MAHARASHTRA METRO RAIL CORPORATION LIMITED

CORRIGENDUM-II PART A: REPLY TO BIDDER'S QUERIES

Date:-28/12/2017

Tender No.

N1ADM-04/2017, Dated: 07.12.2017

Name of Work:- Providing Services of Housekeeping & Cleaning, Ticketing (TOM/EFO Management), Customer Facilitation, Security and Maintenance required at Three Stations and MIHAN Depot of MAHA-METRO (Nagpur Metro Rail Project) for a period of One Year (and extendable by one year on performance basis) on outsource basis.

Subject:

Reply of Pre-bid queries received for the FMS Tender

Sr.No	Clause	Original Para/as per tender	Bidders Request for Amendment	Clarifications	
1.	Section-3 Clause3.2	3.2 Minimum Eligibility Criteria :- (Initial Filter) 1. Experience :The Bidder should have minimum five years' experience of providing security and housekeeping in Airport/Metro Projects/High end hotels (4 star & above)*/Big corporate house** (submit relevant documentary proof). Bidder should have similar work experience*** during last 5 years period ending last day of the month previous to the one in which the bids are invited should be either of the following:	Experience for one completed work A) 4 crore one work order B) 5 Crore for 2 work order C) 6 Crore for 3 work order.	As per the Minimum Eligibility Criteria (Clause 3.2.1), the bidder can either have experience of one completed work/contract costing not less than 4 crores OR two completed work/contract with total costing not less than 5 crores OR three completed work/contract with total costing not less than 6 crores. Please note the experience should be of providing similar services as mentioned in the Clause 3.2.1. As specified in the tender document.	

	a) One similar successfully completed	contract).	
	work/contracts costing not less than the amount equal to Rs. (4 Crores) where		
	Or b) Two similar successfully completed work/contracts with total costing not less than the amount equal to Rs. (5 Crores) where bidder has provided similar services. Or c) Three similar successfully completed work/contracts with total costing not less than the amount equal to Rs. (6 Crores)	 Total amount of work contract suppose 4 crore (HK+SECURITY+manpower) OR independently 4 CRORE EACH for security or HK services. 	Please refer revised Addendum for eligibility criteria. In case of criteria (a), i.e., one similar work/ contract, such contract must cover both housekeeping and security in one single contract amounting minimum to Rs. 4 crore. In case of two contracts with total cost not less than 5 crores then 1 contract must be for housekeeping and another contract for security.
	 where bidder has provided similar services. The bidders who have provided all the required services (i.e., security and housekeeping) in different contracts are also eligible. However, the bidder should have experience of providing all the required services. 		In case of three contracts with total cost not less than 6 crores then 1 contract must be for housekeeping and another contract for security and third contract may be of housekeeping and security combined or housekeeping/security.
2	Specialist Training: Company should have dedicated training center with valid license authorized by any government agency for conducting training for security guards. NSDC qualified trainers for security/housekeeping services will be added advantage.	We do not have training canter, but we have tie up with training canters, who are affiliated by the govt and NSDC. It is ok or not.	It is not acceptable. Bidder must have their own training center with valid license authorized by any government agency for conducting training for security guards.
3	Contractor quoting "Wage per day" less than the minimum wages (as specified by chief labour commissioner	In central minimum Wages: project leader / team leader/ supervisor/ team leader HK/ is	(i) The revised manpower deployment requirement enclosed with this

(Central) will be outright disqualified. The not defined. minimum manpower require. What wages we put, put 26 days and 8 hours. SN .Details function. Manpower Category. 1. TOM/EFO & Customer 42 TOM/EFO: Skilled (18) Facilitation: Customer Semi Skilled(24) 2. Team Leader for TOM /EFO/Customer facilitation Highly Skilled. 3. House Keeping Unskilled 4. Supervisor for housekeeping 12 Semi-Skilled 5.Team leader for housekeeping **Highly Skilled** 1 6. Security Guard Skilled. 7. Security Supervisor Highly Skilled. 8. Team leader for security Highly Skilled. 9. Maintenance helper Semi-Skilled. 10. Team leader for Highly Skilled. maintenance 11. Project leader

Corrigendum as Addendum may please be referred.

The Category for manpower required has been mentioned in Section 5 (Part - I) (Point no. 23). The wages defined by Chief Labour Commissioner (Central) for those categories needs to be followed.

Kindly note the salary of Project leader and Deputy Project Leader will be a part of administrative/overhead charges.

(ii) The minimum manpower defined in Section 5 (Part - I) (Point no. 23) needs to be maintained daily as Metro shall provide services to commuters on a daily basis for all 365 days without any weekly off. The minimum power defined in Section 5 (Part -I) (Point no. 23) is exclusive of relievers. Bidder needs to assess the total manpower required to manage the services as per the scope and SLA requirement. Bidder also has 12 to ensure that he appoints adequate relievers for the manpower which will be deployed such that all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour, Regulation & Abolition Act 1970), EPF etc. are being followed,

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			Highly skilled	
6		Summary of Financial data for last three audited financial years (FY 2014-15, 2015-16 & 2016-17) has to be submitted by the Bidder and certified by Chartered Accountant with his stamp and signature.	we need separate Financial Turnover certificate from "Providing FMS Services" of each years, certified by Chartered Accountant.	
7			In financial bid rates are inclusive of all taxes . or excluding GST	The total quote shall be all inclusive with GST and other applicable taxes(if any). For the rate/ price that needs to be quoted in Annexure — I (Section — 9): The rate of manpower should be exclusive of GST and the rate of machines and consumables should be inclusive of GST.
8	Section – 3 Special Note - 4		As per tender page no. 38 of Section – 3, Contractor quoting "Wage per day" should be as per Central Minimum Wages Act. Kindly clarify under which zone under Central Minimum wages it should be considered.	Labour Commissioner (Central) for cities
9	Annexure- 2A Clause no. 11.1		As per Annexure-2A, page no 18, Clause no. 11.1, Joint Ventures between different companies is not permitted to bid in this tender. Please clarify whether subsidiary companies under one group company which holds 100% ownership of such subsidiary companies and whose Directors are common can participate in this Tender.	If the subsidiary companies are entirely under 100% holding of parent company then only the experience of such subsidiary companies shall be considered as the experience of parent company subject to the condition that the Average annual Turnover of parent company bidding on the experience of subsidiary companies for the last 3 financial year is not less than INR 10 Crores. Summary of annual turnover Certified by CA needs to be enclosed. Also

				under the above mentioned circumstance, the parent company must submit a certificate from Company Secretary of parent company regarding the holding and relation of the subsidiary companies with the parent company.
10	Section-3 Clause no. 10 and Section-8 Point no. 9		As per Section-3, page 38, Clause no. 10, ISO Certifications: "The bidder should have ISO 9001:2015, OHSAS 18001:2007, EN ISO 14001:2004 and SA 8000 valid certifications as on the last date of submission of bid" and as per Section-8 page no. 115 point no. 9 only ISO 9001:2008 is specified. Kindly clarify which certificate we need to consider for uploading.	The bidder should submit ISO 9001:2015, OHSAS 18001:2007, EN ISO 14001:2004 and SA 8000 valid certifications as on the last date of submission of bid.
11	Section-3 Pg. No. 38 Sl. No. 3.2 (9)	The bidders must have a valid license in accordance to "Private Security Contractor Regulation Act, 2005" and its amendment from time to time, if any. Bidders have to submit attested copy of the certificate of registration valid on the last date of submission of bid.	Kindly confirm whether PSARA Licence can be submitted post awarding of contract and copy of application can be submitted for technical evaluation	TO A DESCRIPTION OF THE PROPERTY OF THE PROPER
12			Please confirm whether revision is Minimum wages will be reimbursed by Nagpur Metro Authority	of work will be compensable both ways. i.e.,
13			Please share the average passenger traffic per day / per	The actual figures will be known only after the commercial operation of 3 stations.

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	month for all the 3 stations separately However, the total ridership per day for all the 3 stations together can be assumed to be around 5000
14	Please share the quantity of paper rolls required for one month Refer the drawings provided in Annexure-A. Contractors needs to assess the work and
15	Please share the quantity of liquid consumable requirement. hand wash required for one month
16	Please share the number of mugs and buckets required for each station
17	Please share the minimum quantity of bin liners required for one month duration for each station
18	Please share the no. of Sofa's, Chairs present at each station
19	Please share the no. of work stations present at each station
20	Please share approx. no. of covers need to washed and ironed per month
21	Please share the carpet area if any in each station Refer drawings provided in Annexure-A. Kindly visit the site for better understanding
22	Please share the height of platform roof and height of steel tubular truss
23	Please share the maximum height of cleaning area under the scope
24	Please share the no. of underground tank and over-head tanks in each station, also share the size of each tank in terms of litres Overhead Fire tank = 10000 L; Overhead recycled water tank = 50000 L; Fire tank = 50000 L; Domestic tank = 50000 L *The above mentioned 5 tanks will be at each station.

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25	Section-5 Pg. No. 75 Sl. No. 11.1 (h)	The consumables required for cleaning of 2 sets of trains are given below:	Please confirm no. of trains to be cleaned	Refer clause 11.1 (h) of Section-5 at Pg. No. 75
	Section-5 Pg. No. 77	*Above Quantity of Consumables required are only indicative. It is bidder's responsibility to use additional consumables, as required to ensure proper cleanliness of 2 sets of trains.		Refer clause in Section-5 at Pg. No. 77 (2 set of trains)
26	Section-5 Pg. No. 87 Sl. No. F	Maha-Metro will be developing vertical garden (in the pier), landscaping and will also be undertaking other horticulture activity like Ecopark etc. Most of the maintenance will be automated through drip irrigation and other state of art technology. Bidder shall also quote the rates and infrastructure required for maintenance and upkeep of the same. They can also give their suggestions for developing the same.	horticulture area	The clause has been deleted. Refer the revised Scope of Work attached with Corrigendum – II as Addendum.
27	Section-5 Pg. No. 47 Sl. No. 23	Minimum Manpower required: Bidder shall assess the manpower requirement to manage the services as per scope & SLA requirement, however they need to deploy minimum manpower as indicated	nos. given in the tender document is inclusive or exclusive reliever	Refer clause 23 of Section-5 at Pg. No. 47 (The manpower is exclusive of reliever Bidder needs to assess the total manpower required to manage the service. For the same, the scope of reliever should also be considered.)
28		agrania parmana a non a distin	Please share the no. of working days for Housekeeping services	Since the Metro is working 365 days, the manpower is required on all days and they
29			Please share the no. of working days for Maintenance services	are liable to work in 3 shifts
30			Please share the no. of working days for Horticulture/Landscaping services	RO RAIL CORDO PATO

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31			Please share the no. of working	
			days for Horticulture/Landscaping services	
32			Please share the station wise No. of WC's, Wash basin, urinals, Toilets (gents, ladies and physically challenged separately)	Refer Annexure-A (Station Diagrams)
33	Section-5 Pg. No. 47 Sl. No. 23	Minimum Manpower required: Bidder shall assess the manpower requirement to manage the services as per scope & SLA requirement, however they need to deploy minimum manpower as indicated below	Please share the no. of staff strength at each station	Refer clause 23 of Section-5 at Pg. No. 47 Bidder is advised to make his own assessment in this regard.
	Section-5 Part II (E) Pg. No. 71 Sl. No. 9 Note (1)	The items & quantities shown are only for the guidance to the Bidders. However, Bidder should visit the site and access the quantum of work involved before quoting the rate.		Refer clause 9 Note-1 of Section-5 at Pg. No 71
34	Section-6 Pg. No. 92 Sl. No. 6.12 (h)	The FMS personal to be hired shall be paid at least at the rate of minimum wages per month as per Chief Labour Commissioner (Central)'s Minimum Wages Act plus obligatory payments towards EPF/ESI, as applicable. These all expenses are deemed to be inclusive in accepted cost of FMS services. Contractor shall pay /deposit these statutory payment to concerning authority. MAHA-METRO shall not reimburse it separately	Please confirm Holiday & Weekly off to be considered in the costing and whether same shall be reimbursed by client	Refer clause 6.12 (h) of Section-6 at Pg. No 92 The same is self explanatory.
35	Section-9 Pg. No. 118 Note (iii)	Any statutory variation in GST both ways i.e., in case of increase in GST, Maha-Metro will borne the additional difference and in case of decrease in GST, Maha-Metro will be reimbursed the difference.	Please confirm whether revision in taxes/GST, implication of new tax and other statutory obligation shall be reimbursed by Nagpur Metro Authority	Refer Note-iii of Section-9 at Pg. No. 118 The same is self explanatory.

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36	Section-6	The FMS personal to be hired shall be paid	Please confirm whether revision in	Refer clause 6.12 (h) of Section-6 at Pg. No.
	Pg. No. 92	at least at the rate of minimum wages per	statutory obligation with respect to	92 which is self explanatory.
	Sl. No. 6.12	month as per Chief Labour Commissioner	wages act, PF, ESI, BONUS, LEAVE	(*However, any changes in minimum wages
	(h)	(Central)'s Minimum Wages Act plus	WAGES, HOLIDAY WAGES,	after award of work will be compensable
		obligatory payments towards EPF/ESI, as	GRATUITY, etc will be reimbursed	both ways. i.e., If there is an increase in
		applicable. These all expenses are deemed	by Nagpur Metro Authority	minimum wages then the difference will be
		to be inclusive in accepted cost of FMS		paid to the contractor & if there is a
		services. Contractor shall pay /deposit		decrease in minimum wages then contractor
	2	these statutory payment to concerning		has to pay the difference to MAHA-Metro.)
		authority. MAHA-METRO shall not		
		reimburse it separately	= -	

NOTE:

(i) If any bidder desires to visit the sites envisaged in the scope of work for assessment, he can visit Metro House, Nagpur on 3rd January, 2018 at 11:00 am. The coordinating authority for this will be Shri K V Unnikrishnan, Joint CPM (Operations) (Mob. No.: 7410004196). Further such prospective bidders are requested to inform the coordinating authority 2 days in advance.



General Manager(Proc.) Maha-Metro, Nagpur

CORRIGENDUM-II PART B: ADDENDUM

Addendum 1: Section 3 - Revised Eligibility Criteria

Addendum 2: Section 4 - Revised Evaluation Criteria

Addendum 3: Section 5 - Revised Scope of Work

Addendum 4: Section 9 - Revised Financial Bid (Packet – B)

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(Addendum – 1)

SECTION - 3

ELIGIBILITY CRITERIA

3.1 General Descriptions:-

- 1. The tenders for this contract will be considered only from bidders who meet requisite eligibility criteria prescribed as under.
- 2. Bidders shall not have a conflict of interest. The bidders found to have a conflict of interest in this tender process shall be disqualified. Bidders shall be considered to have a conflict of interest, if:
 - (a) Submit more than one tender for the work.
 - (b) If bidders in two different tenders have controlling shareholders in common.
 - (c) If bidders have common partner/s
 - (d) If bidders having any family relation with the any employee of MAHA-Metro.
- 3. A firm, who has purchased the tender document in their name, can submit the tender as an individual firm only. Tender from Joint Ventures/Consortiums of firms is not allowed.
- 4. The Tenderer must not have been blacklisted or deregistered by any central/state government department or public sector undertaking of Govt. of India & State Government during last 5 years and such black listing is not in force on the date of submission of bid.
- 5. Only Indian firms are eligible to take part in this bidding.

3.2 Minimum Eligibility Criteria :- (Initial Filter)

- 1. Experience: The Bidder should have minimum five years' experience of providing Housekeeping & security; in Airport/Metro Projects/High end hotels (4 star & above)*/Big corporate house** (submit relevant documentary proof). Bidder should have similar work experience*** during last 5 years period ending last day of the month previous to the one in which the bids are invited should be either of the following:
 - a) One similar successfully **completed** work/contracts costing not less than the amount equal to **Rs.** (4 Crores) where bidder has provided similar services.

Or

b) Two similar successfully **completed** work/contracts with total costing not less than the amount equal to **Rs.** (5 Crores) where bidder has provided similar services.

Or

c) Three similar successfully **completed** work/contracts with total costing not less than the amount equal to **Rs.** (6 Crores) where bidder has provided similar services.

The bidders who have provided services (i.e., housekeeping & security) in different contracts are also eligible.

*High end hotels: Hotel should have 4 star or above rating from Hotel & Restaurant Approval & Classification Committee (HRACC).

**Big Corporate house: Companies listed with Stock exchange (BSE/NSE) in India.

***Similar Works Experience: Experience and satisfactory completion means provisioning of Services i.e., Housekeeping & security in Airport/Metro Projects/High end hotels (4 star & above)/Big corporate house

Note: - Bidder's attention is drawn towards the following while furnishing the experience certificate of Similar Works.

