of the Services to be provided by the Service Provider.

17. COMPLIANCE WITH LAWS

The Service Provider shall take due care that all its documents comply with all relevant laws and statutory regulations and ordinances, guidelines in force which includes all laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India including judgements, decrees, injunctions, writs of or orders of any court of record, as may be in force and effect during the subsistence of this Agreement applicable to the Service Provider.

18. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by the laws of India. The Courts at Ranchi/Jharkhand shall have jurisdiction over all matters arising out of or relation to this Agreement.

19. DISPUTE RESOLUTION

19.1 Amicable Resolution

Any dispute, difference or controversy of whatever nature between the Parties, howsoever arising under, out of or in relation to this Agreement (the "Dispute") shall in the first instance be attempted to be resolved amicably through discussions between the Parties.

19.2 Arbitration

a Procedure

Any Dispute which is not resolved amicably within 30 days, the same shall be referred to the Chairman Client. There upon, the Chairman Client, after hearing both the parties shall give his written decision within thirty days. This period can be extended by mutual consent of the parties.

b Arbitration

Upon receipts of written i or decisions, of Chairman, Client the parties shall promptly proceed without delay to comply such decisions .If the Chairman fails to give his instruction or decision in writing within a period of 30 days or mutually agreed time or, if the parties is/ are aggrieved against the decision of the Chairman, the aggrieved party may file the petition for resolving the dispute through arbitration in the arbitration tribunal at Ranchi within 30 days from the date of issue of the decision of the Chairman, Client

c Place of Arbitration

The place of arbitration shall ordinarily be Ranchi but by agreement of the Parties, the arbitration hearings, if required, may be held elsewhere.

d English Language

The request for arbitration, the answer to the request, the terms of reference, any written submissions, any orders and awards shall be in English and, if oral hearings take place, English shall be the language to be used in the hearings.

e Enforcement of Award

The Parties agree that the decision or award resulting from arbitration shall be final and binding upon the Parties and shall be enforceable in accordance with the provision of the Arbitration Act subject to the rights of the aggrieved parties to secure relief from any higher forum.

f Performance during Dispute Resolution

Pending the submission of and/or decision on a dispute and until the arbitral award is published, the Parties shall continue to perform their respective obligations under this Agreement, without prejudice to a final adjustment in accordance with such award

20. SEVERABILITY

In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force and effect.

21. WAIVER

Waiver by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Agreement:

- i shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions or obligations under this Agreement;
- ii shall not be effective unless it is in writing and executed by a duly authorised representative of such Party; and
- iii shall not affect the validity or enforceability of this Agreement in any manner.

Neither the failure by either Party to insist on any occasion upon the performance of the terms, conditions and provisions of this Agreement or any obligation hereunder nor time or other indulgence granted by a Party to the other Party shall be treated or deemed as waiver/breach of any terms, conditions or provisions of this Agreement.

22. MODIFICATION

Modification of the terms and conditions of the Agreement, including any modification of the scope of the Services, may only be made by written agreement between the Parties.

23. NOTICES

Unless otherwise stated, notices to be given under this Agreement including but not limited to a notice of waiver of any term, breach of any term of this Agreement and termination of this Agreement, shall be in writing and shall be given by hand delivery, recognised international courier, mail, telex or facsimile transmission and delivered or transmitted to the Parties at their respective addresses mentioned hereinabove. Notice will be deemed to be served as specified below:

- (i) In the case of personal delivery or registered mail, on delivery.
- (ii) In the case of telegrams, 24 hours following confirmed transmission; and
- (iii) In the case of facsimiles, 24 hours following confirmed transmission.

24. TRANSFER OR ASSIGNMENT

No Party may assign its interests in the Agreement without the prior written consent of the other Party. Unless specifically stated to the contrary, in any written consent to an assignment, no assignment shall release or discharge the assignor from any obligation under this Agreement.

25. VARIATIONS

Client may, by written notice to the Service Provider, direct the Service Provider to vary the scope, sequence or timing of the Services and the Service Provider shall be bound to comply with that direction. All such variation shall be in writing.

26. SPECIAL CONDITIONS

26.1 Admission to site by Service Provider to ascertain his own information.

26.1.1 The Service Provider shall contact the Management for the purpose of inspection of site and relevant documents other than those sent herewith, who will afford reasonable facilities for the purpose. The Service Providers shall also make themselves familiar with working condition accessibility of site (s), availability of materials and other cognate conditions which may effect the completion of the entire work under this contract safely and economically.

