



BANGALORE METRO RAIL CORPORATION LIMITED

(A Joint Venture of Govt. of India & Govt. of Karnataka)

**3rd Floor, BMTC Complex, K.H.Road,
Shanthinagar, Bangalore – 560 027**

**TENDER DOCUMENT FOR PROVIDING
SECURITY, HOUSE KEEPING AND OTHER
ALLIED MANPOWER SERVICES TO THE
CORPORATE OFFICE OF BMRCL BANGALORE**

CONTENTS

Sl. No.	DESCRIPTION	Page No.
1	Tender Notification	2
2	Information to Tenderers including information on Technical Bid and Financial Bid	3
3	General Terms and Conditions	11
4	Estimated list of cleaning items	22-23
5	Annexure - I	24
6	Annexure - II	25

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No. BMRCL/242/ADM/2016/HKS

February 9, 2016

TENDER NOTIFICATION

Sealed Tenders under two cover system are invited from reputed manpower supply Agencies registered in Karnataka for providing Security, House Keeping and other allied manpower services to the Corporate Office of BMRCL, Bangalore

No.	Nature of work	Cost of Tender document	Sale of Tender document	Last date for submission of tender
BMRCL/242/ADM/2016/HKS	Providing Security, House Keeping, and other allied Manpower services to the Corporate Office of BMRCL Bangalore	Rs.2000/-	09/02/2016 to 09/03/2016 (On all working days Between 11.00 AM & 5.00 PM. IST)	Up to 3.00 p.m. (IST) on 10.03.2016

Note:

1. The tender document will be available for sale from 11.00 a.m to 5.00 p.m on all working days from 09/02/2016 to 09/03/2016.
2. The tender document can be obtained from the registered office of BMRCL, Bangalore on a non refundable payment of Rs.2,000/- (Rupees two thousand only) in the office or through Demand Draft or Pay Order in favour of "Bangalore Metro Rail Corporation Ltd" payable at Bangalore.

Further details are available on web site: www.bmrc.co.in.

(B.S.Patri)
General Manager (HR)

BANGALORE METRO RAIL CORPORATION LIMITED

INFORMATION TO TENDERERS

Tender Ref. No: BMRCL/242/ ADM/2016/HKS

Name of work: Providing Security, House Keeping and other Allied Manpower to Corporate Office of BMRCL, Bangalore

Sale of Blank tender document : From 09/02/2016 to 09/03/2016

Last Date of Submission of tender : Upto 3.00 p.m. (IST) on 10/03/2016

Opening of Tender 1st cover : At 3.30 p.m. (IST) on 10/03/2016

Tender should be submitted in two sealed covers. 1st Cover (**Technical Bid**) consisting of all the technical details including their previous experience, nature of work carried out, number of manpower provided for each work etc and other commercial data (**Form "A"**) along with EMD. 2nd Cover (**Financial Bid**) should contain the Financial quote (**Form "B"**). Signed and sealed 1st and 2nd Cover should be submitted separately. The 1st cover should be super scribed as "Tender for Providing Security, Housekeeping and other allied manpower to Corporate Office of BMRCL, (Technical-Bid)" and the 2nd cover should be super-scribed as "Tender for Providing Security, Housekeeping and other allied manpower to Corporate Office of BMRCL, (Financial Bid)". EMD should be kept along with Technical Bid i.e. (1st Cover). Both the Covers should be kept in a single sealed cover super-scribed as "Tender for Providing Security, Housekeeping and other allied manpower to Corporate Office of BMRCL" and submitted within the due date and time.

a. Submission of EMD of Rs 378000/- (Three lakh seventy eight thousand) is a must and should be submitted along with the tender. The EMD should be furnished only in the form of DD/ Bankers Cheque from any scheduled bank drawn in favour of BMRCL payable at Bangalore. EMD in any other form will not be accepted as valid EMD. EMD submitted by un-successful bidders will be returned within 90 days from the date of opening of Financial Bid or immediately after placing LOA on the successful bidder whichever is earlier. Tenders received without valid EMD will be summarily rejected.

b. Amount put to Tender is Rs. 2.52 crore p.a. (two crore fifty two lakhs) (approximate estimation).

c. For due performance of the contract, the successful bidder shall have to deposit 5% of the contract value i.e. Rs.1260000/- (Twelve lakhs sixty thousand) as Security Deposit either by way of keeping deposit with BMRCL or by way of Bank guarantee before entering into an agreement. The Bank Guarantee should be drawn and payable in a Bank located in Bangalore only.