- (i) Experience Certificate signed & stamped by Client/Employer with address & contact no's /email ID, clearly describing the number of Personals Deployed, Duration of deployment & Amount received (excluding taxes) towards this deployment will only be acceptable.
- (ii) The enclosed experience certificate shall be exclusively for above said services. Any fraudulent/fabricated/forged document related to experience if submitted shall result in rejection of the bidder along with the action of penalizing bidder through debarment or forfeiture of bid security or both.
- 2. <u>Senior Leadership/ Management</u>: Company should have Ex-Defense officer of the rank of Lt. Col or above and its equivalent in the Navy or Air Force on its roll for over a year in the leadership role. Senior officers with NSG experience for conceptualization, planning, and execution of security Services will be an added qualification.
- 3. <u>Specialist Training:</u> Company should have dedicated training center with valid license authorized by any government agency for conducting training for security guards. NSDC qualified trainers for security/ housekeeping services will be added advantage.
- 4. <u>Dedicated HR sourcing team:</u> Company with dedicated HR sourcing team registered with any job portal for sourcing technical staff such as engineers, technical supervisors, and executives will be preferred. Company should have provided human resources in technical stream to central govt /semi govt/state govt/govt added institutes in the last three years.
- 5. <u>Financial Criteria</u>: The bidders will be qualified only if their average annual turnover over for last Three (03) audited financial years (FY 2016-17, FY 2015-16 & FY 2014-15) is not less than 5 Crores (Only Summary of annual turnover Certified by CA, to be enclosed)
- 6. Registration under Provident Fund: The bidders will be qualified only if they are registered with Provident Funds Department. Bidder has to submit attested copy of the certificate of PF registration.
- 7. ESIC Registration: The bidders will be qualified only if they are registered with ESI. Bidder has to submit attested copy of the certificate of registration with Employee State Insurance Corporation.
- 8. GST Registration: The bidder must have a valid GST registration under the relevant act. Bidder has to submit attested copy (attested by gazetted officer) of the certificate of registration.

- 9. Private Security Contractor Regulation Act, 2005 (PSARA License): The bidders must have a valid license in accordance to "Private Security Contractor Regulation Act, 2005" and its amendment from time to time, if any. Bidders have to submit attested copy of the certificate of registration valid on the last date of submission of bid.
- **10.** <u>ISO Certifications:</u> The bidder should have ISO 9001:2015, OHSAS 18001:2007, EN ISO 14001:2004 and SA 8000 valid certifications as on the last date of submission of bid.
- 11. <u>Registration:</u>- Company should/will have an office at Nagpur valid under Shop Act. Undertaking to the effect that, if they do not have an office at present in Nagpur then same shall be opened and made operational by them with in 30 (Thirty) days of award of work. In addition should possess all statutory licenses and certificates.

Special Notes:

- The Bidder shall submit details of "Similar Work Experience" in the Form given in Section-7
 along with documentary proof such as client's certificates as mentioned in clause no. 3.2 (Notei, ii & iii) above.
- Summary of Financial data for last three audited financial years (FY 2014-15, 2015-16 & 2016-17) has to be submitted by the Bidder and certified by Chartered Accountant with his stamp and signature.
- 3. The Bid submitted by Bidders, who do not qualify the minimum eligibility criteria as stipulated in the clauses Cl. No. 3.2- (1, 5, 6, 7, 8, 9, 10 & 11) above, shall not be considered for further Technical & Financial Evaluation and such Bids will be rejected. The competency of the bidder for Cl. No. 3.2- (2, 3 & 4) will be evaluated as a part of the presentation given to MAHA-Metro authority.
- 4. The Contractor should provide an undertaking that they shall comply with all relevant statutory norms like minimum wages, employees' provident fund, Employees State Insurance and Service tax etc.
 - *Contractor quoting "Wage per day" less than the minimum wages (as specified by Chief Labour Commissioner (Central)) will be outrightly disqualified. The minimum manpower requirements along with their categories have been specified in Section 5 (Part I) (Point no. 23).



(Addendum - 2)

SECTION -4

EVALUATION CRITERIA

An evaluation committee will be constituted by MAHA-Metro to evaluate the Technical proposals. The evaluation will be based on their responsiveness to the Terms of Reference, and will be done by applying the evaluation criteria. A Proposal shall be rejected at this stage if it does not respond to all aspects of the Technical Qualification & Evaluation criteria.

- a) Financial Proposals will remain unopened for those Agencies which fail to meet the minimum technical criteria.
- b) Financial Proposals shall be taken up only with those firm/company who meet the technical criteria.

4.1 Tender Evaluation:

The technical evaluation carries weightage of 70% of Stage-I score & financial evaluation carries weightage of 30% of Stage-II score at final combine scoring of the bidder.

4.1.1 Stage-I: Technical evaluation of Proposals: (Maximum Marks=100), Weightage=70%

On the first stage, the technical proposal will be evaluated on the following criteria. Only those applicants whose technical proposal scores minimum 60 Marks out of 100 Marks shall be considered for opening of Financial Bid. Maximum marks assigned for different evaluation criteria specified bellow:-

S.No	Description of Technical Evaluation Criteria	Maximum Marks
I.	Average annual turnover over for last Three (03) audited financial years for FY 2016-17, FY 2015-16 & FY 2014-15 for "Providing of Security Services and Housekeeping Services" Certified by chartered accountant a) 5 Cr to 10 Cr: 2 Marks b) 10 Cr to 20 Cr: 3 Marks c) Above 20 Cr: 5 Marks	5
II.	Number of years in business from date of Incorporation Registration Certificate of Incorporation / Statutory Registration / Shop Act License certificate (As the case may be) – Period shall be considered from the date of incorporation/Shop Act Registration of bidding firm/company. This criteria will help in evaluating the stability and experience of the firm in the market. a) 5 – 10 Years: 2 Marks b) 10 – 15 Years: 3 Marks c) 15 – Above Years: 5 Marks	5
III.	Training Center with trainers having experience in training of Security Forces. (A separate valid registration certificate of such training center	15 ETRO RAI

	issued by Central/State government authority is compulsory and needs to be enclosed along with detail of trainer(s).)	
IV.	Senior officer of the rank of retired Brigadier or its equivalent with experience of over 5 years in conducting operations and training preferably of Special Forces like National Security Guards/State Commando/Central Police Force Commandos. (Proof of senior officer being retired as a Brigadier or its equivalent needs to be submitted.)	15
V.	Experience of providing all the required services (i.e., Security Services and Housekeeping Services) to a single establishment. a) Work of 0.5 Cr to 0.75 Cr: 10 Marks b) Work of 0.75 Cr to 1 Cr: 15 Marks c) Work of 1 Cr and more: 20 Marks	20
VI.	Established Office in Nagpur (Evidence of Address to be enclosed) and should be Operational from minimum 1 year	10
VII.	Presentation on Methodology and Planning for providing efficient services to be given in front of Maha-Metro Authority, Presentation shall include: 1. Methodology for providing security services (including SOPs for various events) 2. Methodology for providing FMS 3. Methodology for providing Ticketing and Customer care services 4. Organization structure, escalation matrix and monitoring procedure for achieving the SLAs 5. Proposed training to be provided to various manpower	30

4.1.2 Stage -II. Financial evaluation of proposals: (Maximum Marks = 100)

In the second stage the financial evaluation will be carried out based on, service charges of the Contractor, other charges etc. The authority will determine whether in the financial proposals are complete, unqualified and unconditional. The cost indicated the financial proposals shall be deemed as final and reflecting the total cost of services. Omission or mistake in calculation of obligator payments such as ESI, PF, HRA, and LWF etc. will be disqualified. The Financial Evaluation carries weightage of 30%. Financial score shall be ranked as per the score achieved by them from lowest to highest financial score. Maximum marks

4.2 Illustration for Financial Evaluation:

4.2.1 Financial Evaluation will be done as per following.

Suppose there are four bidder A, B, C & D they are quoting their financial bid as under:- The bidder may quote cost of different items as per BOQ of Financial Bid (Section-8). During evaluation the **Total Offered Cost** of work shall be considered for evaluation.

S. No.	Name Party	of	the	Price Quoted by bidder (Grand Total of Annual Quote including all taxes in Rs.)-Financial Bid	
1.	A			X1	

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Section-4 (Evaluation Criteria)

2.	В	X2	Suppose "B" quoted the lowest
3.	C	X3	
4.	D	X4	

Note: - Total Offered Cost shall clearly mention the Cost of manpower, Machinery and consumables separately.

4.2.2 The evaluation of score shall be as under:-

- i. $A = X2/X1 \times 100$
- ii. B = Price quoted by B is the lowest, he will get full 100 mark
- iii. $C = X2/X3 \times 100$
- iv. $D = X2/X4 \times 100$

4.2.3 Stage-III. Combined Technical and final evaluation:

Final score shall be calculated as under:-

Technical Bid and Financial Bid. $FS' = (TS \times TW) + (FS \times FW)$

FS' = Final Score

TS = Technical Score

TW = Technical Weightage (70%)

FS = Financials Score

FW = Financial Weightage (30%)

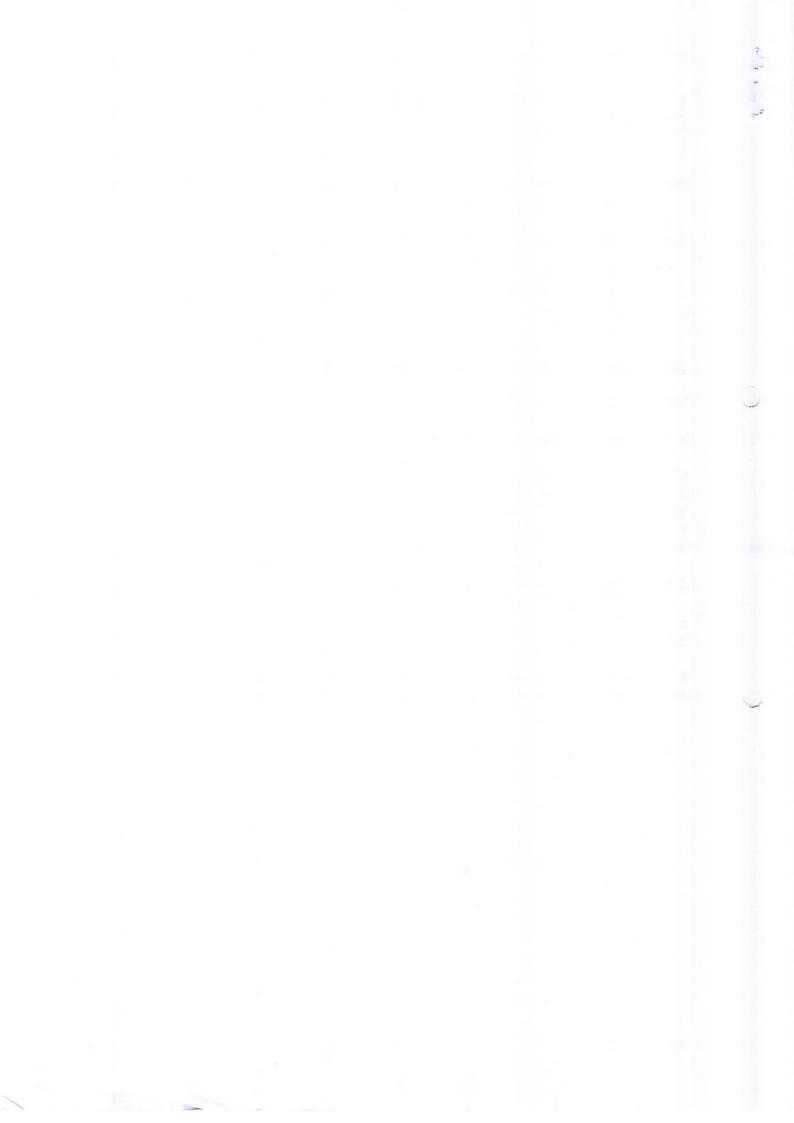
4.2.4 Weightage for Technical and financial proposals.

Technical (T) = 0.7

Financial (P) = 0.3

The Contractor will be finally ranked as per combined final weighted score & the Contractor who will score highest marks, shall be proposed for award of the work.





(Addendum - 3)

SECTION - 5

I. GENERAL SCOPE OF WORK AND INSTRUCTIONS

- 1. The Contractor shall post a dedicated Project Leader for this Contract who will be the single point of contact for all contractual obligations. Contractor shall also post dedicated Deputy Project Leader who will be the single point of contact in absence of Project Leader.
- 2. The Contractor shall conduct interview of staff to assess their suitability prior to their deployment in the appropriate field. Only those staff found fit should be deployed.
- 3. The Contractor shall prepare detailed date-wise, shift-wise, location-wise, and name wise list/roster of personnel who are deputed to perform each function as stated above.
- 4. Shift Timings:
 - (i) The TOM, EFO & Customer facilitation staff will work in the following shift timings:

a. Morning Shift: 06.00 to 14.00 hoursb. Evening Shift: 14.00 to 22.00 hours

Note: staff shall come well in advance so as to get ready to perform the services as per shift timings indicated above.

- (ii) All other staff will work in the following shift timings
 - a. Morning Shift: 06.00 to 14.00 hours
 - b. Evening Shift: 14.00 to 22.00 hours
 - Night Shift: 22.00 to 06.00 hours
- (iii) The Employer may make changes to the shift timings locally for locations or universally for all locations. The Contractor shall be bound to follow such hours.
- (iv) The Project Leader will be available round the clock on call, and shall not leave the city without informing the Employer and putting up a suitable replacement.
- 5. The staff should be fluent in speaking Marathi, Hindi and English.
- **6.** The staff shall always maintain high decorum to keep up the standards of MAHA METRO. Their level of integrity shall be beyond suspicion.
- 7. Maha Metro will provide uniform for all staff except Security staff
- 8. Maha Metro approval shall be obtained for uniform of Security staff.
- 9. I card as approved by MAHA METRO shall be provided to all the staff while on duty.
- 10. Safety Measures Safety Instructions: The Employer's premises have High Voltage OHE, High Voltage equipment, movement of Trains in the depot and stations, and other industrial equipment, which can cause major injury, electrocution, and even death to the personnel. Hence, requirements for observing safety are very high. The Contractor's Team leaders/supervisors will be provided familiarization on the safety aspects and shall be required to train all the Security Guards deployed. The Contractor shall ensure that the following rules and guidelines are made known to its entire staff and must be followed to ensure safety.
 - a. Things to do:



- (i) In case of fire/anything unusual on OHE equipment or wires, inform the Employer's nominated staff/executives/control.
- (ii) Extinguish fire by available fire extinguishers.
- (iii) Ensure no water jet is directed at the fire under any circumstances.
- (iv) Before taking up the work 2 meters near to OHE, the OHE should be switched off and earthed on both sides.
- (v) Keep clear of the track.
- (vi) Special care should be taken while carrying long pipes, poles or ladders through tracks so that it should not come within 2 meters of OHE.
- (vii) Cases of electric shock arising out of contact traction should be reported to the Employer's staff/executives/control.
- (viii) The staff should wear proper PPE when and as required.
- (ix) Staff shall adopt the necessary safety procedures made by the Employer to avoid any type of accidents/incident to staff and material.
- (x) Cleaning work other than that of surface (i.e. of beam, pillars etc.) should be done during block period availing shadow block only.
- (xi) Whenever washing or cleaning using water jets is done, take appropriate power block.
- (xii) Staff shall adopt the necessary safety procedures made by MAHA METRO to avoid any type of accidents/incident to staff and material.
- (xiii) The service provider shall display necessary signage approved by MAHA METRO.
- (xiv) The staff should not allow any person to enter unauthorized area without proper authorization from the Employer.
- (xv) Report any unusual occurrence in their vicinity to the MAHA METRO staff.
- (xvi) To stop/start escalator/lifts in emergency & to help/evacuate commuters stuck up in escalators/lifts & during need.
- (xvii) Any other work assigned by Maha Metro

b. Things NOT to be done:

- (i) Do not approach within 2 meters of any OHE or live equipment.
- (ii) Do not work on or near OHE or any live equipment unless they are made dead, earthed and shut down notices/ permit to work obtained.
- (iii) Do not enter switching station or remote control center unless specially permitted.
- (iv) Do not touch a person in contact with live OHE Remove/touch only after power supply is switched off and earthed.
- (v) Do not touch any OHE fallen on the ground and do not allow anyone else to touch it.
- (vi) Do not forget to give artificial respiration to the victim as per the prescribed procedure laid down in shock treatment charts.
- (vii) Do not cross in front of energized train.
- (viii) Cleaning work with conducting materials like Aluminum/ Steel rods should be avoided at all times when power block is not availed.
- (ix) Do not lift or raise your tools towards OHE.
- (x) Do not damage the plinth continuity, connection to BEC, OPC and handrail continuity.
- (xi) Do not use steel tape or metallic tape or tape with woven metal reinforcement in electrified area.
- 11. Preservation of Peace and orderly conduct: The Contractor shall be fully responsible to ensure the discipline, and orderly conduct among the staff deployed for work. Smoking &

Consumption of Tobacco in any form is not allowed. The carrying and consumption of intoxicating liquor, drugs or other substances that may affect the proper performance is strictly prohibited in the depots/Stations.