26.1.2 The Service Provider shall be deemed to have visited the site (s) and made themselves familiar with the working conditions whether they actually inspect the site (s) or not.

26.2 Security

26.2.1 The management shall at his discretion have the right to issue passes as per rules and regulations in force to control the admission of the Service Provider, his agents, employees, and work people to the site of the work or any part thereof. Passes

should be returned at any time on demand by the management or the authorities concerned and in any case on completion of work or staff leaving the job.

26.2.2 The Service Provider and his agents, employees and work people shall observe all the rules promulgated by the authority controlling the installation/area, in which the work is to be carried out e.g. Prohibition of smoking and lighting, fore precautions. Search of persons on entry and exist keeping to specified routes, observing specified timing etc. Nothing extra shall be admissible for any man-hours etc. lost on this account.

26.3 Conditions of working in restricted area

26.3.1 Visit to site within the restricted area

Permission to enter the restricted area at the time of submission of tenders can be obtained through the management. Service Providers are advised to send prior intimation of their agents, representatives etc. if any, dates and time of their proposed visit so that necessary arrangements may be made by management to secure admission. Whether a Service Provider visits the site or not he shall be deemed to have full knowledge of the restriction of entering into/exit from and working within the restricted area

26.3.2 Entry / Exit

The Service Provider, his agent(s), representatives, workmen etc. and his materials, carts, trucks, other means of transport etc. will be allowed to enter through and leave from only from such gate, gates and at such times as the management or authorities in charge of the Restricted Area may at their discretion permit to be used. The Service Provider's authorized representative is required to be present at place of entry and exit for the purpose of identifying his carts, truck etc. to the personnel in charge the security of Restricted Areas. Movement of men and Material from site or to the site shall be after detailed verification for correctness and entitlement.

26.3.3 Identity cards or passes

The Service Provider, his agents, workers and representatives are required individually to be in possession an identity card or pass to be obtained from management. The identity card or pass will be examined by the security staff at the time of entry into or exit from the restricted area and also at a time or number of times inside the restricted area.

26.3.4 Identity card of workmen

- a. Every workman shall be in possession of an identity card. The identity card will be issued after thorough investigation of the antecedents of the labourers by the Service Providers and attested by the officer in charge of the services concerned in accordance with the standing rules and regulations of the units.
- b. Service Provider shall be responsible for the conduct and action of his workman, agent, and representative.

26.3.5 Search

Thorough search of all persons and transport shall be carried out at each gate and for as many times a gate is used for entry or exit. Search may also be carried out any time or any number of times at the work site within the restricted area / installations.

26.3.6 Fire precautions

- a. The Service Provider, his agents, representatives, workmen etc. shall strictly observe orders pertaining to fire precautions prevailing within the restricted area and will follow all fire and safety orders, evacuation plans etc.
- b. Motor transport vehicles, if any allowed by authorities to enter the restricted area must be fitted with serviceable fire extinguishers and necessary parking slip will be issued to park vehicle at identified place.

26.4 Minimum wages payable

- 26.4.1 The Service Provider or his vendor shall not pay wages lower than minimum wages of labour as fixed by the Govt. of India and govt of Jharkhand for application in Client.
- 26.4.2 The fair wage referred to in will be deemed to be the same as the minimum wages payable as referred to above.

26.5 Co-operation with other agencies

The Service Provider shall permit free access and generally, afford reasonable facilities to other agencies or departments, workmen engaged by the Ministry to carry out their part of the work, if any under separate arrangements.

26.6 Service Provider's representatives and workmen

The Service Provider shall employ only Indian Nationals as his representatives, servants and workmen after verifying their antecedents and loyalty before employing them for the works. He shall ensure that no person of doubtful antecedents and nationality is, in any way,

associated with work. If for reasons of technical collaboration or other considerations, the employment of any foreign national is unavoidable, the Service Provider shall furnish full particulars to this effect to the Accepting Officer at the time of submission of his offer and permission could be considered case to case basis on its merits.

26.7 Security of classified documents

26.7.1 The Service Provider shall not communicate any classified information regarding the work either to sub-Service Providers or to others, without the prior approval of the management. The Service Provider shall also not make copies of the design / drawings and other documents furnished to him in respect of the work or earlier on termination of the contract. Service Provider will sign Non-Disclosure Agreement to this effect.