d. The bidders, if they so desire, may visit BMRCL/GC office/Other offices on any working day between 11.00 a.m. and 5.00 p.m. to assess the nature and quantum of work, before submitting the tender and ascertain details from BMRCL.

e. The tender should be neatly filled and signed in ink legibly or type written giving full address of the tenderer. The tenderer should quote only his margin in terms of percentage of the bill amount in figures as well as in words. Alteration if any, unless legibly attested by the tenderer with his full signature shall invalidate the tender. The tender should be duly signed by the person authorized by the Agency. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.

f. The BMRCL does not bind itself to accept the lowest or any tender and reserves to itself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.

g. The Evaluation is done in two stages i.e. Technical Stage and Financial Stage. The Tenderer progresses from one stage to another stage, i.e. only Financial Bids of those Agencies who qualify in the Technical Stage will be considered for Evaluation.

h. For the proper Evaluation of the proposal, if clarifications are found to be necessary BMRCL may at its discretion ask for such clarifications at any stage of the tender evaluation.

i. Tendering through Joint Venture is not allowed.

j. If any of the dates mentioned above is declared as "General Holiday", the next working day will hold good without any change in the timings indicated.

k. Before the deadline for submission of Bids, BMRCL may modify the tender documents by issuing an Addendum and intimating the same to all the Tenderers who have purchased the blank tender document.

l. Any Addendum so issued shall become part of the Tender document.

m. The Agency shall disburse wages to the employees deployed as Security and Housekeeping, which shall not be less than the prevailing Minimum Wage rates published by the Government of Karnataka from time to time. However during the currency of the Contract, if the Minimum Wages are revised by the Government of Karnataka, the same will be considered by BMRCL. Such increase will be limited to actual increase in the Minimum Wages and consequent increase in statutory payments in respect of Security and housekeeping personnel only. For other allied manpower deployed by the agency i.e. DEO's, Driver, Attenders etc,. the wage rates will be decided by BMRCL based on their qualification and experience and communicated to the agency from time to time.

- 0 -

TECHNICAL BID - TECHNICAL CRITERIA AND EVALUATION THEREOF

The Tenderer should fulfill all the following 10 essential criteria as below:

1) The Agency should have deployed daily a total of 131 or more personnel in respect of Housekeeping, Security and also other allied manpower like Data Entry Operator, Drivers etc. put together for a full year in any one financial year out of the last two financial years (2013-14 and 2014-2015) to any reputed Company/s located in the State of Karnataka and/ or to any Department/s of the Govt. of Karnataka and / or to any PSU/s located in the State of Karnataka. The Agency should furnish the details in chronological order indicating the name and address of the Unit, the number of personnel deployed in each month, the period of deployment and the nature of services rendered along with the details of the contact person with the telephone nos. a self declared statement to this effect should be enclosed.

2) The Agency should have deployed daily a minimum of 11 Housekeeping personnel to any one reputed Company located in the State of Karnataka or to any one Department of the Govt. of Karnataka or to any one PSU located in the State of Karnataka in any one Financial year out of the last two financial years viz 2013-14 and 2014-2015. Satisfactory Service Certificate issued by the client should be enclosed. (The service certificate issued by the client only will be considered. The work order, agreement copy, Tender copy or any other documentary evidence will not be considered).

3) The Agency should have deployed daily a minimum of 25 Security Guards to any one Company located in the State of Karnataka or to any one Department of the Govt. of Karnataka or to any one PSU located in the State of Karnataka in any one financial year out of the last two financial years viz 2013-14 and 2014-15. Satisfactory Service Certificate issued by the client should be enclosed. (The service certificate issued by the client only will be considered. The work order, agreement copy, Tender copy or any other documentary evidence will not be considered.)

4) The annual turnover of the Agency in any one of the last two financial years (2013-14 and 2014-15) should not be less than Rs. 5.04 crore (Five crore and four lakhs). The Agency shall furnish audited Profit and Loss A/c and Balance Sheet certified by a Chartered Accountant for any one financial year out of the last two financial years.

5) Out of the total turnover, the Agency should have an exclusive annual turnover of not less than Rs.33.60 lakhs (Thirty three lakhs sixty thousand) earned from the 'Housekeeping services' only during any one of the last two financial years (i.e. 2013-14 and 2014-15). The Agency should furnish CA certified P&L A/c or a certificate issued by a Chartered Accountant indicating the turnover exclusively earned from Housekeeping services during any one of the last two financial years.