12. ECOLOGICAL BALANCE.

- i. The Contractor shall maintain ecological balance by preventing deforestation, water pollution and defacing of natural landscape. The Contractor shall, so conduct his cleaning operations, as to prevent any avoidable destruction, scarring or defacing of natural surroundings in the vicinity of work. In respect of ecological balance, the Contractor shall observe the following instructions.
 - a) Where destruction, scarring, damage or defacing may occur as a result of operations relating to Cleaning activities, the same shall be repaired, replanted or otherwise corrected at Contractor's expense. All work areas shall be smoothened and graded in a manner to confirm to natural appearance of the landscape as directed by the Engineer.
 - b) All trees and shrubbery, which are not specifically required to be cleared or removed for cleaning purposes, shall be preserved and shall be protected from any damage that may be caused by Contractor's cleaning operations and equipment. The removal of trees or shrubs will be permitted only after prior approval by the in charge. Trees shall not be used for anchorage. The Contractor shall be responsible for injuries to trees and shrubs caused by his operations. The term "injury" shall include, without limitation, bruising, scarring, tearing and breaking of roots, trunks or branches. All injured trees and shrubs shall be restored as nearly as practicable, without delay, to their original condition at Contractor's expenses.
 - c) In the conduct of cleaning activities and operation of equipment, the Contractor shall utilize such practicable methods and devices as are reasonably available to control, prevent and otherwise minimize air/noise pollution.
- ii. Separate payment shall not be made for complying with provisions of this clause and all cost shall be deemed to have been included in the price in the Bill of Quantities.
- iii. Contractor shall use Environmental friendly chemical / detergents / reagents. For the purpose of Cleaning & housekeeping to the extent Possible.
- iv. Contractor shall submit Material safety data sheets & shall follow the instructions written in material safety data sheets. The handling & Storage of materials shall also be done as per materials safety data sheets.
- 13. RESOURCES REPORT: The Contractor shall submit to the in charge each month a detailed list by trade classification, of manpower employed during the report period as also a list of all serviceable major items of cleaning machineries / equipment on site.

i. Accidents:

- **a.** It shall be the sole responsibility of the Contractor to adopt all the safety measures & deploy Cleaning personnel who are adequately trained in safety.
- **b.** If any accident occurs within the station area due to cleaning & Housekeeping operations or due to negligence on the part of the Contractor's personnel it shall be the full responsibility of the Contractor.

c. If any damage occurs to the structures/ material & equipment due to Cleaning and Housekeeping operations, the cost of damage will be recovered from the Contractor's bill.

14. Safety & display of Signage:

- i. Contractor shall adopt the necessary safety procedures to avoid any type of accidents to passengers, Employer's personnel, any other personnel & to avoid damages to station assets.
- ii. The Contractor shall display necessary signage with the approval of the Employer or his authorized representative. The type of signage will also be got approved from the Employer or his authorized representative. While carrying out the work, necessary signage shall be deployed.
- 15. Medical Examination: Contractor shall submit the medical fitness certificate of the proposed staff from recognized medical doctor.
- **16. Communication facility:** Supervisor/team leader of each station shall be given a mobile/ WLL telephone.
- 17. Standard operating Procedures (SOP): Contractor shall prepare SOP for various services (under different circumstances including emergency/disaster) to be provided by him within 15 days & get the approval of Maha Metro.

18. Penalties:-

- a. An act of wrong declaration of returns or suppression of facts in Shift Abstract Form or in the System by TOM/EFO staff shall attract a penalty of Rs.1000/- per instance. If monitory loss is caused to MAHA METRO, the amount lost shall be recovered from the Contractor along with a fine up to Rs. 1000.00.
- b. Retention of Security Staff on overtime duty without prior approval of the Maha-Metro is liable for penalty of Rs. 500/- per Security Staff on each such occasion.
- c. In case of short supply in the sanctioned strength and leaving the duty before arrival of the reliever, a penalty of Rs. 500/- per Security Staff per day will be levied.
- d. In the event of any loss incurred/occurred to Maha-Metro, as a result of any lapse on the part of the contractor, such loss will be recovered from the amount payable to the contractor. The decision of Maha-Metro shall be final and binding on the contractor.
- e. No person shall enter the paid area of the station without valid ticket or card and the same shall not be allowed by the security Staff. If any person is found in the paid area without such valid ticket or card, then the same shall be construed as failure in the duty of the security system provided by the contractor and shall be levied a spot fine of Rs 1000.
- f. In case any public complaint is received attributable to misconduct/misbehavior of the contractor's personnel, & is assessed as true by Maha-Metro's administration, a penalty of Rs. 1,000/- for each such incident shall be levied and the same shall be deducted from the contractor's bill and on repetition of the same Maha-Metro may terminate the contract.
- g. Any breach of Conditions stipulated in the contract detected by Maha-Metro officials shall attract a spot fine upto Rs.1000.00 per event.
- h. Rs.1000 per day per person will be deducted if any staff of Contractor is not in proper or without uniform or without ID card.
- i. If any repetitive lapses are found in the performance of the duty by the Contractor or on any particular incident negatively affecting the working of Maha-Metro, a suitable amount of penalty as decided by Maha-Metro will be deducted from the Contractor's monthly bill/performance guarantee.

- j. If the contractor fails to perform its duties/functions satisfactory as prescribed by Maha-Metro then Maha-Metro reserves the right to terminate the contract with the contractor at any point of time. In no event shall the contractor be entitled to any prospective profits or consequential losses because of such termination.
- k. If licensee fails to make payment to its Security Personnel deployed at Maha-Metro before 5th of every month, it will be viewed as a service lapse and suitable penalty as decided by Maha-Metro may be deducted from its monthly invoice/bill.
- In addition to any of the provisions listed above, Maha-Metro can terminate the contract
 without providing any reason to the contractor by giving notice in one month in advance.
 No compensation shall be paid to the contractor for the residual period after the cancellation
 of contract.
- For poor quality of work i.e. improper cleaning, sanitation, a spot fine of Rs. 1500/- to Rs. 5000/- can be imposed at each instance. Any litter in the entire premises which remains unattended and not cleared for more than 15 minutes shall be treated poor quality of work. For sanitation, Cleaning, washing, etc. the same shall be treated as poor quality of work if the same is unattended beyond the frequency mentioned in the bid document. The decision regarding Penalty & Imposing of the Penalty shall vest with Maha-Metro. This is in addition to the other deductions as specified for short deployment, defective machine, rodent nuisance etc.
- m. This penalty shall not relieve the contractor from his obligation to execute the works or from any other of his obligations and liabilities under the contract.
- n. If any damage to any of the equipment installed at Depot due to presence of rodent is noticed or any damage to equipment due to rodent takes place, a penalty of minimum Rs.2500/- shall be imposed. For pest control, concerned in-charge will certify whether pest control is done properly or not. Decision of Maha-Metro shall be final in this regard.
- o. Suitable penalty / fine regarding damage, theft, loss, missing of sanitary and water supply installation/ equipment, fitting shall be imposed as per direction of Maha-Metro officials.
- p. Contractor shall provide for Biometric attendance system of their staff at place of work & record of the same shall be submitted along with Bills.
- q. Penalty per day per machine if machines not working/not deployed

SN	Type of Equipment	Penalty
1	Single phase / 3 phase cold water high pressure jet cleaner with surface cleaner for splash cleaning	Rs.200/-
2	Battery powered walk behind automatic scrubber drier	Rs.300/-
3	Single disc floor scrubbing machine with dual speed	Rs.300/-
4	Wet and Dry vacuum cleaner with remote control filter cleaning system	Rs.200/-
6	Running escalator scrubber with suction mortar, brushes, leading and trailing cobs	Rs.300/-
7	Window glass cleaning kit with 20 ft extendable non-metallic telescopic pole.	Rs.200/-
8	Twin bucket wet mopping trolley with wringer	Rs.100/-
9	Complete dry mopping system with swivel frame and non-metallic road	Rs.200/-
10	Manual sweeper with inbuilt manual vacuum system	Rs. 200/-
11	Battery operated vehicle with driving facility and storage for keeping the cleaning equipment/ Material.	Rs.200/-

19. Details of Stations and Station Layouts & infrastructure at stations to be managed by the Contractor under Security & FMS Contract is as under

SN	Station	Code	Centre chainage	Public Area (Sqm)	Private Area (Sqm)	Lifts	Stairca ses	Escalat ors
1	Khapri	KPR	18260.000	4316	1850	2	2	2
2	New airport	NAP	16220.000	4399	1442	2	2	2
3	Airport south	ASP	14692.500	3995	2050	2	2	2
	Total			12710	5342	6	6	6

Station Layouts are attached in Annexure-A.

20. Security Equipment at Stations

Sr. No.	ITEM	Unit	AIRPORT SOUTH	NEW AIRPORT	KHAPRI	TOTAL
1.	X-Ray Baggage Scanner	No	1	1	1	3
2.	Door Frame Metal Detector	No	2	2	2	6
3.	Hand Held Metal Detector	No	2	2	2	6
4.	Ladies Frisking Booth	No	1	1	1	3

21. Provision of TOM & EFO

STATIONS	Number of TOM	Number OF EFO's
Airport South Station	2	1
New Airport Station	2	1
Khapri Station	2	1
Total	6	3

22. Locations to be managed by Customer Facilitation Staff

STATIONs	AFC Entry Gate	AFC Exit Gate	Platform	Number of Validators
Airport South	2	2	2	8
New Airport	2	2	2	8
Khapri	2	2	2	8
Total	6	6	6	24

23. Minimum Manpower required: Bidder shall assess the manpower requirement to manage the services as per scope & SLA requirement, however they need to deploy minimum manpower as indicated below

SN	Details of function	Manpower	Category
1	Project leader	01	Managerial skill and qualification
2	Deputy Project leader	01	Managerial skill and qualification
3	TOM/EFO & Customer facilitation	42	TOM/EFO: Skilled (18) Customer Facilitation: Semi-Skilled (24)
4	Team leader for TOM/EFO/Customer facilitation	01	Highly Skilled
5	Deputy team Leader for TOM/EFO/Customer facilitation	01	Highly Skilled
6	Housekeeping staff	42	Un-skilled

7	Supervisor for house keeping At 3 stns & depot	12	Skilled
8	Team leader for house keeping	1	Highly Skilled
9	Deputy team leader for house keeping	01	Highly Skilled
10	Security Guard	49	Skilled
11	Security supervisor	12	Highly Skilled
12	Team leader for security	1	Highly Skilled
13	Deputy team leader for security	1	Highly Skilled

^{*}The cost of project leader and Deputy Project Leader will be a part of administrative/overhead charges.

- a) 30% of the total manpower to be supplied must be female.
- b) The manpower to be supplied should preferably be from Nagpur or from places in the vicinity of Nagpur.
- c) In case of manpower requirement due to additional / modified scope as may be required by Maha-Metro, the Contractor has to supply the manpower and will be paid on rate quoted and accepted for Manpower.
- d) Maha-Metro Reserves the right to increase or decrease number of shifts redeploy the manpower within station or across various station/ Depot. In case number of staff remains the same no additional payment shall be done.



^{*}Note:

SECTION - 5

II. SPECIFIC SCOPE OF WORK

A. SERVICES FOR TICKETING (TICKET OFFICE MACHINE MANAGEMENT & CUSTOMER CARE)

1. Organizational Structure and Communication:

- a) Team Leader and Deputy Team leader shall be responsible for managing the staff deployed at TOM & Customer Care and Facilitation staff at all the 3 stations.
- b) TOM (Ticket Office Machine) /EFO (Excess Faire Office) operator shall be deployed at all the 3 stations in 2 shifts. Details of the counters to be manned is provided in Part-I of Scope of Work.

2. Qualifications of Staff:

SN	CATEGORY	QUALIFICATION
1		
Graduate with and should be able to communicate i Hindi and in English. He shall have a work experien minimum of (03)Three year in handling similar wor leader for works undertaken in star category Hotels Metro stations. CV of Deputy team leader must be s		Graduate with and should be able to communicate in Marathi, Hindi and in English. He shall have a work experience of minimum of (03)Three year in handling similar work as team leader for works undertaken in star category Hotels, Airport, Metro stations. CV of Deputy team leader must be submitted. Also client certificate of experience should be submitted.
2	TOM/EFO Operator	Graduate with computer Knowledge and Communication Skill should be able to speak in Marathi, Hindi and English

3. Work Description for TOM/EFO operator: Work involves providing the services of Ticketing through Ticket Office Machine (TOM) Operators, who will be responsible for manning the Ticket Office Machines i.e. issue of Ticket, tokens, Smart Cards, Topping up the Cards, QR (Quick Response) Code tickets, RFID (Radio-frequency identification), issue of Bus / Metro Common Tickets if any, Collection of Cash, Remittance of Cash to Station Controller or to representatives of the nominated bank as the case may be, submission of shift-wise returns of the money transactions made during shift, maintaining proper accounting etc. They shall also act as Customer Care Centre staff to interact with Passengers and other public and give courteous and prompt reply.

4. Schedule of Activities:

a) Ticket counters in Metro Stations:

 Receive Cards, Tickets, Imprest Amount and Shift Abstract Form (SAF) from Station MAHA-METRO
 Dec-17

- Controller at the beginning of the shift.
- ii. Sale of tickets, Sale of Travel Cards / Add-value and its activation and sale of Paper Tickets under the written instructions of Station Controller.
- iii. Submit the merchant copy of Charge Slip with detailed Settlement Report to Station Controller in respect of POS transactions and hand over cash, cards, Tickets etc., along with SAF to Station controller as per the End of Shift Report.
- iv. Any other works allotted by the Maha-Metro.

b) Excess Fare office at Metro stations

- i. To Receive Cards, tickets, Imprest Amount and SAF from Station Controller at the beginning of their shift. These tickets are for usage as Free / Paid Exit.
- ii. To Refund the electronic value from ticket to the passenger, Issue Group Ticket, collect Penalty / Adjustment Fare from passengers.
- iii. In case Entry-Exit mismatches, adjust Tickets / Travel Cards with or without penalty.
- iv. Attend to the queries / enquiries of commuters, collect unreadable Cards from customers and replace with new cards. Unreadable cards to be handed over to SC for further action.
- v. To hand over cash, card Tickets etc., to SC as per the end of the Shift Report.

5. Requirement/Procedures:

- a) MAHA METRO will give them training regarding operating the Ticket Office machines at its cost. However, in case of attrition the contractor shall arrange for the training at its own cost.
- b) TOM (Ticket Office Machine) Operators shall discharge duties of both customer Care Centre and Ticket Office Machine Operation.
- c) The Ticket Office Machine (TOM) Operators need to handle money both in terms of cash and cards. They should be capable and careful in this regard.
- d) At the beginning and end of their duty in each shift, they should ensure the record of the opening / closing balances of cash, cards, tokens etc. in the MAHA METRO's system and check correctness of physical balances, being handed over / taken over. Any breach by the TOM Operators in this regard and loss, if any, shall be borne by the Contractor.
- e) The Ticket Office Machine (TOM) shall not be left unmanned at any stage during revenue operation hours. No Staff shall leave the post until properly relieved by a competent reliever.
- f) The staff shall declare the personal cash carried by them while taking up duty.
- g) For every Counterfeit or fake currency detected either by MAHA METRO staff at the time of receiving cash from TOM operator or by the Bank officials at the time of taking over cash, an amount equal to counterfeit or fake currency shall be debited to the Contractor.
- h) Follow all cash handling procedures and revenue procedure approved by MAHA METRO.



B. SERVICES FOR CUSTOMER FACILITATION AND GENERAL SERVICES

1. Organizational Structure and Communication:

- a) Team Leader and deputy team leader are common for TOM/EFO and customer facilitation details mentioned in A(1)(a) and (b) of Scope of Work
- b) Customer facilitation staff shall be deployed at all the 3 stations in 2 shifts. Details mentioned in Part-I of Scope of Work.

2. Qualifications of Staff:

S No.	CATEGORY	QUALIFICATION
1	Customer	12 th pass with Communication Skill should be able to speak in
	facilitation staff	Marathi, Hindi and English

- **3.** Work Description: Customer facilitation is to provide Maha-Metro passengers a comfortable and safe journey and support MAHA METRO staff to accomplish their work.
 - a) Monitor the Passenger flow at the entry and exits of Stations.
 - **b)** Continuous observe and monitor the crowding condition for any Irregularity and assist passenger's needs.
 - c) Ensure the safety of the commuters and orderliness among the passengers in all the areas especially at the platforms.
 - d) Observe and monitor the public address announcements and displays.
 - e) To ensure safety of the passenger whenever the speed of escalators slows down the movement of the passengers when necessary. Also barricade whenever the work is being carried out like change of direction, cleaning, maintenance, inspection and when it is stopped.
 - f) Each AFC gate array of stations shall be manned, who shall watch and ensure that only valid ticket/token/card holders enter and exit properly.
 - g) To barricade and place the proper signage wherever it is required or as instructed by MAHA METRO staff.
 - h) To ensure on daily basis that the Assembly Point, Evacuation Passages and Emergency Exit are clear from any obstruction.
 - i) To help differently abled (physically challenged) passengers at the stations.
 - j) Providing assistance to passengers to use Ticket Vending Machines.
 - k) Guidance to commuters regarding MAHA METRO system, behavior & etiquettes.
 - Assist passengers with special needs.
 - m) Handover/transfer of documents/assets from/to various offices/stations of MAHA METRO.
 - n) Serving the functions of office helpers.
 - o) Collect/dispatch letters/documents to and from stations and depot.
 - p) Any other job as assigned by MAHA METRO.