26.7.2 Materials brought to site shall be stored as directed by the management and documented, shall be suitably marked for identification and consumption is monitored to maintain minimum / maximum limit.

26.7.3 The Service Provider shall, on demand, produce to the management original receipt vouchers / invoices in respect of the supplies. Vouchers / invoices so produced and verified shall be signed and stamped by management indicating work order number. The Service Provider shall ensure that the materials are brought to site in original sealed containers / packing, bearing manufactures markings except in the case of the requirement of materials being less than smallest packing.

26.8 Official secret act

The Service Provider shall be bound by the Official Secret Act 1923 and will be signed before physically taking over site for operation.

26.9 Service tax, Octroi, sales tax and other duties:-

The Service Provider's rates shall be deemed to include all Duties, Octroi, Sales Tax, Excise, VAT, labour cess etc. as applicable, Service Tax. Liability of ECHS, Provident Fund and other statutory compliances applicable towards staff and employees from principal employers end shall be deemed to be included in offer.

26.10 Code of Conduct

26.10.1 The Service Provider or an experienced supervisor engaged by the Service Provider shall personally visit installations under operation daily in every shift and ensure PPM is followed strictly. He shall also ensure proper manning of each installation by authorized Technician and by organizing the operators engaged by the Service Provider in such a manner that all services are manned, operated by 24 X 7 hrs basis or as ordered by management.

26.10.2 Service Provider shall provide and maintain all site documents, SOPs, Checklists, Trackers as per engineering best practice for safe and economical running of services, shall be followed. Draft SOPs, Check Lists, PPM Schedules shall be forwarded to Management for approval before they are placed at site for application within month of acceptance of LOI.

26.11 Compliances

The Service Provider shall ensure that all compliances governing the employment of labour under this contract are met in line with the requirement. All employees working under the contract shall also be covered under Worker's Compensation policy.

26.11.1 Availability of resources of Client

- a. Client shall make available to the Service Provider the items expressly specified to be provided by Client in this Tender. The Service Provider shall be responsible for the safe custody of the items that are in its care.
- b. The asset manager at location will be the first point of contact of Client and provide clarifications to the Service Provider if required.
- c. Client will have strict security and other regulations for the use and occupancy of Client premises from time to time and shall give the Service Provider a written notice thereof. Client's authorized representatives shall have access to premises at all times. While working on the premises of Client, employees of the Service Provider must observe all regulations in force in Client premises. Client has a right to require written confidentiality undertakings from those employees who are working in the premises of Client.

26.11.2 Quality performance and reports

- a. Service Provider agrees to advise Client of any material or strategic changes in its operations and to ensure that such changes do not compromise the requirements for the quality performance as set out in the Scope of Work.
- b. Client has right to inspect the Services purchased. Client reserves the right to reject Services, which do not conform to the mutually agreed specifications and requirements, including without limitation, the Scope of Work. Client may, at its option, require prompt improvement and/or repair of non-conforming Services.
- c. If the Services delivered do not correspond with the Tender, Client may request Service Provider to place an improvement and/or repair plan including time schedule to improve or repair the Services based on terms mutually agreed. If the Service Provider fails to fulfill the improvement and/or repair plan as mentioned within the agreed time schedule, Client may terminate the agreement.

26.12 Warranties

The Service Provider warrants that it has and shall exercise all reasonable skill care and diligence in carrying out its obligations under this Tender and shall provide the Services strictly in accordance with the scope of services.

26.13 Personnel

- a. The Service Provider shall recruit, hire, train, supervise and direct employees working in the Services operation. The Service Provider is also responsible for transfer and discharge of them. All personnel employed by the Service Provider shall at all times and for all purposes be solely in the employment of the Service Provider.
- b. The Service Provider shall assign personnel of appropriate qualification and experience to perform and fulfil its obligations under this Tender. The Service Provider shall take commercially reasonable steps to ensure that staff members performing Services under this Tender are qualified and suitable to perform such Services. The Service Provider is obliged to replace, without unreasonable delay and at no cost to Client, any personnel whom Client considers lacking the necessary competence or with whom Client finds it difficult to collaborate.
- c. The Service Provider will have to ensure compliance with all labour laws / regulations before a contract can be signed. This will include obtaining appropriate license, PF/ESI registration, staff employment letters etc. The Service Provider will submit copies of PF/ESI challans along with list of staff with their individual PF/ESI numbers along with monthly invoices. The Service Provider will ensure that the total number of staff deployed at any property is agreed with Client beforehand and this number is not changed without mutual Tender in writing.
- d. The Service Provider shall ensure that all employees assigned by the Service Provider to perform development of the Services are employees of the Service Provider and that under no circumstances shall the relationship of employer and employee be deemed to arise between Client and Service Provider's personnel.
- e. The Service Provider should ensure police verification of every manpower before recruit them.
- f. The Service Provider shall give preference to the local manpower for employment subject to proper skills and qualification.