6) Out of the total turnover, the Agency should have an exclusive annual turnover of not less than Rs.81.84 lakhs (Eightyone lakhs eightyfour thousand) earned from the 'Security Services' only during any one of the last two financial years (i.e. 2013-14 and 2014-15). The Agency shall furnish CA certified P&L A/c or a certificate issued by a Qualified Chartered Accountant indicating the turnover exclusively earned from Security Services.

7) The Agency shall furnish EMD of Rs.3.78 lakhs (Three lakhs seventyeight thousand) by way of DD/ Bankers Cheque drawn on any Scheduled Bank payable to BMRCL, Bangalore

8) The Agency shall furnish a copy of PAN Card.

9) The Agency should have the following registrations;

- i) Registration of the Agency with Department of Labour Govt. of Karnataka. (Registration under Shops & Establishment Act, GoK)
- ii) Registration of the Agency under Employee Provident Fund Act with PF Code allotted.
- iii) Registration of the Agency under ESI Act with ESI Code allotted.
- iv) Registration of the Agency under Service Tax Act with Service Tax Registration No.
- v) Registration of the Agency under Professional Tax.
- vi)Registration of the Agency with Karnataka - Private Security Agencies (Regulation) Act 2005

10) Agencies whose contracts have been terminated/foreclosed by any company/ Department during the last 5 financial years due to non fulfillment of contractual obligations are not eligible to bid. The Agencies are required to furnish self declared certificate to this effect in their letter head. Non-furnishing of this information will entail rejection of the Tender

The Tenderer should fulfill all the criteria detailed at Sl. No. 1 to 10 above to qualify in the Technical Bid. If a Tenderer fails to fulfill any one or more of the minimum criteria prescribed/as above, the tenderer shall be disqualified. On

such disqualification the Financial Bid will not be opened & will not be considered for evaluation.

The Technical Bid should be submitted in Form-A see page No. 22-25 along with enclosures marked as 'A' to 'N' and also the letter of Undertaking. The Technical bids not in the prescribed Form or without Annexures or without letter of undertaking shall be liable for rejection.

FINANCIAL – BID

The Agencies are required to submit Financial Bid in Form 'B' attached to the tender document. Quotes shall be submitted only in terms of "Service charges". The service charge shall be quoted as a percentage of the bill amount and not in Rupees which may please be noted. The bids of such Agencies that quote 0% or % in decimals less than 2 as their service charge will be summarily rejected. The Agencies are advised to take note of the following while submitting the Financial Bid.

While filling up the Financial Bid the following may be taken note of:

- a) The total manpower required to be deployed under this Tender is as detailed below:

Sl. No.	Cadres	Nos.
1	Supervisor	1
2	Security Guards	31
3	Housekeeping personnel	14
4	Other Allied manpower	
	a) Art Assistants	2
	b) Legal Assistant	1
	c) Secretarial Officer	1
	d) Executive Assistants	10
	e) Assistant Engineer	1
	f) Draughtsman	1
	g) Data Entry Operators	46
	h) Drivers	12
	i) Electrician	2
	j) Plumber	1
	k) Attenders	37
	l) Gardeners	4
		164

- b) BMRCL will reimburse wages to the Supervisor, Security Guards and Housekeeping personnel at the rates as indicated in the Annexure I to the Tender document. Further if there is any increase in the Minimum Wages by the Govt. of Karnataka after the date of award of the contract, the same will be considered by BMRCL. The existing wage rates for other allied manpower are indicated in Annexure – II for information of the Bidders. The actual wage rates for these personnel will be decided by BMRCL based on the qualification and experience of such personnel and will be intimated to the successful agency for implementation.
- c) Cleaning materials and garbage disposal charges for BMRCL Corporate Office and GC Office will be paid as below:
- For BMRCL Office** - Rs. 16500 (sixteen thousand five hundred) for cleaning materials and Rs.750 for garbage disposal charges per month.
For GC Office - Rs. 11000 (eleven thousand) for cleaning materials and Rs. 650 for garbage disposal charges per month.
(List of cleaning items at pages 28 - 29)
- d) The TDS will be deducted at applicable rates from the monthly payables to the contractor.
- e) The service tax at the applicable rates will be paid by BMRCL.
- f) BMRCL will award the contract to the Tenderer, whose tender has been determined to be substantially responsive, Technically and Financially suitable, complete and in accordance with the tender document.
- g) Prior to the expiry of the period of tender validity prescribed by the BMRCL, BMRCL will notify the successful tenderer, to be confirmed in writing by registered letter, that his tender has been accepted. The "Letter of acceptance will be sent in duplicate to the successful tenderer, who will return one copy to the BMRCL duly acknowledged and signed by the authorized signatory, within seven days from the date of issue of LOA to him. No correspondence will be entertained by BMRCL from the unsuccessful Tenderers.
- h) The contract shall come into force from the date indicated in the LoA (Letter of Acceptance). The Letter of Acceptance will constitute a part of the contract.