C. SECURITY SERVICES

1. Organizational Structure and Communication:

- a) **Team Leader:** Shall monitor the availability of security supervisor and staff (their performance, attendance and training) and shall be single point of contact from the Contractor's end.
- b) Deputy Team Leader: Shall monitor the availability of security supervisor and staff (their performance, attendance and training) and shall be single point of contact from the Contractor's end during absence of Team leader.
- c) Security Supervisors: Shall be deployed at each station at Station Security Room and Depot in 3 shifts.
- d) Security Staff: Shall man each DFMD and Baggage Scanner and do the frisking. Details of DFMD & Baggage Scanner is mentioned in Part-I of Scope of Work. At least one female staff shall be available at all stations and Depot in 3 shifts.

2. Qualifications:

a) The educational qualifications of the staff should be

S.No.	Category	Qualification
1	Team Leader	Graduate and should be able to communicate in Marathi, Hindi and in English. He also must have a work experience of minimum of 05 (Five) year in handling similar work he shall be Ex- defence personal/ Ex-Police man. CV of team leader must be submitted. Also client certificate of experience should be submitted.
2 Deputy team leader		Graduate and should be able to communicate in Marathi, Hindi and in English. He also must have a work experience of minimum of 03 (Three) year in handling similar work he shall be Ex-defence personal/ Ex-Police man. CV of team leader must be submitted. Also client certificate of experience should be submitted.
2	Security Supervisor	12 th with computer literacy and proficiency in Marathi English and Hindi. He shall have 5 years relevant experience in similar security service.
3	Security Guards	10 th pass with proficiency in proficiency in Marathi & Hindi. Working knowledge of English is desirable.

- b) The staff deployed shall not be less than 21 years of Age and not more than 55 years of age.
- c) The staff should be physically fit for strenuous duty.

3. Work Description:

a) This involves providing Security Services for 3 stations (from Khapri to Airport South Metro station) and MIHAN depot.

b) The security services shall be required during the day and night as per the Maha-Metro's

requirement.

- c) The Contractor shall be required to execute Security and Allied Services with its own suitable trained and uniformed manpower with the qualifications mentioned in this document, and amended by the Employer from time to time.
- d) The Contractor shall provide trained Security personnel and supervisors by deploying fail-safe measures, providing early warning and mobilizing trouble shooting elements thereby ensuring:
 - i. Protection of the Employer's property, personnel, passengers and visitors against harm/theft/damage.
 - ii. Regulate access control at nominated places of deployment, prevent misuse of premises and facilities, prevent trespassing, unauthorized construction, prevent squatting in the Employer's premises, vandalism and throwing of garbage in the Employer's premises, prevent littering, spitting and ensuring general adherence to rules by others.
 - iii. Undertake fire-fighting operations with available equipment and resources in situation of emergencies.
 - iv. Regulate parking of vehicles in the Employer's premises as per directions.
 - v. Regulate the passengers while boarding and alighting the trains at platforms of stations.
 - vi. Regulate entry of labour in the Employer's premises in an orderly manner

4. Description of Activities:

- (i) Shift-wise manning of nominated equipment/location as per Maha Metro.
- (ii) Keeping a watch on the persons entering through the DFMDs and subjected to frisking by Hand Held Metal Detectors (HHMD).
- (iii) Each X-Ray Baggage scanning machine, which shall be provided by the Employer, shall be manned by security personnel.
- (iv) At least one security staff at DFMD shall be female, for dealing with female passengers as required.
- (v) The Security Staff shall patrol as required by the Employer and keep a general watch.
- (vi) The Security staff shall watch, attend and properly deal with security risks like unattended / unclaimed objects, overcrowding, mischief by bullies, misbehavior, miscreant activities etc.
- (vii) The Security Staff shall watch and ensure that restricted areas are not entered by unauthorized persons and only persons with proper authority enter these areas.
- (viii) The Contractor shall maintain Daily / Shift wise attendance register for the Security Staff and the supervisors.
- (ix) Security staff and Supervisors shall perform duties as per the Standard Operating Procedures and instructions approved by the Employer (Contractor shall submit the SOPs for approval). They shall follow the directions of Security Control and Station Controller from time to time in regard to normal working of stations. The location of deployment and nature of duty of security staff may be altered by Station Controller or Security Control in the interest of smooth operation.
- (x) The Security staff shall issue entry pass and temporary access cards to visitors. Prior to issue they shall contact the concerned official/officer whether the visitor can be permitted. A register shall be maintained wherein the particulars of the visitors with name, address and phone numbers shall be entered by visitors with his signature, date and time of entry and exit.
- (xi) The vehicles entering the Employer's premises at shall be thoroughly checked.

- (xii) The Security Staff shall assist the Employer in passenger evacuation from the train or the station.
- (xiii) The Contractor shall maintain liaison with the local police, fire and other authorities for the purpose of better services.
- (xiv) The Contractor shall perform any other duty asked for by the Employer in order to ensure better security of the Employer's assets.

5. Duties of Team Leader/ Deputy Team Leader:

- (i) Ensure round the clock effective security cover for passengers, staff and the premises of the Employer as spelled out in this Contract.
- (ii) He will be single point of contact for this Contract.
- (iii) Liaison with the State Police and other local authorities as and when required.
- (iv) Training of security staff.
- (v) Ensure the works as per contract terms and conditions.
- (vi) Recording and managing project issues and resolving the issues.
- (vii) Providing status reports as required by the Employer.
- (viii) Responsible for maintain wage registry of staffs and MAHA METRO reserves the right to audit.
- (ix) Responsible for timely raising of invoices and ensuring timely payment to the security staff, including all allowances and wages as per the extant laws.
- (x) Making sure that the Security Staff complies with the SOPs provided by the Employer.

6. Duties of Security Supervisors:

- (i) The Supervisor shall be able to dissimilate his experience as a supervisor to control all the Security Guards deployed by the Contractor.
- (ii) It is his duty to ensure punctuality and attendance of the Security Guards and to ensure the presence of required numbers of Security Guards and to make alternative arrangements in case of absence, leave etc. so that assigned work is not hampered
- (iii) To carry out quality performance checks of all the Security Guards at frequent intervals and put in place the corrective measures as required.
- (iv) He shall act as a key person to receive instructions from time to time from the Employer and act upon them.
- (v) He shall possess valid First Aid Certificate and shall render First Aid to needy passengers and staff as and when necessary.

7. Duties of Guards:

- (i) Manning and managing baggage scanning.
- (ii) Reporting the issues if any to the Security Supervisor/Station Controller/other authority nominated by the Employer.
- (iii) Assist Security Supervisor as and when required, and working as Acting Security Supervisor in his absence.
- 8. **Requirement/Procedures**: The general instructions shall include the below mentioned points but will not be limited to this only:
 - 1. The Security Staff deputed by the Contractor should be adequately trained in accordance with provisions under the Private Security Agencies Regulation Act, 2005. They shall be

- in possession of valid certificates under the Private Security Agencies Regulation Act, 2005.
- 2. The training should cover monitoring of CCTV, X-ray machines, frisking, mob control, handling of contingencies.
- 3. The Security Staff deputed shall be without any arms. Wooden or fibre sticks or lathis and whistles to the Security Staff shall be provided by the Contractor at its own cost, wherever required.
- Security Staff shall be well versed in the operation of security equipment like Baggage Scanners, Door Frame Metal Detectors (DFMDs) and Hand Held Metal Detectors (HHMDs).
- 5. The Maha-Metro may need additional manpower for security and supervision at short notices. The contractor shall arrange to supply the required additional manpower at an advance notice of 24 hours.
- 6. Adequate female Security Staff shall be nominated in every shift to handle female passengers and staff.
- 7. No Security Staff shall be asked to continue after completion of his shift.
- 8. The staff manning X-ray machine should rotated after every 2-3 hours.
- 9. The security Staff should also assist and guide the passengers whenever required. They should be fully aware of the facilities available with the Maha-Metro for the passengers. They should be courteous and polite in their behavior.
- 10. The Security Supervisors should be fully aware about the preventive security measures as well as measures to be taken when any untoward incident happens. They should know the chain of command including contact numbers etc. of the concerned officials in the Maha-Metro's Security and Operations Department for immediate communication. They should be aware of contact numbers of hospitals, ambulance services available etc. so that in emergencies they can rush the concerned for medical aid without loss of time.
- 11. The requisite number of security Staff shall always man the duty areas and shall leave their duty only after the reliever takes over the duties.
- 12. The Contractor shall maintain records of the activities of security checks, vehicles etc which shall be subject to inspection by authorized representative of the Maha-Metro.
- 13. The Contractor shall maintain close liaison with local police and update themselves with law and order situations. They should proactively gather intelligence and update the Maha-Metro's Security Officer.
- 14. The movement of materials in and out of the Maha-Metro's premises shall be only on proper memo and shall be recorded in the register maintained for the purpose.
- 15. The Security Staff and Supervisors shall assist Quick Reaction Team/State Police in case of emergencies.
- 16. In the event of receipt of security alerts, the Contractor should be able to deploy extra man-power to tackle the situation.
- 17. The minimum wage rules as notified by the Ministry of Labour and Employment (GOI), Office of the Chief Labour Commissioner (GOI) should be taken in to account.
- 18. The Contractor is encouraged to hire ex-serviceman at least to the tune of 20% of the total staff.
- 19. Maha-Metro through its authorized representatives is free to issue instructions from time to time to carry out the assigned functions professionally. All such instructions received by the authorized representative on behalf of the Contractor shall be followed.
- 20. The Contractor shall issue photo ID cards to its entire employees with the Contractor's Logo, Name and Designation of the employee deployed.
- 21. The Contractor should produce the Police Verification certificates irrespective of the antecedents of the personnel to be deployed within two weeks after the award of contract.

- 22. The Contractor shall be personally responsible for the conduct of its staff.
- 23. The Contractor shall keep in mind the rules and regulations of the Maha-Metro in force and instructions issued from time to time while discharging the assigned services. The Maha-Metro will be free to take action against the Contractor for violating the same.
- 24. The Contractor shall be liable to pay compensation for any loss and damage caused to the property of the Maha-Metro or its staff members / visitors by the Contractor or its staff.
- 25. If any of the Contractor's staff does not turn up or proceeds on leave or absents him / her, it will be the responsibility of the Contractor to provide or suitable substitute from those names already given to the Maha-Metro with the verification certificate immediately to ensure uninterrupted services.
- 26. The Security Staff shall wear uniform which shall be provided by the Contractor. The uniform should be such that even in a crowd the Security Staff is conspicuous by the uniform. The uniform should also facilitate identification of the rank of the personnel. Necessary personal protective equipment including winter clothing, raincoat etc. shall be provided by the Contractor at its cost. A lanyard/whistle cord is to be part of uniform and a whistle is to be provided to the security guard on duty.
- 27. The Contractor shall get the Guards and Supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Employer shall be at liberty to get anybody re-examined in case of any doubt. Only physically fit persons shall be deployed for duty.
- 28. The Contractor shall ensure that its personnel do not at any time, without the consent of Employer in writing, divulge any information, documents, accounts matter or transaction undertaken or handled by Employer and shall not disclose to any information about the affairs of the Contractor and the Employer. The clause does not apply to the information, which becomes public knowledge.
- 29. All liabilities, of the personnel deployed, arising out of accident or death while on duty shall be completely borne by the Contractor.
- 30. The Security guards should be covered under ESI scheme and PF with no liability whatsoever to Maha-Metro in this regard. The wages paid to them should strictly comply with Minimum Wage Act and Contract Labour (R & A) Act.
- 31. The Contractor is solely responsible for payment of monthly salary including leave salary, bonus, gratuity, etc. to the security personnel as applicable to them by law.
- 32. License from Labour Department as per section 12 of Contract Labour (R & A) Act, 1970 should be obtained for the contract work within 30 days of award of contract.
- 33. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open, all over the premises.
- 34. The contractor has to take prior approval/consent from Employer before deploying any Security Personnel, who worked in previously deployed contractor of Employer, at any of the offices/sites/premises of Employer.
- 35. The requirement of Security Personnel may increase or decrease during the contract period and the contractor will have to deploy its Security Personnel accordingly without any objection.
- 36. The contractor's supervisors deputed to man the Security Control shall always be vigilant and carefully monitor the CCTV displays for any untoward incidents and intrusions at stations and locations in the Depot and initiate appropriate action. They should maintain a log book recording the events of day-to-day observations chronologically and action taken. In case of major untoward incident, they should send special report to Employer's Security Officer.
- 37. The contractor shall provide two sets of Uniforms to these Security Guards as approved by Maha-Metro and ensure that each security guard while on duty always wear neat and

- tidy uniform. Fine will be imposed on the Contractor if the workers and found without proper uniform.
- 38. The contractor will be fully responsible for any accident or mishap involving security engaged by the contractor and shall make good the claims on Maha-Metro if any claimed by victims of such incidents. The contractor shall indemnify the Maha-Metro for any claims arising out of accidents disabilities of any nature or death or claims out of provisions under all applicable laws or claims of any other nature in respect of all Security Guards engaged by the agencies. The contractor will fully indemnify Maha-Metro against all claims in this regard.
- 39. The contractor shall issue a formal appointment letter to all the Security deployed under the contract indicating the Name, designation, wage rate, amount of P.F both employees contribution and employee contribution as required under contract labour (R&A) Act 1940 and other labour enactments within 15days of deployment and submit copy of the same duly acknowledged by the appointed to the Manager for reference and records of Maha-Metro. A list of employees deployed under the contract with their detailed bio data shall be made available to Maha-Metro along with their passport size photo. Any subsequent changes should be informed immediately.

D. MAINTENANCE SERVICES (DELETED)

E. SERVICES FOR CLEANING, HOUSEKEEPING: Organizational Structure and Communication:

- a) **Team Leader:** Shall monitor the availability of housekeeping staff (their performance, attendance and training) and shall be single point of contact from the Contractor's end.
- b) **Deputy Team Leader:** Shall monitor the availability of housekeeping staff (their performance, attendance and training) and shall be single point of contact from the Contractor's end in the period of absence of team leader.
- c) Housekeeping Supervisors: Shall be deployed at each station and Depot in 3 shifts.
- d) **Housekeeping Staff:** Shall be deployed in suitable number as per the total area of the station, rooms, circulating area and SLA requirement.

1. Qualifications:

a) The educational qualifications of the staff should be

S.No.	Category	Qualification
1	Team Leader	Graduate and should be able to communicate in Marathi, Hindi and in English. He also must have a work experience of minimum of 05 (Five) year in handling similar work as team leader for works undertaken in at least 4-star category Hotels, Airport, Metro stations. CV of team leader must be submitted. Also client certificate of experience should be submitted.
2	Deputy team leader	Graduate and should be able to communicate in Marathi, Hindi and in English. He also must have a work experience of minimum of 03 (Three) year in handling similar work as deputy team leader for works undertaken in at least 4-star category Hotels, Airport, Metro stations. CV of team leader must be submitted. Also client certificate of experience should be submitted.
2	Housekeeping Supervisor	12 th with proficiency in Marathi English and Hindi. He shall have relevant 5 year experience for cleaning/Housekeeping.
3	Housekeeping staff	10 th with proficiency in Marathi & Hindi. Working knowledge of English is desirable. They shall be properly trained in housekeeping and operating automated equipments.

- b) The staff deployed shall not be less than 21 years of Age and not more than 55 years of age.
- c) The staff should be physically fit for strenuous works.

2. SCOPE of Services:

2.1 General Scope: Providing Cleaning & Housekeeping Services, for stations, MIHAN depot, trains parked at depot and stations.

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- a. Cleaning and housekeeping of the stations, parking areas where ever applicable.
- **b.** Sanitation of Toilets and supply of necessary items like paper roll / buckets / mugs, room fresheners, hand wash, polythene etc. (*Dustbin will be provided by Maha-Metro).
- c. The Contractor will execute Cleaning and House Keeping works with the uniformed and suitably trained personnel with modern equipment & machinery for the following works in stations.
- d. The Contractor shall ensure required number of housekeeping staff in all the shifts.
- e. The Cleaning & Housekeeping should be carried out as per the schedule mentioned by using adequate number of specified machineries & equipment. The Eco friendly disinfectants detergents / liquids shall be used. The machines /equipment & Disinfectant detergents / liquids should not destroy the surface of flooring. Cleaning & Housekeeping operations shall not cause any damage to the Buildings, Equipment, Personnel, train movement etc. The Contractor may have to use suitable cleaning & washing Detergents/ Reagents etc. as specified/approved by MAHA METRO.