26.14 Safety Guidelines

- a. The Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to contractors as well as sub-contractors deployed by them at the site.
- b. All Service Provider workmen should be provided with a uniform and shall work within the Client premises in their prescribed uniform.

- c. The Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked.
- d. The Service Provider shall ensure that proper fencing, lighting and warning signs are placed on and around the work site for safety at all times.
- e. The Service Provider shall report all notifiable accidents, dangerous occurrence and potential hazard situations to Client representative on site.
- f. The Service Provider shall provide prior information to the Client representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- g. The Service Provider must not remove or displace any guard, fencing or other safety equipment, which is designed to protect personnel or machinery or any place where safety equipment has been provided without the written permission of Client representative. On completion of any work, any such guards / fencing that had to be removed must be replaced immediately and whilst work is being carried out, machinery must not be operated.
- h. The housekeeping standards employed by Service Provider and his sub-contractors must be good in all respects.
- i. The Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- j. The Service Provider must obtain prior permission from Client representative, if the processes being employed to carry out that work significantly increase the ambient noise level in that area being worked.
- k. No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by the Client representative.
- l. All temporary structure, erected by contractors or sub-contractors for the purpose of allowing their staff to work at heights of more than 4m above floor level, must be constructed in accordance with the safety regulations .
- m. The Service Provider must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- n. The Service Provider must take prior permission from Client manager before working on plant services such as water lines or electricity.
- o. The Service Provider should ensure that proper qualified / trained / licensed personnel carry out the jobs and that proper supervision is done for all jobs.
- p. The Service Provider should take prior permission from Client representative before connecting any power tool to the electric supply and must never connect these to UPS.
- q. All electrical equipments/appliances must be connected by 3 core cables and 3 pin plugs / sockets. For 3-phase supply, 05 core cable (03 phase, neutral & earthing) and to be connected through appropriate industrial plug/MCBs.

- r. Any power / compression / percussion tools must be used by trained personnel with proper safety precautions during operation / storage.
- s. The Service Provider must take prior permission from Client representative before hoisting / lifting any equipment. The Service Provider should ensure that adequate anchorage is deployed.
- t. The Service Provider must take prior permission from the Estate Manager before bringing any lift-trucks, cranes, lift pulley systems in the premises.
- u. The Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site.
- v. All workmen of the Service Provider or their sub-contractors must have valid identifications cards issued by the Client shall display at all times during duty hours.
- w. During electrical work, the Service Provider shall ensure that rubber gloves / boots of correct grade are used; temporary supply is tapped from source panel which is properly fabricated / fixed and earthed; each tapping shall be through ELCB; have double earthing for 3-phase connection.
- x. During welding work, the welding set shall be properly earthed to the nearest earth pit.

26.15 Environmental and Ethical Issues of the Maintenance Services

- a. The Service Provider shall inform the Client of all substances and compounds used in the performance under this Tender, which are or may be categorized as hazardous to health, safety, security or environment.
- b. Both parties shall comply with all legislation, regulations, order and laws relating to health, safety, security or the environment, including but not limited to, Indian Government environmental rules for environmental management and Client Environmental Policy, which policy is available from Client upon request. Both parties may, where appropriate, request improvements in the other party's practices to ensure compliance with the said principles. Service Provider shall strive to implement an environment management system (EMS) based on the basic principles of ISO 14001 standard or other equivalent standard. Service Provider agrees to act in the spirit of internationally recognized social and ethical standards and Client's respective policies.