- i) Upon "Letter of acceptance" being signed and returned by the successful tenderer as per Clause (v) above, the BMRCL will promptly notify the unsuccessful tenderers and discharge / return their EMDs.
- j) Financial Bids will be opened in the presence of Tenderers/ their representatives.
- k) The Financial proposals received from each Tenderer will be evaluated and ranking will be assigned based on the % age of contractor's service charges quoted, the lowest quote, being determined as L-1 and the next one L-2 and so on, provided the tenderer is determined to be substantially responsive Technically and Financially and the financial Bid shall be submitted in Form "B" Financial bids not submitted in Form "B" shall be liable for rejection.

- 0 -

GENERAL TERMS & CONDITIONS

(Please read the following carefully before submitting the Tender)

A. GENERAL INSTRUCTIONS

1. The interested tenderers shall obtain the blank tender document in person by submitting non-refundable tender fee for an amount of Rs.2000/- (two thousand) during office hours or through demand draft drawn in favour of BMRCL payable at Bangalore. Blank tender documents will not be sent by post.
2. Tenders shall be valid for 90 days from the date of submission of tender.
3. Conditional Tenders are liable for rejection.
4. The Successful tenderer shall enter into a contract agreement on a non judicial stamp paper of Rs.200/- (Rupees Two hundred only) for due performance of the contract (as per contract agreement at Annexure-III).
5. The BMRCL reserves the right to cancel or reject in full or part, any or all tenders received, without assigning any reasons.
6. Any action on the part of the tenderer to influence any officer of the BMRCL or canvassing in any form shall render the tender liable for rejection.
7. The contract will be for a period of 12 months initially, which is extendable for further period/s, as the case may be, at the discretion of BMRCL on mutually agreed terms and conditions.
8. The personnel deployed under the contract are the employees of the Agency and the agency will exercise the supervision and control on all the personnel deployed under this contract.
9. The personnel deployed under the contract generally shall not be less than 18 years of age and not more than 55 years of age.
10. The agency shall execute the assigned work in accordance with the requirement of BMRCL. The wage rates of all the personnel to be deployed under this contract are indicated at Annexure 'I' & 'II' for the information of the

Tenderers. However in respect of other allied manpower the detailed statement with detailed wage components shall be intimated to the successful bidder separately.

11. Time is the essence of this contract. In case the Agency fails to fulfill the obligations fully and on time, the BMRCL shall have the absolute right to take up the work at the cost and risk of the Agency and recover any and all such expenses from the amounts due to the Agency including from the Security Deposit. In such an eventuality the agency is required to make good the shortfall in security deposit within 7 days. Further the BMRCL shall have right to impose penalty commensurate with the fault and the amount towards damages if any, shall be recovered from the running bills of the Agency/ Security Deposit.

12. Shift timings for:

Description	Shift	Timings	Nos.
a. Supervisor(Sec)	General Shift with flexible timings	He shall be in-charge of supervising the Housekeeping, Security & other personnel deployed & Proper discharge of duties by such personnel.	HO - 1
b. Housekeeping	Day Shift	8.00 a.m to 5.00 p.m (including lunch break) In case of HO nine persons should be deployed in 1st batch 8.00 am to 4.00 pm and two persons should be deployed in 2nd batch i.e. 11.00 to 7.00 pm.	HO - 8 GC - 3 BSK - 2 DPJ - 1 Total - 14
c. Security Guards	Three Shifts; a) 1st shift b) 2nd shift c) 3rd shift	6.00 am -2.00 pm (1+2+2) 2.00 pm -10.00 pm (1+1+2) 10.00 pm - 6.00 am (1+1+1) 6.00 am -2.00 pm (1) 2.00 pm -10.00 pm (1) 10.00 pm - 6.00 am (1)	HO - 8 GC - 4 Baiyappa-Nahalli - 3