2.2: Specific Scope

- a) Floors at Concourse, Platform, and Passages: Different types of floors are provided for Concourse, Platform, and Passages in Station buildings and parking areas which shall be kept in neat & tidy condition by using Wet & Dry cleaning methods with adequate trained personnel, machines & equipment. The Concourse, Platform and Passages are to be cleaned daily during non-operational hours before the first train starts and there after cleaning should be done once in each shift and as & when required without affecting the passenger's movements. Necessary safety signage boards shall be used to avoid any accidents.
- b) Different types of floor area in all rooms: Different types of Floors including skirting/dado provided in various rooms of station building /Depot buildings should be cleaned as per the frequency by using wet & dry cleaning methods by deploying specified cleaning equipment / machines. The cleaning area shall be neat & tidy. All rooms are to be cleaned during non-operational hours & during shifts and as and when required.
- c) Different types of finishing works to walls, pillars etc.: Different type of finishes like mosaic tile, bridal tiles, granite stone, washed stone grit plaster, acrylic polyurethane enamel paint applied on wood or metal works etc. shall be cleaned as per frequency given in the scope of work by using wet & dry cleaning methods with specified & cleaning equipment.
- d) Cleaning of Glasses fixed to the doors, windows etc.: The Glass surface shall be cleaned gently with wet/dry cleaning methods as per frequency given in the scope of work. While cleaning the high raised glass surface, proper care should be taken so that no cracks/ breakages occur.
- e) Cleaning of Bitumen Surface: Bitumen surface provided for the service roads, circulating area/parking area shall be cleaned by using dry cleaning methods/brooming as per frequency given in the scope of work. Proper safety signage is to be used while cleaning to avoid any accidents. No traffic movements should be affected due to cleaning operations.
- f) Cleaning of doors/window frames: Different type of paneled or glazed doors/windows like wooden, Aluminum, Galvanized steel sheet doors, fire rated door etc. shall be cleaned by suitable (wet or dry or both) cleaning methods as per frequency.

- g) Cleaning of rolling shutters: Various sizes of rolling shutters provided in the depot are required to be cleaned by using suitable methods and trained personnel.
- h) Cleaning of stainless steel/mild steel/PVC hand railing: Stainless steel / mild steel/PVC hand railing provided to the stair cases/balconies etc. are to be cleaned along with the balusters by wet/dry cleaning methods.
- i) Cleaning of suspended ceiling: Different types of ceilings like Armstrong ceiling, gypsum ceiling etc. should be cleaned by suitable methods and specified equipment. This activity should be carried out with due care.
- j) Cleaning of Pavement: Pavements are to be cleaned by using dry sweeping or any suitable methods. Proper safety signage is to be used while cleaning to avoid any accidents. No traffic movements should be affected due to cleaning operations.
- k) Cleaning of toilets and restrooms (Male & Female): Toilets and restrooms both male and female need to be cleaned frequently every hour and should be kept dry.
- I) Cleaning of Signage boards/Notice boards: Different types of Signage boards/Notice boards etc. provided in Station buildings are to be cleaned as per frequency by suitable methods. The said boards should be kept neat & clean always
- m) Cleaning of furniture provided in all rooms/offices: The different type of furniture provided in all rooms in the station buildings are to be cleaned as per frequency by suitable methods. Sofa, chair covers provided in the rooms of stations shall be washed and Ironing of the covers should be carried out as per the frequency given in the schedule of work.
- n) Cleaning of Office equipment: Different types of office equipment like Amirah's, Bookshelves, and Racks etc. are to be cleaned as per frequency given in the Schedule of work.
- o) Cleaning of Vertical vanish /Blinds: Vertical vanishes /Blinds provided in various buildings to be carried out as per the frequency given in the schedule of work. Dry wiping & dusting to be done. While cleaning, no stripes to be damaged.
- p) Cleaning of Ceiling, Arches, Walls: Stations walls from outside-inside, arches, roofs, Ceiling, Space frames/Trusses, etc. including all fixtures and accessories shall be cleaned washed by deploying suitable mechanized equipment.
- q) Cleaning of EFO, TOM: EFO, TOM counter shall be cleaned frequently (Once in 3 hour) to make it dust free and shining.
- r) Complete station premises shall be covered every 10 minutes to collect litter, Pouches, lose articles etc.
- s) Cleaning of Fans: All Type of Fans provided in various locations of the Stations are to be cleaned as per the frequency given in schedule of work. No impression should remain on fan body & fan blades. While cleaning, the fastening which supports the ceiling fans should not get loosened
- Cleaning of Air-Conditioners: All type of Air-conditioners like Window type, Split type, package types etc. are to be cleaned by using suitable cleaning methods as per the frequency given in Schedule of work. All safety precautions need to be taken while cleaning Electrical equipment, only outer body of equipment along with Louver etc. are to be cleaned.

2.4 Pest control and Fogging:

a) Pest Control and fogging has to be carried out as per frequency.

b) General Pest Control: once in a month or as and when required Treatment for: Mosquito, Cockroaches, lizards, Flies and ants, Silver fish and all other flying crawling pests, Honey Bee control.

c) Rodent/Carpet Treatment: once in a month and as and when required: Household Rodent, Climbing rats, sewer rats, Bandicoots, Carpet beetles- Pesticide used should not leave any stain on the carpet.

2.5 Cleaning of Toilets

- a) Should be fully responsible for any damage/loss/theft/missing of all the sanitary and water supply fittings installation and equipment in toilets.
- b) Any damage of fittings shall be made good within twenty four (24) hrs. In coordination with MEP staff if required failing which suitable penalty will be imposed.
- c) The toilets in housekeeping possession should be kept clean & in hygienic condition and cleaned every one (1) hour.
- d) The drain and sewerage pipe line should be regularly cleaned in a programmed manner. It should be ensured that the choking materials such as polyethene /gunny bag etc. are not dropped in drain pipelines.

2.6 Cleaning of Equipment & other activity (To be done during night as far as possible & under supervision of technical staff)

- a) Cleaning of diesel generator (D.G. Sets) & Connected Equipment: The D.G. sets, connected panels, Battery Chargers, Fuel Tanks, and Oil Barrels etc. are to be cleaned by using suitable methods. D.G. set room contains flammable items; therefore extra care needs to be taken.
- b) Cleaning of All Equipment available in UPS room (Electrical and Signalling Rooms): The different types of equipment available in UPS room are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel.
- c) Cleaning of equipment in Telecommunication room: All Equipment available in Telecom room are to be cleaned. The Telecommunication equipment includes the following:
 - i. All type train movement monitoring equipment.
 - ii. All type of CCTV equipment.
 - iii. All type of Master Clock equipment.
 - iv. All type of Fiber optics equipment.
 - v. All type of Telephone & other communication equipment.

Note: The Cleaning of Telecommunication equipment need to be done very carefully since many Electronic Components is used. The cleaning of Telecommunication equipment would need special permit to be given by the authorized representative of the MAHA METRO.

- d) Cleaning of all other type machines & Plants: The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the MAHA METRO. All Cleaning should be carried out in non-operational condition of the equipment.
- e) Cleaning of all fire and safety Equipment available in all rooms: The different types of all fire and safety equipment available are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While

- cleaning, the safety has to be ensured by the cleaning personnel. Any accident, if occurs shall be the sole responsibility of the service provider. No equipment should be damaged due to cleaning
- f) Cleaning of All Equipment available in Pump room: The different types of equipment available in Pump room are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel.
- g) Cleaning of Lifts: The Lifts are to be cleaned. Basically the Lift room meant for passengers has to be cleaned. The Floor, walls, Electrical Fan & Light fittings are to be cleaned. The Switch panel inside the Lift room & outside the Lift room is also to be cleaned including indication panel & communication equipment. Similarly, Lift Doors inside & Outside are to be cleaned
- h) Cleaning of Escalators: All Escalators are to be carefully cleaned. The Cleaning may need special cleaning procedure to be followed, which is to be given by the Escalator manufacturer. If manufacturer does not give any cleaning procedure, then the Contractor has to propose a suitable cleaning procedure, which will have to be approved by MAHA METRO. The Escalator steps, Balustrade and other items as permitted by the authorized representative of MAHA METRO have to be carefully cleaned.
- i) Cleaning of portable fire extinguishers/Smoke detectors/ Fire detectors: The portable fire extinguishers, smoke detectors, Fire detectors wherever available in the station building area and Depot buildings are to be kept in neat and clean condition.
- j) Cleaning of butterfly valves / landing valves /internal hydrants, piping of all types: All type of valves provided for firefighting pipe lines are to be carried out as per frequency given in the schedule of work by dry and wet cleaning methods. It should be ensured that no dust should be accumulating on the valves. The exposed surface of the pipe also to be cleaned and kept in neat condition always.
- k) Cleaning of Cable Trays, Cable Trench Covers etc.: All types of Cable Trays, Cable Trenches covers etc. are to be cleaned by using suitable cleaning method.
- Cleaning of Computers and accessories: Computers and its accessories like CPU, UPS, Printer, Keyboard, and Monitor etc. are to be cleaned as per frequency given in the schedule of work by suitable method under the supervision of MAHA METRO user/In charge. No data should be deleted or functioning of computer affected due to cleaning operations.
- m) Cleaning of Security equipment: Baggage scanning equipment and other security equipment like DFMD etc. provided near Entry gates of station are to be cleaned.
- n) Cleaning of Drainage System of entire station premises: The drains provided at different locations i.e. Platform, Sub surface drains along the service roads, parking areas etc. have to be cleaned regularly and ensured that no blockage of water should occur. If any blockage occurs, it should be removed immediately & disposed to the approved locations. While cleaning proper care should be taken to avoid any accidents. If it is required to clean the Platform drains during operation hours, work should be carried out with the permission of MAHA METRO's authorized representative and necessary Safety Signage should be provided.

Note: While removing the cover slabs proper care should be taken so that no cover slabs are broken and the cover slab should be put back after the completion of cleaning work.

2.7 Cleaning of structure/equipment during block (To be done during night as far as possible & under supervision of technical staff)

a) Cleaning of Platform roof ceiling: The Platform roof Ceiling provided with different type of roof sheets on steel tubular truss etc. should be cleaned by using suitable methods with adequate trained personnel and cleaning equipment. The Contractor shall take adequate care so that no accident occurs & cleaning operation does not cause any damages. The Contractor shall make necessary arrangement to clean elevated surfaces with due safety. Work involves High rise cleaning by using appropriate modern equipment (safety equipment, spider rope, spider belt / harness, hook-S type and U type, hanger net, safety helmet, safety shoes, suction pad, Unger blade, blade holder, glass applicator with squeezer, chemicals for glass cleaning and ACP (Aluminium Cladding Panel).

Note: The Cleaning of such areas will have to be done during Non-Operational hours only after obtaining the Permit to Work from station Controller.

- b) Cleaning of Lighting Fixtures & Accessories: All type of Lighting Fixtures (In-door as well as Outdoor) provided in various locations of stations are to be suitably cleaned without affecting/damaging the Fixtures & their accessories. The Lighting Fixtures along-with accessories like Bulb, Covers, and Ballasts etc. are to be cleaned carefully by trained personnel. Cleaning the Lighting fixtures with in high Voltage equipment rooms would follow all safety procedure and need special permits to be issued by the authorized representative of MAHA METRO, without which Cleaning should not be attempted.
- c) Cleaning of All HT (High Tension) & LT (Low Tension) equipment: All HT (High Tension) & LT (Low Tension) equipment available in the depot are to be cleaned by using a suitable cleaning method. Only outer Louvers of the Equipment panels need to be cleaned by using Dry-Cleaning method. The cleaning has to be done in the presence of an authorized representative of MAHA METRO.
- d) Cleaning of all LT (Low Tension) equipment available in LT (Low Tension) switch room: All LT (Low Tension) equipment available in LT (Low Tension) switch room is to be cleaned. Only outer body portion excluding live portion needs to be cleaned by using a suitable Dry cleaning method. All safety precautions are to be followed.
- e) Cleaning of Track: Cleaning of track including clearing of loose articles, leaves & bird dropping from the track shall be done taking due care & after ensuring work permission have been obtained from Station Controller.
- 3 Cleaning & House keeping Records: Contractor will have to maintain proper records of Cleaning & Housekeeping for each activity. Similarly, Contractor will have to make a Cleaning & Housekeeping Plan. Some of the records to be maintained location wise are as follows:
 - a) Deployment of Man -power in each shift.
 - b) Availability of Machines.
 - c) Utilization of machines.
 - d) Stock details & utilization of Chemicals / Reagents.
 - e) Details of Cleaning & housekeeping activities carried in each shift as per cleaning & housekeeping schedule of work.
 - f) Monthly summary of work carried out as per schedule of work.
 - g) The Manager/Supervisor in each shift will have to sign the cleaning & housekeeping monitoring booklets which will be kept in the designated room. An attendance register will

be kept in the designated room. All cleaning housekeeping personnel including Team leader/Manager/Supervisor will have to go to designated room& sign in attendance register at the starting of a shift.

- h) Late attendance/Poor attendance will be viewed seriously and penalty will be levied.
- i) For short supply of manpower the deduction shall be as per daily wages of the amount quoted by the Contractor in the financial bid, whichever is higher.
- j) Compliance of Inspection report of MAHA METRO officials should be maintained in a register/file.

4. Cleaning & House Keeping Program:

- a) The Contractor shall prepare and submit his detailed working program. As per the frequency shown in Schedule of Work. It shall be displayed at site by the Contractor.
- b) The Contractor should work round the clock. Cleaning has to be carried out in such a manner that all premises including parking areas look always clean.
- 5. Collection of Garbage: Collection of garbage on a daily basis from all station premises including shops/ cafes/ pharmacies & other outlets coming under Maha Metro property development both in paid and unpaid areas and the entire its proper disposal on a daily basis as per MAHA METRO's stipulations complying with Corporations / Municipality regulations. The garbage to be dumped only in the Corporations/ Municipality notified areas only. The work may be required to be done during the day or night as per Maha Metro requirement.

6. Staff deployment:

- a) The personnel deployed for the cleaning operations should be qualified, trained, efficient, competent and quality conscious in the relevant work and have the knowledge of Cleaning and safety procedures.
- b) Contractor shall submit the documentary evidence of formal training imparted to staff prior to deputing in cleaning operation. The Training period of cleaning staff /Supervisor shall not be lower than 7 days.
- c) The Contractor shall deploy one supervisor duly approved by Maha Metro in each shift and one Team leader for three stations and depot—as overall in charge. Also one competent Team leader at sufficiently senior level appointed and shall remain present in person to manage or supervise the services to be carried on under the provisions of this agreement and to ensure that the obligations of Contractor under the Agreement are duly performed and observed. The name(s) of the Manager will be advised by the Contractor to MAHA METRO from time to time. The employees should have the qualifications mentioned as per the scope of work. The profile in given formats refer Annexure V with supporting documents shall be submitted by the Contractor and approved by Maha metro
- d) The Contractor will execute Cleaning and House Keeping works with the uniformed and suitably trained personnel with modern equipment & machinery for the works in stations. The Contractor shall ensure required number of housekeeping staff in all the shifts.

7. PROJECT LEADER The educational qualifications of the staff should be

S.No.	Category	Qualification			
1	Project Leader	Graduate with MBA and should be able to communicate in Marathi, Hindi and in English. He			
		also must have a work experience of minimum of 10 (Ten) year in handling similar type of projects as			

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		project leader. CV of team leader must be submitted.
2	Deputy Project Leader	Graduate with MBA and should be able to communicate in Marathi, Hindi and in English. He also must have a work experience of minimum of 07 (Seven) year in handling similar type of projects as project leader. CV of team leader must be submitted.

8. CLEANING MATERIALS / DETERGENTS / REAGENTS:

Environmental friendly cleaning reagents/detergents to the extent possible should be used for cleaning and housekeeping operations. These should be odourless, free from chemical reactions and should not affect the passengers/employees, materials and equipment etc. Maha-Metro's approval should be obtained for the product before using the cleaning detergents/ reagents materials. The contractor shall submit the final list of Eco friendly Reagents/detergents/chemicals with all the necessary Techno-Commercial details, Material safety data sheet and Test reports which are needed for approval within 7 days of awarding of contract. The Contractor will also submit details of Disinfectants, chemicals/pesticides for pest control / Rodent control with full Techno-Commercial details within 7 days for approval. Maha-Metro has a right to alter the given approval any time during the period of contract. The proper records shall be maintained indicating the stock level of the cleaning detergents/reagents/chemicals etc. on daily basis.