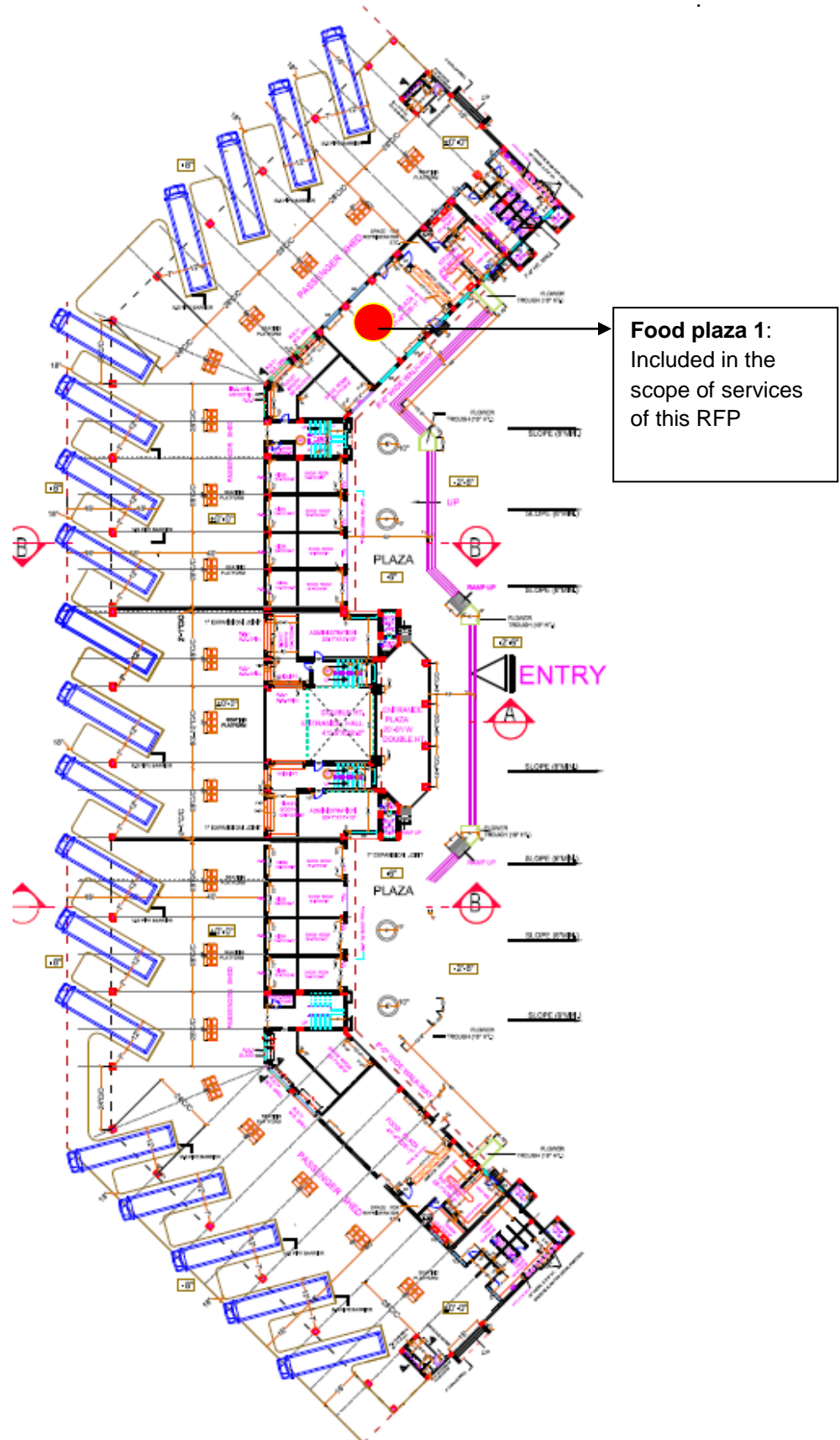
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|------------------------------|--------------|
| RANCHI MUNICIPAL CORPORATION | _____ |
| Signature | Signature |
| Name: | Name: |
| Designation: | Designation: |
| Seal: | Seal: |
| Witness: | |
| 1. | 2. |