		6.00 am -2.00 pm (3) 2.00 pm -10.00 pm (3) 10.00 pm - 6.00 am (4)	Srigandada Kavalu - 10
		6.00 am -2.00 pm (1) 2.00 pm -10.00 pm (1) 10.00 pm - 6.00 am (1)	Banashankari Office - 3
		6.00 am -2.00 pm (1) 2.00 pm -10.00 pm (1) 10.00 pm - 6.00 am (1)	Deepajali Nagar Off. - 3
			Total - 31
d. Other Allied manpower	Day Shift	10.00 AM to 5.30 PM With 30 min lunch break	118

13. The Agency shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the BMRCL from any claims in this regard. This includes: Workmen compensation Act, Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Employee Provident Fund Act, ESI Act, and any other Act or legislation, which may govern the nature of the service contract.

14. In case the quality of the work is not satisfactory, BMRCL is at liberty to terminate the contract as a whole and Security deposit be forfeited. The Agency will have no claims whatsoever on this account on BMRCL.

15. The BMRCL reserves the right to avail the services from multiple agencies to meet its requirements either simultaneously or for alternative periods, if the circumstances so warrant.

16. In case it is found that the work done/Service provided is of inferior quality and proper care was not taken at the time of execution of the Work/rendering service, the Agency shall remain liable to pay compensation to the BMRCL for the inferior works/Services as determined by the BMRCL. Such amount shall be deducted from any sum due to the Agency, including payments pertaining to any other work/Services within the BMRCL contracts.

17. The rates indicated in the tender are firm in nature. No additional cost towards transportation, material, equipments, consumables required to execute

the contract will be entertained other than what is specifically provided in the Tender. However Water and Electricity required for the work may be used free of cost from the BMRCL.

18. Agency will be fully responsible for any accident or mishap involving employees deployed by the Agency and shall make good the claims on BMRCL if any claimed by the victims. The Agency shall indemnify the BMRCL from any claims arising out of accidents, disabilities of any nature or death or claims arising out of provisions under all applicable labour laws, or claims of any other nature in respect of all workers engaged by the Agency. The Agency will fully indemnify BMRCL against all claims in this regard.

19. The Agency should not sublet the contract. If the Agency found to have sublet the contract, the contract, will be terminated at the risk and cost of the contractor concerned.

20. The BMRCL through its authorized Officers is free to issue instructions required from time to time to carry out the assigned functions professionally. All such instructions received by the authorized representative on behalf of the Agency shall be deemed to have been received by the Agency within the scope of this work order.

21. The agency shall issue a formal appointment letter to all the personnel deployed under this contract indicating the name, designation, wage rate, amount of PF both employer's contribution and employee's contribution as required under Contract Labour (R&A) Act, 1970 within one month from the date of deployment and submit copy of the same duly acknowledged by the appointee to the General Manager (HR) for reference and records of BMRCL. A list of employees deployed under this contract with their detailed bio-data shall be made available to BMRCL along with their passport size photo. Any subsequent changes should be informed immediately.

22. The agency shall issue Photo ID cards to all its employees with the agency's Logo & Name and Designation of the employee deployed within a period of one month from the date of such deployment.

23. The Agency shall be liable to pay compensation for any loss & damage caused to the property of the BMRCL or its Staff Members/Officers/Visitors by the Agency or its workers.

24. The Agency shall be responsible for the conduct of its staff and in case of any complaint against any of its staff; the Agency will be under an obligation to change the person concerned when the same is instructed by BMRCL authority.

25. The Agency shall keep in mind the rules & regulations of the BMRCL in force and instructions issued from time-to-time while discharging the assigned services. The BMRCL will be free to take action against the Agency for violating the same.

26. The Contract can be terminated by either party by giving 3 months notice.

27. The Housekeeping services are required to be carried out on all working days and also on holidays, if required. Security services are required for full 24 hours every day.

28. The personnel deployed by the Agency should have minimum literacy level i.e. a pass in Standard V for Housekeeping and SSLC/10th Std for Security Services and as specifically prescribed by BMRCL for other personnel other than Housekeeping and Security. The Security personnel so deployed shall have good physique and have the appearance of Security Guards. The Housekeeping personnel deployed should have undergone Medical Test and found to be medically fit for employment.

29. If any employee comes late or proceeds on leave or absents himself/herself for more than 15 days, it will be the responsibility of the contractor to provide a suitable substitute. In case of leave or absence for less than 15 days at a time, wages for the said period will not be paid (the period of absence may be treated as leave without pay by the Agency).