9. ESTIMATED QUANTITY OF ECOFRIENDLY DETERGENTS /REAGENTS TO BE USED IN EACH STATION/DEPOT AREA:

SN	Type of Cleaning Chemicals required for		Minimum requirement per month	
			Station	Depot
1	Hard surface floor cleaning	Ltr	60	20
2	Bath Room /Toilets floor cleaning	Ltr	45	5
3	Disinfectants for Bath room /Toilets	Ltr	30	10
4	Vertical finishes of different types like Granite /Marble/ steel plate cladding etc.		30	10
5	Glass surfaces	Ltr	30	10
6	Steel surfaces	Ltr	8	2
7	Aluminium surfaces	Ltr	8	2
8	Any other type of surfaces	Ltr	8	2
9	Pest Control- a. Cockroaches, Mosquitoes, Lizards b. Flies, Ants, Other flying/Crawling pests c. Rodent control		60	20
10	Room Freshener		18	7
11	Odour Diffuser	Ltr	18	7

NOTE:-

i. Above Quantity of Chemical/Reagent are only indicative. Additional chemicals, reagents may be used to maintain general cleanliness and hygiene. All the

Chemicals and the cleaning agents should be of high standard not causing injury to human beings and property and shall have the prior approval of Maha-Metro. Bidders have to submit detailed list of alternative or equivalent chemical/reagents with material safety data sheets for approval by Maha-Metro duly indicating the application of area for such chemical/reagent.

- ii. Chemicals shall be stored safely in dispensers fixed in Housekeeping Rooms/Stores.
- iii. Product of reputed brands such as Hindustan Unilever, Harpic, ITC, Godrej, P&G shall only be used.

10. CLEANING AND HOUSEKEEPING MACHINERIES/ EQUIPMENT

- a) Deployment of min. number of Machinery & Equipment along with Technical details like make, capacity, present conditions etc. are to be submitted for approval from Maha-Metro.
- b) The Machineries and Equipment provided for cleaning and Housekeeping should have adequate capacities, capable of cleaning operation comfortably completed during non-operational hours and during shift hours.
- c) Machineries and Equipment are to be provided as per the details in the schedule. The contractor shall also keep adequate number of spare machine and equipment to meet any failure, without affecting cleaning work. The upkeep and performance of machinery and equipment shall be the sole responsibility of the contractor.
- d) The battery operated machines shall be used for cleaning of circulating areas, staircases etc. The contractor shall use adequate number of spare batteries which are kept in charged condition. The contractor will have to use his own battery chargers. (Provision of Electrical supply for charging and use of machines & equipment is in the scope of Maha-Metro)
- e) The Machineries and Equipment used should be energy efficient and should draw the current in proportion of the machine capacity. The contractor shall use only energy efficient Machineries and Equipment. Ineffective and low-star rating machines will attract penalty.
- f) If it is found that any machine is not working, shall be the deducted as per this clause.
- g) Trained personnel shall only be allowed to use the Machines and Equipment.
- h) Safety instructions of Machines and Equipment should be legibly displayed on equipment.

11. Type of Machines and their specification

- a. Cleaning machines may be of the following International brands or equivalent.
- i. TASKI- Switzerland.
- ii. KARCHER Germany.
- iii. Inventa.
- iv. Bosch.
- v. Roots.
- vi. Battery operated vehicle with driving facility and storage for keeping the cleaning equipment/ Material.
- b. No reduction in the minimum number of specified machines and equipment required to be deployed is accepted. All the machines must have authentic branding clearly displayed on them.

- c. Laminated sheets of 'DOS' and 'DONTS' must be available in bi-lingual in Marathi and English in each machine deployed.
- d. The above list is indicative only and the bidder may deploy additional machines to meet the requirements.

12.SPECIFICATION FOR DIFFERENT MACHINES TO BE USED

- a) SINGLE PHASE/THREE PHASE COLD WATER HIGH PRESSURE JET CLEANER: This machine is required to pressure-wash the platform area, tracks, washrooms and drains etc. The machine should be equipped for cleaning hard floor surfaces and walls with pressurized water and rotating jets without splashes, cleaning the chocked drains, pressure washing tracks. Stainless steel housing with bristle skirting and rotary nozzles attached to it should be provided with the machine for cleaning surfaces.
- b) BATTERY POWERED WALK BEHIND AUTOMATIC SCRUBBER DRIER AND POLISHER: The machine is required for deep cleaning, maintaining and buffing/polishing. The machine will be required to perform wet scrubbing and drying simultaneously followed by buffing/polishing of the floors and smooth areas of stations/Metro Depot.
- c) HEAVY DUTY WET 'N' DRY VACUUM CLEANER: The machine is required for all-purpose picking up coarse, fine, dry and damp dirt as well as water and other fluids from the surface. The machine will be required to perform wet and dry vacuum functioning at all the areas of stations/Metro Depot.
- d) SINGLE DISC FLOOR SCRUBBING MACHINE WITH DUAL SPEED: The machine is required for deep cleaning, maintaining and buffing/polishing and crystallizing the Metro Depot, which have a smooth surface. The machine will be required to perform wet scrubbing of floors and small smooth areas of stations/Metro Depot.
- e) MANUAL SWEEPER WITH IN BUILT VACCUM SYSTEM: The machine is required for manual sweeping of Metro stations/Depot areas for dust clouds free sweeping.
- f) RUNNING ESCALATOR SCRUBBER
- g) WINDOW GLASS CLEANING KIT
- h) TWIN BUCKET WET MOPPING TROLLY WITH WRINGER
- i) COMPLETE DRY MOPPING SYSTEM
- j) INDIVIDUAL BROUCHERS / USER MANUALS: All the Techno-Commercial parameters/specifications/special features should be backed by a pictorial representation by individual broucher /user manual detailing out the items.
- k) BATTERY OPERATED VEHICLE with driving facility and storage for keeping the cleaning equipment/ Material.

Note: All the materials and machineries used by the contractor shall be legally possessed by him.

13. Details of Minimum Machinery to be deployed at station/ Depot

			Qty
SN	Type of Equipment	Stn	Depot
1	Single phase / 3 phase cold water high pressure jet cleaner with surface cleaner for splash cleaning	3	1

2	Battery powered walk behind automatic scrubber drier	3	1
3	Single disc floor scrubbing machine with dual speed	3	1
4	Wet and Dry vacuum cleaner with remote control filter cleaning system	3	1
6	Running escalator scrubber with suction mortar, brushes, leading and trailing cobs	3	NIL
7	Window glass cleaning kit with 20 ft extendable non-metallic telescopic pole.	3	1
8	Twin bucket wet mopping trolley with wringer	6	2
9	Complete dry mopping system with swivel frame and non- metallic road	9	3
10	Manual sweeper with inbuilt manual vacuum system	6	2
11	Battery operated vehicle with driving facility and storage for keeping the cleaning equipment/ Material.	3	1
12	Any other machine/equipment required for cleaning of dome, roof & ceiling. (Bidder shall quote number of machine proposed to be deployed)		

Note: In addition to the above mentioned equipment list, Bidder shall use the modern machineries and equipments so as to ensure high standard of cleaning with minimum manpower deployment. They shall suggest mechanized equipment like Battery operated mopping machine, Battery operated small vehicle for transportation of man and material within station premises, mechanized equipment for cleaning of glass, ceiling etc. Maha-Metro at their discretion may procure and provide these equipment to the contractor

- 14. Detailed Cleaning and Housekeeping procedures for all Cleaning and Housekeeping activity which shall contain the following but not limited to:
 - a) Step by step procedure.
 - b) Details of machinery and Equipment, Ladders, Elevated platforms, Mops, special cleaning equipment etc. to be used.
 - c) Details of Chemicals/ Reagents/ Detergents/ Pesticides/Disinfectants to be used.

15. Service level Agreement (SLA) to be Achieved for housekeeping

A. Floor:

SN	Parameter	Range	Grade	Remark
1	Foot Marks	No Marks / Sqm	Excellent	To be inspected at 10
		2-3 Marks / Sqm	V. Good	minimum locations
		4-6 Marks / Sqm	Good	
		7-9 Marks / Sqm	Average	
		>10 Marks / Sqm	Poor	
2	Pan and Ghutka Stains	No stains	Excellent	To be inspected at 10
		Any stains	Poor	minimum locations
3	Bird Droppings	No Droppings	Excellent	To be inspected at 10
		Any Droppings	Poor	minimum locations

B. Stairs:

SN	Parameter	Range	Grade	Remark
1	Foot Marks	No Marks / Sqm	Excellent	To be inspected at 10

		2-3 Marks / Sqm	V.Good	minimum locations
		4-6 Marks / Sqm	Good	
		7-9 Marks / Sqm	Average	
		>10 Marks / Sqm	Poor	
2	Pan and Ghutka Stains	No stains	Excellent	To be inspected at 10
		Any stains	Poor	minimum locations
3	Bird Droppings	No Droppings	Excellent	To be inspected at 10
		Any Droppings	Poor	minimum locations

C. Walls and Claddings:

SN	Parameter	Range	Grade	Remark
1	Foot Marks	No Marks / Sqm	Excellent	To be inspected at 10
		2-3 Marks / Sqm	V. Good	minimum locations
		4-6 Marks / Sqm	Good	
		7-9 Marks / Sqm	Average	
		>10 Marks / Sqm	Poor	In the last
2	Pan and Ghutka Stains	No stains	Excellent	To be inspected at 10
		Any stains	Poor	minimum locations
3	Bird Droppings	No Droppings	Excellent	To be inspected at 10
	11 5	Any Droppings	Poor	minimum locations

D. Steel Works:

SN	Paramete	r	Range	Grade	Remarks
1	Bird Drop	ping	No Droppings	Excellent	To be inspected at 10
			Any Droppings	Poor	minimum locations
2	Finger/Palm Marks		No Finger prints	Excellent	To be inspected at 10
			Any finger prints	Poor	minimum locations
3	Water	Hardness	No Marks	Excellent	To be measured with a
	Marks	Some Marks	V. Good	reference white blotting	
			Thick Deposits	Poor	paper rubbed on floor meter at 10 locations

E. Glass Work/Finishes with frames

SN	Parameter	Range	Grade	Remarks
1	Bird Dropping	No Droppings	Excellent	To be inspected at 10
		Any Droppings	Poor	minimum locations
2	Finger/Palm Marks	No Finger prints	Excellent	To be inspected at 10
		Any finger prints	Poor	minimum locations

F. Escalators:

SN	Parameter	Range	Grade	Remarks
1	Bird Dropping	No Droppings	Excellent	To be inspected at 10
		Any Droppings	Poor	minimum locations
2	Finger/Palm Marks	No Finger prints	Excellent	To be inspected at 10
		Any finger prints	Poor	minimum locations.

G. Toilets:

SN Parameter	Range	Grade	Remarks
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1	Mirrors	Clean Mirrors with no water marks	Excellent	All mirrors to
		Clean Mirrors with some water marks	Good	be inspected
		Clean Mirrors with thick deposits	Poor	
2	Wash Basins	Sparkling Clean	Excellent	All wash basins
		Clean with few marks	Good	to be inspected
		Dirty	Poor	(SE)
3	WC Seats	Sparkling Clean	Excellent	All WCs to be
		Any Marks	Poor	inspected
4	Floor	Clean and Dry	Excellent	All toilets to be
		Clean but wet	Good	inspected
		Dirty	Poor	
5	Odour	Fragrance	Excellent	All toilets to be
		Smell	Poor	inspected

H. Trains

SN	Parameter	Range	Grade	Remark
1	Foot Marks	No Marks / Sqm	Excellent	To be inspected at 10
		2-3 Marks / Sqm	V.Good	minimum locations
		4-6 Marks / Sqm	Good	
		7-9 Marks / Sqm	Average	
		>10 Marks / Sqm	Poor	
2	Pan and Ghutka Stains	No stains	Excellent	To be inspected at 10
		Any stains	Poor	minimum locations
3	Bird Droppings	No Droppings	Excellent	To be inspected at 10
		Any Droppings	Poor	minimum locations
4	Finger/Palm Marks	No Finger prints	Excellent	To be inspected at 10
		Any finger prints	Poor	minimum locations
5	Water Hardness	No Marks	Excellent	To be measured with a
	Marks	Some Marks	V. Good	reference white blotting
	Dir Colonia	Thick Deposits	Poor	paper rubbed on floor meter at 10 locations

An average grade in every surprise inspection would be worked out on the basis of the aforementioned criteria and a penalty amounting to Rs15, 000/- or Rs10, 000/- shall be imposed for grades falling in Poor and Average category respectively. For the evaluation of a grade following points would be assigned to grades:

Grade	Excellent	V. Good	Good	Average	Poor
Point	10	8	6	5	3

Note: This penalty imposed would be in addition to the penalties imposed for non-working machines and unsafe practices and deduction for deficient manpower and activities not performed, as mentioned elsewhere in the tender document.

16. Schedule of Activities for Cleaning and Housekeeping at Stations:

S.No	Description of items	Frequency
1	Scrubbing, wet floor, Con course, Platform, street level passages & different types of floor area (Kota stone; cement concrete etc.) provided in station building and surrounds.	
2	passages & different types of floor area(Marble; Vitrified tile flooring/ false flooring etc.) provided in different rooms &	

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stair cases of station building

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S.No	Description of items	Frequency
3	Subways (Kota stone fixed granite etc.)	Once in each shift
4	Different types of finishing works	Daily
5	Different types of doors/ windows frames& shutters	Daily
6	Glasses fixed to the doors; windows; Ticket counters &	Daily
	Elsewhere in the station area.	
7	Rolling shutters	Daily
8	Stainless steel/PVC hand railing	Daily
9	suspended ceiling	Fortnightly
10	Platform Ceiling within the station area	Monthly
11	Cleaning & sanitation of Toilets & Bath Rooms	Hourly
12	Cleaning and attention of all drains	Daily
13	Cleaning and washing of Track plinth	Daily (During non-
		operational hours)
14	Portable fire extinguishers/smoke detectors/ Fire detectors, Fire Detection Panel etc.	Fortnightly
15	Fire Fighting system inclusive of Gas Flooding system, Sprinkler system, Fire pumps panels, Butterfly valves, landing valves, internal hydrants, piping of all types	Fortnightly
16	Indoor lighting & accessories	Weekly
17	Switch boards/Panels/distribution boards	Weekly
18	Fans/exhaust fans & accessories	Fortnightly
19	External lighting fittings & accessories	Fortnightly
20	Escalators	Daily
21	Lifts	Daily
22	Telephone sets & accessories	Daily
23	Computers & accessories & all other Misc. items	Daily
24	DG set & connected equipment	Weekly
25	All HT & LT equipment available in ASS Rooms & elsewhere	Weekly
26	All LT equipment in station premises	Weekly
27	All equipment available in UPS rooms (Signaling & Electrical)	Weekly
28	Pump room with equipment available	Weekly
29	All equipment in Signaling room & elsewhere.	Weekly
30	All equipment available in station control Room, booking offices, Excess Fare office and other rooms other than the items covered elsewhere.	Weekly
31	cable Trays, cable trench Covers etc.	Weekly
32	Air conditioners	Weekly
33	Furniture, Office equipment etc.	Weekly
34	All Telecom equipment available	Weekly
35	Automatic fare collection system	Weekly
36	Underground/overhead water tank	Weekly
37	Pavement/ circulating area/Bituminous surface	Weekly
	Sign Boards/ Name Boards/Notice boards	Weekly
38		
	Common PD areas	Weekly
39	Common PD areas All Non-Traction SCADA and RMS equipment	Weekly
38 39 40 41	Common PD areas All Non-Traction SCADA and BMS equipment Advertisement Boards / Kiosks etc.	Weekly Weekly Daily

S.No	Description of items	Frequency
43	Removal of litter, lose articles, etc.	Every 10 minutes
44	TOM-EFO counter cleaning	Every 3 hours
45	Arches, Ceiling, roof, outside wall, external facade	Fort nightly
46	Pest control, Fogging and rodent control.	Monthly during wet season and once in two months in dry season (non- operational hours)

Note:

- 1. The items & quantities shown are only for the guidance to the Bidders. However, Bidder should visit the site and access the quantum of work involved before quoting the rate.
- 2. The frequency shall be operated as and when required.
- 3. In addition to the above; in case of additional requirements due to any reasons such as crowd, special occasions etc., on the request of the licensor the Contractor is to supply the man power and will be paid on pro-rata basis.
- 4. Cleaning services shall be scheduled so as to effectively keep the premises cleaned. First shift of cleaning shall be completed before start of the services in the morning, Second shift of cleaning shall be done after morning peak. Third shift of cleaning shall be completed just before the evening peak. If required, cleaning need to be done in the intervening period also.

17. Services for Cleaning and Housekeeping at MIHAN Depot:

17.1 Work Description:

- a) Cleaning of Mechanical equipment in Depot:
 - i. "Cleaning of Shunter, Synchronized Mobile lifting Jacks, compressor, high pressure wash jet, EOT cranes, Fork Lifts, Re railing equipment, ladders: The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the MAHA METRO. All Cleaning should be carried out in non-operational condition of the equipment. The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the MAHA METRO. The service provider will be sole responsible for any accident, if occurs. All Cleaning should be carried out in non-operational condition of the equipment.
 - ii. Cleaning of all other type machines & Plants: The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the MAHA METRO. All Cleaning should be carried out in non-operational condition of the equipment.
 - iii. Cleaning of Trucks/Lorries: External Body and cab of the Trucks/Lorries to be cleaned using dry to be carried out as per the frequency given in the schedule of work.
 - iv. Cleaning of Tools: The tools are to be cleaned as per the frequency given in the schedule of Work. The tools should be kept in place properly after cleaning. The cleaning of tools should be done whenever not in function.