Schedule 1: Scope of work

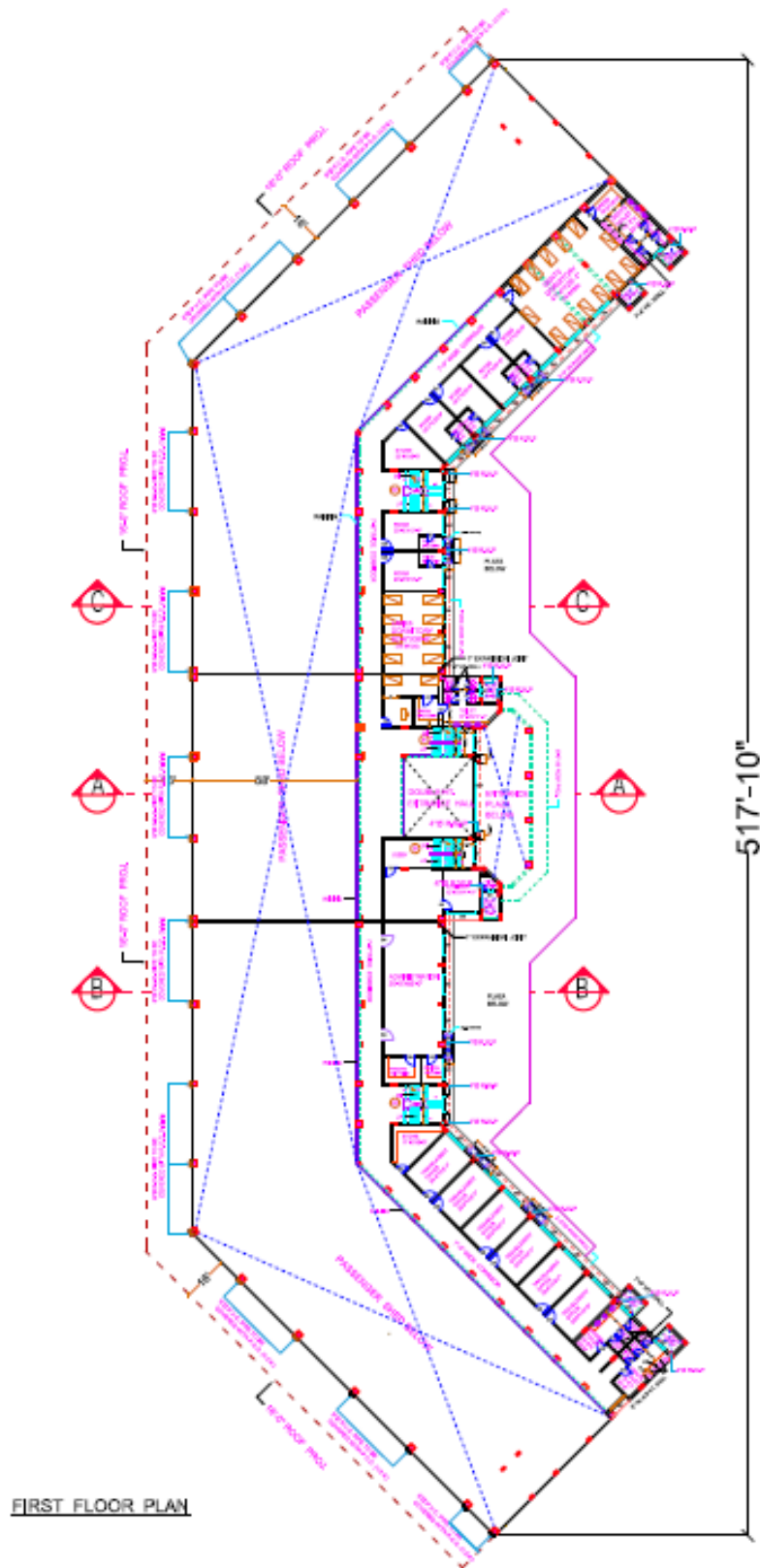
Scope of work of RFP to be appended here

Schedule 2: Details of Khadgara Bus stand . terminal in and its premises under scope

Ground Floor



First Floor



Schedule 3: Specification of furnishing to be done by the selected bidder

To be appended before signing of agreement.

Schedule 4: List of physical assets to be procured and provided by the selected bidder and their specification

To be appended before signing of agreement.

Schedule 07: Financial proposal of the Selected Bidder

To be appended before execution of agreement

Schedule 08: Letter of Award issued

To be appended before execution of agreement

Schedule 09: Final Request for Proposal document No. _____, dated _____

To be appended before execution of agreement

Schedule 10: Addendum / corrigendum to the RFP No. _____, dated _____

To be appended before execution of agreement