30. LOSS/LIABILITY: The Agency shall be responsible for vigil and security of BMRCL office, premises, goods, furniture & fixtures, equipments, Cash, Vehicles etc. They shall put in place a system with due approval of BMRCL by which only authorized person/s enter the BMRCL premises and a register is kept for recording the movement of visitors.

In case of theft pilferage or robbery, the responsibility for such event shall lie on the Agency for dereliction/negligence in duty and the agency shall make good the loss, if any to BMRCL unless otherwise proved by the Agency, through investigation. The investigation of such cases should be conducted by competent professional at Agencies cost.

31. Increase or decrease of personnel deployed. The numbers of personnel required can be increased/ decreased at the discretion of company at any time

during the period of contract. The rate payable/deducted on such increase/decrease shall be at the same rate as per the contract. It is mandatory on the part of the Agency either to increase/decrease the number of personnel as and when directed immediately. In case of additional manpower so requested including multiskilled personnel like Driver-cum-Attender, Attender – cum- Gardener etc. the Agency should be in a position to deploy the same immediately. Non deployment within the stipulated period will be viewed as deficiency in service.

32. In such a scenario where there is a tie i.e when more than one Agency quotes the same rate of service charges then the quote of the Agency that has rendered satisfactory service to BMRCL earlier will be considered or when both Agencies have rendered satisfactory service, then the quote of the Agency which has an ISO certificate will be considered or when both Agencies are ISO certified then the quote of the Agency which has a higher turnover during the past two years will be considered .

B. SCOPE OF SERVICES

1. Introduction.

Bangalore Metro Rail Corporation (BMRCL) is a joint venture of Government of India and of Karnataka having its corporate office at Shanthinagar Bangalore. It is a special purpose Vehicle Established for construction and implementation of Bangalore Metro Rail in the city of Bangalore. The Corporation proposes to avail the Services of Security, Housekeeping and other related Manpower on outsourcing basis for its Corporate Office and reach Offices in Bangalore. Particulars of the Required Manpower in different categories are furnished herein for the information of the tenderers;

Sl. No.	Particulars	Office	Nos.
1	Supervisor		1
2	Housekeeping	1. Head Office, Shantinagar 2. GC Office Shanthinagar 3. Banashankari Office 4. Deepanjalinagar Office	8 3 2 1
3	Security Guards	1. Head Office, Shantinagar 2. GC Office 3. Baiyappanahalli Depot 4. Srigandada Kavalu	11 1 3 10

		5. Banashankari Office	3
		6. Deepanjalinagar Office	3
4	Other Manpower	Art Assistants 2 Legal Assistant 1 Secretarial Officer 1 Executive Assistants 10 Data Entry Operators 46 Asst. Engineer 1 Draughtsman 1 Drivers 12 Electrician 2 Plumber 1 Attenders 37 Gardeners 4	118

2. Functions of 'Security Personnel'.

The Agency will provide security services to Corporate office and if required for its Reach/other offices located in Bangalore, as the case may be, for the full 24 hours every day, including general holidays, public holidays. The Agency shall arrange to safeguard the place, premises, goods & vehicles and materials and any other properties in and around the office premises of Corporate office and other Reach offices as the case may be by posting security guards in such a manner and at such points as may be specified and patrol the required area at all times. The personnel deployed are expected to keep a vigil and check on the movement of visitors and vehicles and make entries in the register at the entry and exit points. Wherever necessary the routine check of the persons visiting the office during working days is to be carried out; the personnel deployed ought to be polite and Firm, Disciplined, Physically Fit and Alert, Neatly dressed in Uniform. The Supervisor of the Agency should have basic Computer Knowledge and shall take regular rounds to ensure proper security especially during the night shifts and invariably have a discussion with the authorized officer of BMRCL once in 15 days during working hours to ascertain the performance of the security guards deployed and shall see that corrective action suggested by BMRCL is complied & compliance report given to BMRCL in the next meeting.

3. Functions of 'Housekeeping Personnel'.

The house keeping personnel shall carry out the cleaning and other connected operations at daily/weekly/fortnightly frequencies as enumerated below by using appropriate cleaning materials of approved quality and make, provide toilet

accessories such as toilet rolls, paper, disposable towels, liquid hand wash etc. of branded quality.