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- v. Cleaning of training aids: Different type of training aids like OHP; LCD, Screen etc. to be cleaned with due care, such that no equipment is affected.
- b) All cleaning and housekeeping operations should be carried out as per the Schedule of work, as per special conditions of contracts and as per the specification and as and when required.
- c) During day, required cleaning and housekeeping activities should be carried out.
- d) The Cleaning and Housekeeping works in the Depot shall not affect the movement of trains, not cause any accident to the personnel and not affect the normal working.
- e) Sanitation of Toilets and supply of necessary items like paper roll / buckets / mugs, room fresheners, hand wash etc.
- f) The Contractor will execute Cleaning and House Keeping works with the uniformed and suitably trained personnel with modern equipment, machinery and consumables, supplied by the contractor, for the Depot.
- g) The Contractor shall ensure required number of cleaning and housekeeping staff in all the shifts.
- h) The Cleaning & Housekeeping should be carried out as per the schedule mentioned by using adequate number of specified modern equipment, machinery and consumables, supplied by the contractor, for the Depot.
- i) The Eco friendly disinfectants detergents / liquids shall be used. The machines /equipment & disinfectant detergents /liquids should not destroy the surface of flooring.
- j) Cleaning & Housekeeping operations shall not cause any damage to the Buildings, Equipment, Personnel, train movement etc. The Contractor may have to use suitable cleaning & washing Detergents/Reagents etc. as specified/approved by MAHA METRO.

17.2 Schedule of Activities:

No	Location	Daily	Weekly	Monthly/Quarterly/Half yearly
1	ETU Building (Area-624 sq. m) Concrete Floor	Wet cleaning and wiping of floor, Passages, staircases & different types of floor area provided.	cleaning of passages, staircases & different	
		Cleaning of Dust bins and Removing/disposing of collected garbage/debris	Cleaning of Portable fire extinguishers/ smoke detectors/ Fire detectors/ Electrical Switch boards /Panels /distribution boards /Indoor lighting & accessories /Fans /exhaust fans & accessories /Air conditioners Cleaning of Sewerage lines	Monthly Cleaning of Cable Trays, Roof Indoor lighting & accessories
		Cleaning and		

2	Unloading	attention of all inspection Pit, track embedded area & its drains Cleaning of light Machinery & Plant/Tools & Plant (ladders etc.) Cleaning and wiping of toilets/bathrooms, rest rooms and drainages Cleaning of office equipment & Furniture, Telephone sets & accessories, different types of doors/ windows frames & shutters, finishing works, hand rail, Computers & accessories, Sign Boards/ Notice boards Any other equipment/ Misc. items Brooming of floor	Machinery & Plant	
	Area (18x70 sq.m) Concrete Floor	area, Cleaning and attention of track embedded area Removing/ disposing of collected garbage/debris		
3	TSS (250 sq.m) Kota Stone floor	Wet cleaning and wiping of floor, Passages, & different types of floor area provided. Cleaning of Dust bins and Removing/disposing of collected	Scrubbing & deep cleaning of passages, & different type of floor area provided Cleaning of Portable fire extinguishers/ smoke detectors/ Fire detectors/	Cleaning of Cable Trays,

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		1 /11:	T1	
		garbage/debris	Electrical Switch boards /Panels /distribution boards /Indoor lighting & accessories /Fans /exhaust fans & accessories /Air	
			conditioners	
			Cleaning of Sewerage	
			lines	
		Cleaning and wiping of toilets		
		Cleaning of office equipment & & Furniture, Telephone sets & accessories,		
		different types of doors/ windows frames & shutters, finishing works, hand		
		rail, Computers & accessories, Sign		
		Boards/ Name Boards/Notice boards		
		Any other equipment/ Misc. items		
4	Road & Washing Area (2000 sq.m)		Scrubbing & deep cleaning of passages, & different type of floor area provided inside washing area.	
		Cleaning of Different types of doors/windows frames & shutters, furniture, office equipment		
		Cleaning of Depot main Gate panels of Gate with all accessories		
		Any other equipment/		
6	Time and	Misc. items	Cambbine 0 1	
6	Time and Security Office(100	Wet cleaning and wiping of floor, Passages, & different	Scrubbing & deep cleaning of passages, & different type of floor	
	sq m)	types of floor area	area provided	

provided.		The Control
Cleaning of Dust bins and Removing/disposing of collected garbage/debris	Cleaning of Portable fire extinguishers/ smoke detectors/ Fire detectors/ Electrical Switch boards /Panels /distribution boards /Indoor lighting & accessories /Fans /exhaust fans & accessories /Air conditioners	
	Cleaning of Sewerage lines	
Cleaning and wiping of toilets/bathrooms, rest rooms and drainages		
Cleaning of office equipment & Furniture, Telephone sets & accessories, different types of doors/ windows frames & shutters, finishing works, hand rail, Computers & accessories, Sign Boards/ Name Boards/Notice boards		
Any other equipment/ Misc. items		

NOTE: In addition to the above; in case of additional requirements due to special occasions etc., on the request of the licensor the Contractor is to supply the man power and will be paid on prorate basis.

18. Services for Cleaning for Trains:

18.1 Work Description:

- **a.** The cleaning of the train will be carried out when the train is stabled in the Inspection Shed, Washing area or stabling line at Depot, and at stations or as directed by MAHA METRO.
- **b.** For monthly heavy wash, the washing line or location as directed by MAHA METRO shall be used.
- c. All movement of Rolling Stock (coaches) shall be undertaken by MAHA METRO for MAHA-METRO Dec-17

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cleaning.

- **d.** The Contractor will execute Cleaning works with uniformed and suitably trained personnel as per the schedule mentioned, with modern equipment, machinery and consumables, supplied by the contractor, for the train.
- e. MAHA METRO will arrange for opening and closing the doors of coaches (trains).
- f. The following substances shall not be used at all for cleaning of coaches: gasoline / petrol, acetone, trichloroethylene and all the aggressive organic solvents (xylene, toluene, dichloromethane, trichloroethylene, etc.) Also strong acids/alkaline are to be completely avoided (hydrochloric acid, formic acid, nitric acid, sulfuric acid, caustic soda, etc.).
- **g.** The dilution suggested by supplier for the chemicals and cleaning reagents shall be followed.
- h. The cleaning activities are to be supervised by experienced supervisor of the Contractor.
- i. The consumables required for cleaning of 2 sets of trains are given below:

Sl. No	Description	Interval	Type of tool or consumable	description	Qty	Remarks
1)	Daily	Daily	Vacuum cleaner			
	cleaning		Trapezoidal broom			
	(Internal and		No sharpening knife			
	External)		for gum removal			
			Cloth and sponge			
			chemical	DE-128	½ ltr	
			Chemical	degreaser for stain and chewing removal	72 IU	
			Detergent	Neutral detergent for window glass	App. 2 ltr.	
			Mopping	Soft wiper for mopping		
			Telescopic duster		2 nos per month	
2)	Heavy external cleaning (washing)	3 days	Detergent	Henkel P3-T-768 @ 1:40 dilution rate OR Cleanaire 1200 @ 1:33 dilution rate	App. 7 ltr per train	
			High pressure wash jet			
			Telescopic wiper			
			Chemical	Neutral Detergent for Window glass	App. 2 ltr.	-01
				Chemical glass cleanser		
				Clean cloth		
		-45-		Brush or rug made from natural or	2 no.s	

Sl. No	Description	Interval	Type of tool or consumable	description	Qty	Remarks
				synthetic fibre	_	
				25mm hose	Minimum 120mtr length	
3)	Under Floor and roof Cleaning	1 month	water	1. Fresh RO water	25 ltr	The washing water used for underfloor and roof equipment should be refined and satisfied with pH (6.5 to 8.5) and chlorides as Cl (Max. 200 ppm)
			consumable	2. Sandpaper	5 sheets	
			consumable	3. Non-metal sponge	4 no.s	
			consumable	4. Dry Cloth.	2.sq mtr	
4)	Heavy Internal cleaning		tool	3M abrasive	1 No	
			tool	Liquid sucking machine	1 No	
			tool	Mop or mono brush	2 No	
			chemical	Ethanol and Methanol	App. 2 ltr	
			detergent	Neutral Detergent for Window glass/ floor	5 ltr	
			Pesticides	Use pesticides registered in the Pesticide Ordinance. Change the pesticides from cycle to cycle to prevent insect adaptation		Note: The pesticides shall not be harmful to human and the environment and be approved by the Employer before using on EMUs.

^{*}Above Quantity of Consumables required are only indicative. It is bidder's responsibility to use additional consumables, as required to ensure proper cleanliness of 2 sets of trains.



18.2 Schedule of Activities:

S.No					
1	Daily cleaning-Internal and External				
	Saloon				
1.1	LIGHT COVERS	-246			
	• Clean the light covers with wet cloth, using specified cleaning agent.	Wet Cloth			
	Wipe with dry cloth.	Sponge			
	No grease, dust, finger print, water, gum should be	Dry cloth			
	left behind	Neutral detergent			
		DE-128 degreaser			
1.2	FLOOR COVER- FLOOR COVERING & THRESH				
	Clean the dust with broom and Vacuum Cleaner.	Vacuum Cleaner			
	Remove the gum etc.	Trapezoidal Broom			
	remove the gain etc.	Long Handle Hand			
		Scrubber / Brush			
		• Wiper			
		• DE-128 degreaser			
	List annual floor alconor with proper dilution and	Plain Mops - Micro fiber Mops			
	• Use approved floor cleaner with proper dilution and mop the floor.	Neutral detergent			
	No tissue, litter, foot-print, bubble gum, stains	No sharp and pointed metallic device shall be used for removal			
	should be left behind.	of Gum			
1.3	GANGWAY	of Guili			
1.3		Mops			
	Clean the gangway tread plate with wet mop by scrubbing and mopping.				
	Clean the flexible covering with wet microfiber cloth	Hand Brush			
		Microfiber Cloth and Sponge			
	Remove any substances e.g. gum, graffiti				
	No grease, tissue, litter, dust, finger print, foot-print, bubble gum should be left behind	No sharp and pointed metallic device shall be used for removal of Gum			
		DE-128 degreaser			
1.4	PASSENGER SEAT				
	A little wet wiping with microfiber cloth and cleaning	• Mops			
	- Comming	Hand Brush			
	No grease, dust, finger print, bubble gum should be	Microfiber Cloth and Sponge			
	left behind.	-			
		Neutral detergent			
		No sharp and pointed metallic			
		device shall be used for removal			
		of Gum			
		DE-128 degreaser			

S.No	Work contents			
	Wet wiping microfiber cloth with diluted solution and clean.	MopsHand Brush		
	No grease, dust, finger print, bubble gum should be left behind.	Microfiber Cloth and Sponge		
		 Neutral detergent DE-128 degreaser No sharp and pointed metallic device shall be used for removal of Gum 		
1.6	INTERIOR PANEL AND WINDOW GLASS:			
	SIDE PANEL, GANGWAY END PANEL, CEILING C PANELS, ROUTE MAPS, ALL STICKERS/LABELS,			
	Wet wiping microfiber cloth with diluted solution and clean.	• Mops		
	 Wipe and scrub the area with microfiber cloth. No grease, dust, finger print, water, gum, black spot, dirty marks should be left behind. 	Hand Brush		
	Gently clean camera glass with chamois leather cloth	Microfiber Cloth		
	 Care should be taken not to break the "break open covers" of EED and PEL 	Neutral detergentDE-128 degreaser		
p = 1	 Any Graffiti or un-authorized stickers to be removed using suitable cleaning agents. 	Chamois leather cloth		
	the same of the sa	No sharp and pointed metallic device shall be used for removal of Gum		
1.7	PASSENGER BODY SIDE DOOR & DOOR PANEL			
	Wet wiping microfiber cloth with diluted solution and clean.	• Mops		
	Wipe and scrub the area with microfiber cloth.	Hand Brush		
		Microfiber Cloth		
	• No grease, dust, finger print, bubble gum, black spot,	Neutral detergent		
	dirt marks should be left behind.	DE-128 degreaser No alternative description of the degree of the d		
	 Extra cleaning is required in head rest areas having head grease. 	 No sharp and pointed metallic device shall be used for removal of Gum 		
1.8	AIR CONDITIONER-AIR CONDITIONER OUTLE DUCT OUTLETS			
	A little wet wiping with microfiber cloth and cleaning	 Mops Hand Brush		
	• No grease, no dust, no finger print, no water, no gum should be left behind	Microfiber Cloth		
		Neutral detergent DE-128 degreaser		

S.No	Work contents	- Control of the Cont			
		No sharp and pointed metallic device shall be used for removal of Gum			
1.9	FIRE EXTINGUISHER AND ITS HOLDER	or Guin			
	A little wet wiping with microfiber cloth and cleaning	• Mops			
		Hand Brush			
	No grease, no dust, no finger print, no water, no gum should be left behind.	•			
		Microfiber ClothNeutral detergentDE-128 degreaser			
	Care should be taken not to break the "break open covers" of fire extinguisher.	 No sharp and pointed metallic device shall be used for removal of Gum 			
1.10	SALOON WINDOW GLASS				
	 Wet the surface with microfiber mop soaked into water and specified cleaning agent. 				
	Squeegee the water with window squeegee.	Microfiber Mops with insulated Handle			
	 Use only insulated material handle of mop and squeegee. 				
	• Do not spray the water due to danger of high voltage.				
	 Do not use long handle mop and squeegee due to danger of high voltage 				
	 No water mark, dust, finger print, bubble gum should be left behind. 	Neutral detergentDE-128 degreaser			
	CAB FACILITIES				
1.11	FLOOR COVER- FLOOR COVERING & THRESHOLD				
	 Clean the dust with broom and Vacuum Cleaner. Remove the gum etc. 	Vacuum Cleaner			
		Trapezoidal Broom			
		Long Handle Hand			
		Scrubber/Brush			
		Wiper			
	 Mop the floor with diluted cleaning agent and scrub, if required 	Plain Mops			
		Microfiber Mops			
		Neutral detergent			
		DE-128 degreaser			
	 No tissue, litter, foot-print, bubble gum, dirt mark should be left behind. 	No sharp and pointed metallic device shall be used for removal			
.12	CAB DOOR	of Gum			
.12	Wet wiping microfiber cloth with diluted solution and clean.	• Mops			
	WILL VIVIII	Hand Brush			

S.No	Work contents			
	Wipe and scrub the area with microfiber cloth.	 Microfiber Cloth Neutral detergent DE-128 degreaser 		
	No grease, dust, finger print, bubble gum, black spot, dirt marks should be left behind.	No sharp and pointed metallic device shall be used for removal of Gum		
	CAB INTERIOR PANEL:			
	TRAIN OPERATOR CONSOLE, AUXILIARY CON BACK WALL, TRAIN OPERATOR SEAT AND AU AND DIF SCREEN ETC.			
1.13	 Soak the microfiber cloth with water and specified cleaning agent. 	• Mops		
	• Wipe, scrub and clean the area with wet microfiber cloth.	Hand Brush		
	 Do not use the spray gun in Cab to avoid any water or detergent penetrating into switch block of train operator console and other equipment 	Microfiber Cloth		
	 No grease, no dust, no finger print, no water, no gum should be left behind. Display screens to be gently wiped dry using 	 Neutral detergent DE-128 degreaser Chamois leather cloth 		
	chamois leather cloth	No sharp and pointed metallic device shall be used for removal of Gum		

	to a word of a state of the state of the state of	Lateracy by March 1997 - 1		
	EXTERNAL			
1.14	 Remove the dust from coach body using telescopic duster 	Telescopic duster		
1.15	• EXTERNAL TRAIN OPERATOR'S CAB AND WIND SCREEN			
	Wet the surface with microfiber mop soaked in diluted cleaning agent.	Window Squeegee with insulated short Handle		
	Squeeze the water with window squeegee.	• 10 10 10 10 10 10 10 10 10 10 10 10 10		
	Use only insulated material handle of mop and squeegee.	Microfiber Mops with insulated short Handle		
	• Do not spray the water due to danger of high voltage.	•		
	No grease, dust, finger print, bubble gum should be left behind.	Neutral detergent		
2	HEAVY EXTERNAL CLEANING (WASHING) – EV	ERY 3 DAYS		
	Wet the carbody and cab external with high pressure water jet having water and specified cleaning agent.	High pressure water jet		

	• scrub the carbody and cab surface with soft hand scrubbing pad.	Hand Soft Scrubbing Pad
	 Rinse the carbody and cab surface wiwater using high pressure water jet. 	wiper and squeegee
	Clean the cab and saloon glass with neutral detergent.	DE-128 Degreaser
	Wipe off to dry the car body and cab.	Micro fiber Mops
	 No grease, dust, finger print, water trace, bubble gum, black spot, dirt marks should be left behind. 	Neutral Detergent
	The carbody and TRAIN OPERATOR'S Cab- External should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface	No sharp and pointed metallic device shall be used for removal of Gum
3	• UNDERFLOOR AND ROOF CLEANING – MONT	HLY
	Wet the area with spray gun having water and specified cleaning agent.	Spray Gun
	 Scrub the underfloor and Train Roof with hand soft scrubbing pad. 	Hand Soft Scrubbing Pad
	Rinse the underframe Train Roof thoroughly with water.	wiper and squeegee
	Wipe off to dry the underframe and roof.	Micro fiber Mops
	No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind	Neutral detergent
	The Train Roof should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface	No sharp and pointed metallic device shall be used for removal of Gum
1	INTERNAL HEAVY CLEANING - MONTHLY	41
	SALOON INTERIOR -MONTHLY	
.1	FLOORING- FLOOR COVERING ,FLOOR BOARD	
	Clean the dust with broom and Vacuum Cleaner.	Vacuum Cleaner
	Remove the gum etc. • Wet the floor moderately with diluted specified cleaning agent	Trapezoidal Broom
	• Scrub the floor thoroughly with 3M abrasive disc scrubbing machine.	Long Handle Hand Scrubber/Brush
	Wipe off the cleaning solution and dirt, with Vacuum Cleaner.	• Wiper
	Mop the floor with microfiber mop soaked with clean water	Plain Mops
	• No tissue, litter, foot-print, bubble gum, dirt mark, water traces should be left behind.	Microfiber Mops
	• The floor should shine after heavy cleaning and no dirt	Neutral detergent
	should come on the white duster cloth while rubbed on	No sharp and pointed metallic
	the floor.	device shall be used for removal

		of Gum
4.2	• POLISHING	
	Apply the 03 coat of Floor Polish with special applicator.	Taski Jontec Resitol F2J Floor Polish
	Let the Floor Polish to dry.	Facility of the State of the St
4.3	PASSENGER SEAT	
	Wet the Area with spray gun having water and specified cleaning agent.	Spray Gun
	 Scrub the seats with hand soft scrubbing pad. 	Hand Soft Scrubbing Pad
	Wipe off the seats with microfiber cloth	Neutral detergent
	 No grease, dust, finger print, water trace, bubble gum, black spot, dirt marks should be left behind. 	Microfiber Mops
	 Clean passenger seat with 3M SS cleaner 	• 3M SS Cleaner
	• The seats should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface	 No sharp and pointed metallic device shall be used for removal of Gum
4.4	PASSENGER RETENTION- GRAB HANDLE, GRAI	POLE & RAIL, STRAPHANGER
	& DRAUGHT SCREEN	
	 Wet the Area with spray gun having water and specified cleaning agent. 	Spray Gun
	 Scrub Steel Parts with hand soft scrubbing pad. 	 Hand Soft Scrubbing Pad
	• Wipe off the Passenger Retentions with wet microfiber cloth	Microfiber Mops
	 No grease, dust, finger print, water trace, bubble gum, black spot, dirty marks should be left behind 	Neutral detergent
	• The Passenger Retention should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface	No sharp and pointed metallic device shall be used for removal of Gum
4.5	INTERIOR PANEL AND WINDOW:GLASS-SIDE PAROUTE MAPS,CEILING COVERING,PIB SCREEN	ANEL ,GANGWAY END PANEL, N & ADVERTISEMENT PANELS
	Wet all the Interior Panels and Window Glasses with spray gun having diluted specified cleaning agent. No area should be left	Spray Gun
	 Scrub the area with microfiber cloth such that adamant marks, dirt are removed and the surface is cleaned. Care to be taken that the paint is not damaged. Do not use scrubbing Pad. 	Microfiber Cloth
	• Using chamois leather cloth wipes dry the camera glass.	
	 Clean all nook and corner and no area shall be left. Special tools may be required for cleaning non accessible areas. 	Neutral detergent
	Wipe all the interior panel with microfiber cloth and	
	water	250 PAU

4.6	FIRE EXTINGUISHER AND HOLDER	
	• A little wet wiping with microfiber cloth and cleaning	Spray Gun
		Hand Soft Scrubbing Pad
	 No grease, dust, finger print, water trace, bubble gum should be left behind. 	Microfiber Mops
		Neutral detergent
	• Care should be taken not to break the "break open covers" of fire extinguisher.	No sharp and pointed metallic device shall be used for removal of Gum
	CAB FACILITIES	
4.7	FLOOR COVER- FLOOR COVERING & THRESHO	The state of the s
	• Clean the dust with broom and Vacuum Cleaner.	Vacuum Cleaner
	Remove the gum etc.	Trapezoidal Broom
	• Wet the floor moderately with dilute specified cleaning	• Wiper
	agent	• Long Handle Hand Scrubber/
		Brush
	Scrub the floor and mop	Microfiber Mops
		Plain Mops
		Neutral detergent
	 No tissue, litter, foot-print, bubble gum, dirt mark, water trace should be left behind. 	No sharp and pointed metallic device shall be used for removal of Gum
4.8	CAB DOOR	
-	Wet the area with spray gun having water and	• Mops
	specified cleaning agent.	Hand Brush
		Hand Spray Guns
	Wipe and scrub the area with microfiber cloth.	Microfiber Cloth
		Neutral detergent
	No grease, dust, finger print, water, gum, black spot, dirty marks should be left behind	No sharp and pointed metallic device shall be used for removal of Gum
4.9	CAB INTERIOR PANEL, TRAIN OPERATOR CONS AND CEILING, CAB BACK WALL, TRAIN OPERA DOORS, TNI SCREEN AND DIF SCREEN ETC.	TOR SEAT AND AUXI. SEAT,
	Wet all the Interior Panels and Window Glasses with Wet Microfiber cloth having water and specified cleaning agent. No area should be left	• Mops
	Using chamois leather cloth, gently wipe dry various display screens	Hand Brush
	• Scrub the area with microfiber cloth such that adamant marks, dirt are removed and the surface is cleaned. Care to be taken that the paint is not damaged. Do not use scrubbing Pad.	Hand Spray Guns
	Clean all nook and corner and no area shall be left. Special tools may be required for cleaning non-	Microfiber Cloth

	microfiber cloth	
	• No grease, dust, finger print, water trace, bubble gum, black spot, dirt marks should be left behind.	Neutral detergent
	All the Interior Panel and Window Glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface	No sharp and pointed metallic device shall be used for removal of Gum
4.10	PEST AND RODENT CONTROL	
	Use pesticides registered in the pesticide Ordinance. Change the pesticide from cycle to cycle to prevent insect adaptation.	

18.3 Additional Instructions:

- 1. The following substances shall not be used at all for cleaning of coaches: gasoline / petrol, acetone, trichloroethylene and all the aggressive organic solvents (xylene, toluene, dichloromethane, trichloroethylene, etc.) Also strong acids/alkaline are to be completely avoided (hydrochloric acid, formic acid, nitric acid, sulfuric acid, caustic soda, etc.).
- 2. The dilution suggested by supplier for the chemicals and cleaning reagents shall be followed.
- 3. The cleaning activities are to be supervised by experienced supervisor of the Contractor.
- 4. Specification for train cleaning reagent is as per the OEM specification



(Addendum - 4)

SECTION -9

FINANCIAL BID (Packet - B)

(To be submitted by the Bidder on their Letter Head)

To

GM/Procurement Metro House, 28/2, Anand Nagar, C.K. Naidu Road, Civil Lines, Nagpur-440001

Sir,

SUB: Tender for:

 Providing Services of (a) Housekeeping, Cleaning, (b) Ticketing (TOM/EFO Management), (c) Customer Facilitation, (d) Security Services for a period of 1 year (and extendable by one year on performance basis) for Three Stations namely Khapri, New Airport and Airport South

&

2. Providing Services of (a) Housekeeping, Cleaning, (b) Security Services for a period of 1 year at Mihan Depot Nagpur (and extendable by one year on performance basis)

&

3. Cleaning & Washing of Cars for a period of 1 year (and extendable by one year on performance basis)

We, the undersigned, offer to provide the above mentioned services in accordance with your Document and our Techno-Commercial Proposal.

I/We accept the terms and conditions mentioned in the Bid Document, which have been clearly understood by us.

I/We have duly signed on each page of the Bid Document.

I/We further certify that we are ready to provide the above mentioned services within the time frame given by the MAHA METRO and as per the terms and conditions of the Bid Document and in the agreement to be executed between the parties.

I/We understand that MAHA METRO reserves the right to reject, accept or consider any offer without assigning any reason whatsoever.



And our annual quotes are as under:

(In Indian rupees)

A satisface	Amount Quoted annually		GST and any other	Total annual quote
Activity	Figures	Words	tax (as applicable)	including all taxes
1. TOM/EFO Services				
2. Customer facilitation Services				
3. Security Services (including the cost of Uniform and accessories)				
4. Cleaning & Housekeeping Services for 3 Stations (including consumables and machineries)				
5. Cleaning & Housekeeping Services for MIHAN Depot (including consumables and machineries)				
6. Cleaning Services for Trains (including consumables and machineries)	4			
7. Administrative/Overhead Charges and Profit				
GRAND TOTAL				

Our Price Bid shall be binding upon us subject to the modifications resulting from negotiations, up to expiry of the validity period of the Bid Document.

Note:

 Bids with overwriting, correction or insertion in the table above shall be attested by the signatory.

ii. Any statutory variation in GST both ways i.e., in case of increase in GST, Maha-Metro will borne the additional difference and in case of decrease in GST, Maha-Metro will be reimbursed the difference.

iii. Our price bid includes provision for minimum number of staff as stipulated by Maha-Metro.

Yours sincerely,

Signature of Authorized Signatory:

Name and Title of Signatory:

Name of Firm:

Address

NAGPUR METRO

Annexure-I

 Bidder shall submit the unit rate for different categories of staff deployed (it shall comply with the Minimum Wages Act and shall include ESI, EPF and other allowances as per Labour Law)

SN		Unit Rate per day/per shif
A.	TOM & EFO Staff	
1.	TOM/EFO Operators	
2.	Team leader for TOM/EFO/Customer facilitation	
3.	Deputy Team leader for TOM/EFO/Customer facilitation	
B.	Customer facilitation Staff	
1.	Customer facilitation Staff	
C.	Security Staff	Stantistics and the second
1.	Security Guard	
2.	Security supervisor	
3.	Team leader for Security	
4.	Deputy Team leader for Security	
D.	Cleaning & House Keeping for 3 Stations	
1.	Housekeeping Staff	
2.	Supervisor for house keeping	
3.	Team leader for house keeping	
4.	Deputy Team leader for house keeping	
E.	Cleaning & House Keeping for MIHAN Depot	
1.	Housekeeping Staff	
2.	Supervisor for housekeeping for Mihan Depot and	des protestes a
	stations	
F.	Cleaning of Trains	
1.	Cleaning Staff	
G	Project Supervision & Monitoring	
1	Project Leader	
2.	Deputy Project Leader	

2. Bidder shall indicate the staff proposed to be deployed for Facility Management Services (It should not be less than the minimum staff)

SN	Staff Details	Manpower Proposed
A. T	OM & EFO Staff	папроменторозеа
1	TOM/EFO Operators	
2	Team leader for TOM/EFO/Customer facilitation	
3	Deputy Team leader for TOM/EFO/Customer facilitation	
B. C	ustomer facilitation Staff	
1	Customer facilitation Staff	
C. Se	ecurity Staff	CO RAIL

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1	Security Guard	
2	Security supervisor	
3	Team leader for Security	
4	Deputy Team leader for Security	
D. C	leaning & House Keeping for 3 Stations	
1	Housekeeping Staff	
2	Supervisor for house keeping	
3	Team leader for house keeping	
4	Deputy Team leader for house keeping	
E. C	leaning & House Keeping for MIHAN Depot	
1	Housekeeping Staff	
2	Supervisor for house keeping	
F. C	leaning of Trains	
1	Cleaning Staff	
G. P	roject Supervision & Monitoring	
1	. Project Leader	
2	. Deputy Project Leader	

3. Bidder shall submit the unit rate of consumables used.

SN	Type of Cleaning Chemicals required for	Unit Rate per litre/per piece
1	Hard surface floor cleaning	
2	Bath Room /Toilets floor cleaning	
3	Disinfectants for Bath room /Toilets	466
4	Vertical finishes of different types like Granite /Marble/ steel plate cladding etc.	
5	Glass surfaces	
6	Steel surfaces	
7	Aluminium surfaces	
8	Any other type of surfaces	
9	Pest Control- a. Cockroaches, Mosquitoes, Lizards b. Flies, Ants, Other flying/Crawling pests c. Rodent control	
10	Room Freshener	
11	Odour Diffuser	
12	Henkel P3-T-768 @ 1:40 dilution rate*	
13	Clean air 1200 @ 1:33 dilution rate*	6.1
14	DE-128 degreaser for stain and chewing removal	
15	Neutral detergent for window glass	
16	3M abrasive disc	
17	Liquid sucking machine	
18	Ethanol or Methanol	
19	Chemical glass cleanser	
20	25mm hose	

21	Fresh RO water	
22	Non-metal sponge	
23	Brush or rug made from natural or synthetic fibre	
24	Soft wiper	
25	Clean cloth	
26	Sandpaper	
27	Mop or mono brush	
28	Any other consumable/chemical required for cleaning	

^{*}Only one detergent out of the two (mentioned in S.No. 12 & 13) will be used.

4. Bidder shall submit the quantity of consumables proposed to be used per month.

A. For Station & Depot Cleaning

SN	Type of Cleaning Chemicals required for Stations & Depot Cleaning	Qty. Proposed	
J.,		Stations	Depot
1	Hard surface floor cleaning		•
2	Bath Room /Toilets floor cleaning		
3	Disinfectants for Bath room /Toilets		
4	Vertical finishes of different types like Granite /Marble/ steel plate cladding etc.		
5	Glass surfaces		
6	Steel surfaces		
7	Aluminium surfaces		
8	Any other type of surfaces		
9	Pest Control-		
	d. Cockroaches, Mosquitoes, Lizards		
	e. Flies, Ants, Other flying/Crawling pests		
	f. Rodent control		
10	Room Freshener		
11	Odour Diffuser		
12	Any other consumable/chemical required for cleaning		

B. For Train Cleaning

SN	Type of Cleaning Chemicals required for Train Cleaning	Qty. Proposed
1	Henkel P3-T-768 @ 1:40 dilution rate	цијиноровош
2	Cleanaire 1200 @ 1:33 dilution rate	
3	DE-128 degreaser for stain and chewing removal	
4	Neutral detergent for window glass	
5	3M abrasive disc	
6	Liquid sucking machine	
7	Ethanol or Methanol	
8	Chemical glass cleanser	
9	25mm hose	
10	Fresh RO water	
11	Non-metal sponge	
12	Brush or rug made from natural or synthetic fibre	TRO R/

13	Soft wiper	
14	Clean cloth	
15	Sandpaper	
16	Mop or mono brush	
17	Any other consumable/chemical required for cleaning	

^{*}Only one detergent out of the two (mentioned in S.No. 1 & 2) will be used.

5. Bidder shall submit the unit rate of machines proposed to be deployed

SN	Type of Equipment	Unit Rate
1	Single phase / 3 phase cold water high pressure jet cleaner with surface cleaner for splash cleaning	
2	Battery powered walk behind automatic scrubber drier	
3	Single disc floor scrubbing machine with dual speed	
4	Wet and Dry vacuum cleaner with remote control filter cleaning system	
6	Running escalator scrubber with suction mortar, brushes, leading and trailing cobs	
7	Window glass cleaning kit with 20 ft extendable non-metallic telescopic pole.	
8	Twin bucket wet mopping trolley with wringer	
9	Complete dry mopping system with swivel frame and non-metallic road	
10	Manual sweeper with inbuilt manual vacuum system	
11	Battery operated vehicle with driving facility and storage for keeping the cleaning equipment/ Material.	
12	Any other machine/equipment required for cleaning of dome, roof & ceiling. (Bidder shall quote number of machine proposed to be deployed)	

6. Bidder shall submit the quantity of machinery proposed to be deployed (it shall not be less than the minimum quantity)

SN	Type of Equipment	Qty. Proposed	
		Stations	Depot
1	Single phase / 3 phase cold water high pressure jet cleaner with surface cleaner for splash cleaning		
2	Battery powered walk behind automatic scrubber drier		
3	Single disc floor scrubbing machine with dual speed		
4	Wet and Dry vacuum cleaner with remote control filter cleaning system		
6	Running escalator scrubber with suction mortar, brushes, leading and trailing cobs	4.7	
7	Window glass cleaning kit with 20 ft extendable non-metallic telescopic pole.		
8	Twin bucket wet mopping trolley with wringer		
9	Complete dry mopping system with swivel frame and non- metallic road		
10	Manual sweeper with inbuilt manual vacuum system	7	
11	Battery operated vehicle with driving facility and storage for keeping the cleaning equipment/ Material		
12	Any other machine/equipment required for cleaning of dome,		SET

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roof & ceiling. (Bidder shall quote number of machine proposed	
to be deployed)	