DAILY OPERATIONS:

a) Sweeping the entire floor area of the Office once a day in the morning and again as and when required including dusting by Vacuum cleaner.

b) Wet mopping the entire floor area of the office once a day in the morning with disinfectants and deodorants.

c) Cleaning of toilets, wash basins with disinfectants twice a day and again, as and when called for.

d) Dusting and cleaning of doors windows, furniture, fixtures, glass partitions, electrical fixtures and other equipments like computers, cubicles, table tops, chairs, overhead storage , side racks, drawer boxes, filling racks, cupboards, cabinets, paper trays, flower vases, Telephones etc. with wet cloth and vacuum cleaner.

e) Clearing and cleaning of dust bins/waste paper baskets twice a day in the morning and in the afternoon.

f) Washing and cleaning of drinking water glasses, cups & saucers, flasks, plates, spoons, coolers once a day in the morning and again at 6.00 PM.

g) Spraying of room perfumes wherever required and as directed.

h) Any other specific jobs assigned from time to time connected with housekeeping.

i) The Plumber should rectify the leakages etc., whenever required and undertake weekly maintenance.

WEEKLY OPERATIONS:

j) Thorough cleaning of furniture, Venetian and vertical blinds, partitions, doors/knobs and window glasses/grills with soap water.

k) Thorough wash of all toilets with chemical, acids, detergents etc.

l) Cleaning of all light fittings like ceiling/pedestal fans, tube light fittings, air conditioners etc.

m) Removing of cobwebs.

n) Polishing of the metal name plates/boards.

o) Thorough cleaning of walls, floors, electrical fittings and ceiling of the office building.

FORTNIGHTLY OPERATIONS:

p) Spraying of disinfectants in an around the building, toilets, pantry etc.

q) Removing of stains and spills on the table tops with suitable solvents.

MONTHLY OPERATIONS:

r) Sweeping and brushing of entire floor areas on all floors with water and necessary chemicals.

s) Removing accumulated stains at the edges of the walls.

t) Cleaning and Dusting of wooden/steel office furniture.

u) Cleaning and removing stains from Rexene and external part of the office/
Staircases/ landings etc.

v) Removing cobwebs etc., from internal and external part of the office /
staircases/ landings etc.

w) Cleaning of terrace of office building.

4. Functions of Supervisor:

The Supervisor shall supervise all the personnel deployed by the Agency i.e. Housekeeping, Security services and other manpower requirement under this contract. He must have qualification not less than 10 plus 2 with relevant experience to handle the assignment and should be conversant with basic

computer operations so that he can maintain appropriate records in the system. He shall be the custodian of Housekeeping & cleaning materials, He shall maintain stock register to this effect clearly indicating Receipt, issue and usage. Irrespective of timings it is his duty to ensure punctuality and attendance of the personnel in respective area of service, to ensure presence of required number of persons in the respective shifts, to make alternative arrangements in case of absence, persons on leave so that assigned work should not be hampered, to carryout quality performance checks of all the personnel at frequent intervals and put in place the corrective measures as may be required. He shall act as a contact point to receive instructions time to time from BMRCL and act upon them.

5. Functions of 'other allied manpower' deployed:

The personnel deployed by the agency as Drivers discharge the functions of Driver and attend to other functions relating to driving and maintenance of vehicles as may be assigned from time to time.

The personnel deployed as Art Assistants, Data Entry operator, Stenographer and Personal assistants under this contract shall discharge the assigned functions in their respective fields in the office in a computerized environment. Further the personnel deployed as Electrician, plumber and record keeper shall have to discharge the functions in their respective fields.

C. THE AGENCY WILL PROVIDE:

1. Uniforms-(Separate Uniforms for House Keeping and Security personnel) should be provided by the Agency. However two Sets of Uniforms to Attenders and Drivers shall be provided by BMRCL. Agency should ensure that each employee while on duty wears neat and tidy uniform. Fine will be imposed on the agency if the employee/s is/are found not wearing proper uniform.

2. Identity Cards – House Keeping and Security Personnel; The contractor will issue identity cards to his workers/supervisors/ security guards etc. Any worker found without identity card will not be permitted to enter the premises.

D. MATERIAL FOR HOUSEKEEPING:

All the consumables required for housekeeping and cleaning services such as brooms, detergents, liquid soap, floor cleaner, toilet paper, odomisers, Room fresheners etc., shall have to be provided by the agency. The cost of cleaning

material for housekeeping services shall be reimbursed to the agency subject a maximum ceiling of Rs.16,500 (Sixteen thousand five hundred) per month for corporate office and Rs. 11000/- (Eleven thousand) per month for GC office on production of bills. The materials used for cleaning shall be of good quality as approved by the BMRCL. Garbage collection charges @ Rs. 750/- (Seven hundred fifty) per month for corporate office and Rs 650/- (Six hundred fifty) per month for GC office will be reimbursed.

E. GENERAL INSTRUCTIONS:

1. To prevent disputes and litigations, it shall be accepted as an inseparable part of this contract that in matters regarding work, interpretation of contract, mode of procedure to carrying out the work, the decision of BMRCL shall be final and binding on the Agency. The record maintenance, formats for reporting performance, MIS reports etc., shall be as would be prescribed by BMRCL.
2. For all matters arising out of this contract either between the agency and the BMRCL or between the personnel deployed by the agency with the BMRCL/agency, the jurisdiction of the court shall be at Bangalore.
3. The BMRCL reserves the right to extend or foreclose the contract depending upon the exigency and the Agency shall continue to provide the service on the terms and conditions as mutually agreed during the extended period in the event of any extension given.
4. The personnel provided by the Agency should know to read, write and speak in Kannada.
5. The Agency will meet the DGM (HR) periodically and obtain instructions in respect of short comings if any, of their performance.

Estimated quantity of Cleaning Materials required per month

Sl. No.	Items	Quantity Project Office	Quantity GC Office
1	Acid	5 ltrs	5 ltrs
2	Agarbathi	3 pkt	3 pkt
3	Air Pump	5	5
4	Bleaching powder	5 Kg.	5 Kg.
5	Broom - Hard	5	5
6	Broom - soft	5	5
7	Cleaning cloth -checked	13	13
8	Wet Mop with stick	5	5
9	Glass Cleaning liquid	13 bottles	13 bottles
10	Antiseptic liquid	3 ltrs	3 ltrs
11	Face Mask	5	5
12	Dust Pan	5	5
13	Liquid hand wash	8 Nos.	8 Nos.
14	Garbage bag extra large	13	13
15	Garbage bag large	13	13
16	Garbage bag small	13	13
17	Toilet cleaning liquid	13	13
18	Insect spray	3	3
19	Jumbo paper roll	20	20
20	Bath soap	4	4
21	Match box	1	1
22	Mop cloth - big	13	13
23	Napthalene balls	500 gms	500 gms
24	Nylon Road brush	1	1
25	Room freshner cakes	15	15
26	Room spray	13	13
27	Phenyl	8 ltr	8 ltr
28	Detergent cakes	5	5
29	Detergent powder	5 Kg.	5 Kg.
30	Rubber gloves	8	8
31	Plate washing cakes	13	13
32	scrub	10	10
33	sponge	3	3
34	steel scrubber	10	10
35	Thinner	3 ltrs	3 ltrs
36	Toilet brush	10	10

Sl. No.	Items	Quantity Project Office	Quantity GC Office
37	Toilet roll	40	40
38	Urinal cakes	15	15
39	Water pusher	5	5
40	Cleaning cloth white	13	13
41	Floor cleaning liquid	5 ltrs	5 ltrs
42	Soap Oil	5 ltrs	5 ltrs

ANNEXURE - 1**BREAK UP OF WAGES**

Cadres	Nos.	Min wages	Spl All.	Travelling all	Washing all	Bonus	LWW	Reliever cost	Uniform	Total
Supervisor	1	7945	3000	2000	250	292	764	1324	300	15875
Security Guards	31	7173		1300	250	292	690	1196	250	11151
Housekeeping personnel	14	6855	400	1300	250	292	659		250	10006

Note:

Employer's share of PF and ESI and Service Tax at applicable rates will be paid by BMRCL.

Annexure - II

No. of persons to be deployed and Wage range of Allied manpower

Cadres	Nos.	Wages / Pay range Rs.
Legal Assistant	1	25000
Art Assistant	2	20500
Secretarial Officer	1	20000
Assistant Engineer	1	18000
Executive Assistant	10	15000 - 25000
Draughtsman	1	15000
DEO	46	12500 - 17500
Driver	12	11000 - 14000
Attendant	37	10500 - 13500
Electrician	2	15000 - 16500
Plumber	1	13500
Gardener	4	10500

Note:

The rates indicated above are exclusive of employer share of PF, ESI wherever applicable, service tax at applicable rates and service charges