



REQUEST FOR PROPOSALS

PROVIDING FOLLOWING SERVICES FOR REACH-3 AND 3(A)

- 1. CLEANING & HOUSEKEEPING SERVICES ,**
- 2. SECURITY & ALLIED SERVICES AND,**
- 3. SERVICES FOR CUSTOMER CARE & TICKET OFFICE MACHINE (TOM)**

RFP NO. BMRCL/O&M/HKS/R3/2012/1

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SECTION-1**A. REQUEST FOR PROPOSAL**

RFP NO: BMRCL/O&M/HKS/R3/2012/1

Sealed Bids are invited by Operation and Maintenance wing of Bangalore Metro Rail Corporation Limited (BMRCL) for providing all the three services viz. 1) Cleaning & Housekeeping Services 2) Security allied Services and, 3) Services for Customer Care & Ticket Office Machine (TOM) for Reach-3 and 3(A) from the expert agencies either as individuals or as a Joint Venture / Consortium.

Name of the work	Cost of RFP document	Sale of RFP Documents	Last Date & time for submission of offers
Providing following services for Reach-3 and 3(A).			
1) Cleaning & Housekeeping Services		From 21.08.2012 to 04.09.2012	05.10.2012
2) Security & Allied Services and,	Rs. 50,000/-	Between 11.00 A.M. to 5.00 P.M. (IST)	Up to 3.00 P.M. (IST)
3) Services for Customer Care and Ticket Office Machine (TOM)			

Note:

1. The RFP document can be obtained from the registered office of BMRCL, Bangalore on a non refundable payment of Rs. 50,000/- (Rupees fifty thousand only) through Demand Draft or Pay Order in favour of "Bangalore Metro Rail Corporation Ltd" payable at Bangalore.
2. EMD is Rs.25,00,000/- (Rupees twenty Five Lakh only)
3. Last date for submission of queries by bidders – 10.09.2012
4. Pre-bid meeting will be held on 14.09.2012 at 3:00 P.M. (IST) in BMRCL Corporate office Shanthinagar, Bangalore.

Further details are available on web site: www.bmrc.co.in from 21.08.2012

(S S Hegaraddi)
General Manager (Operations)

B. KEY DETAILS

1.	Cost of Bid Document (Non refundable)	Rs.50,000/- This should be paid by DD / Pay Order in the name of BMRCL, Bangalore, payable at Bangalore. The blank Bid Documents can be purchased at the BMRCL office during office hours from 11.00 AM to 5.00 PM from 21.08.2012 to 04.09.2012, by making above payment.
2.	Bid Security / Earnest Money Deposit (EMD)	Rs. 25.00 lakhs (The Prequalification Bid shall accompany a Demand Draft or Bank Guarantee in favour of 'Bangalore Metro Rail Corporation Ltd' payable at Bangalore for Rs.25.00 lakhs towards Earnest Money Deposit. If prequalification Bid is received without the requisite EMD, the Bid shall be rejected)
3.	Last date for submission of queries by Bidders	Up to 5.00 PM on 10.09.2012
4.	Date of pre-bid meeting	On 14.09.2012 at 3.00 PM
5.	Last date and time for submission of Bid Document	Up to 3.00 PM on 05.10.2012
6.	Date and time of opening of Bids	At 3.30 PM on 05.10.2012
7.	Validity of Bid	120 days from the last date of submission
8.	Performance Security	The successful Bidder shall furnish a Performance Security in the form of a Bank Guarantee for an amount of 10% of the Contract Price within 30 days from the date of issue of LOA. The validity shall be six months beyond expiry of contract.
9.	Contract period	36 months.
10.	Address for correspondence	The General Manager (Operations), Bangalore Metro Rail Corporation Limited, 3 rd Floor, BMTC Complex, K.H. Road, Shanthinagar, Bangalore-560 027.
11.	Address for submission of Bid documents	The Managing Director, Bangalore Metro Rail Corporation Limited, 3 rd Floor, BMTC Complex, K.H. Road, Shanthinagar, Bangalore-560 027.

SECTION-2

A. INSTRUCTIONS TO BIDDERS

1. INTRODUCTION

1.1 The Bangalore Metro Rail Corporation Limited, (hereafter referred to as BMRCL), a Joint Venture of Government of India (GoI) and Government of Karnataka (GoK), established as an SPV for implementation of Bangalore Metro Rail Project will select a Service Provider for providing following services as per the selection criteria detailed in the Bid document.

- i) Cleaning & Housekeeping Services,
- ii) Security & Allied Services and
- iii) Services for Customer Care & Ticket Office Machine (TOM)

1.2 The Bidders are invited to submit a Prequalification Bid (the word "Proposal" shall also mean "Bid"), Technical Bid, and Financial Bid, as specified in the Bid documents for the three services mentioned in para 1.1 above. The Bids will be the basis for a signed contract with the selected Bidder. Interested Bidders, may apply for pre-qualification as individual or as joint venture partnership or consortium (group). In case of a tie, a sole Bidder will be preferred to other Bidders viz JV or Consortium. In case of a tie between two or more JV or Consortia, they will be asked to submit revised financial bid. JV or Consortium will, however, not be permitted to Bid for the same contract in their own name and at the same time as part of a joint venture partnership or consortium. Such members along with others will be jointly and severally responsible. They shall be evaluated for their particular roles, of participation, experience and capabilities. Any change in a pre-qualified joint venture, will be subject to the written approval of the BMRCL prior to the deadline for submission of Bid. Such approval may be denied if (i) partners withdraw from a joint venture and the remaining partners do not meet the qualifying requirements (ii) the new partners to a joint venture are not qualified, individually or as another joint venture; or (iii) in the opinion of BMRCL, a substantial reduction in competition may result. **Joint Venture/Consortium shall be of maximum three members.** In respect of JV/Consortium, Data should be given in Form-7C along with Prequalification Bid.

1.3 BMRCL will be opening its Reach-3 by March 2013. Reach 3 hereafter shall mean and consist of Reach 3 and Reach – 3(A) i.e. a total of 10.83 kms including 10 Metro stations and the Depot at Peenya. In respect of this Reach, BMRCL invites Bid for providing the services mentioned at para 1.1 above.

1.4 The Bidders must familiarize themselves with Bangalore Metro project, especially the layout of the Peenya Depot, the Stations, the Viaduct of the Reach and the Train coaches, Site conditions and take the same into account while preparing and submitting their Bids. They are required to verify the information given in respect of area etc. and seek clarifications, if any from BMRCL before bidding. To obtain first-hand information on the assignment and on the local conditions, Bidders are encouraged to pay a visit to the Depot and Station sites in the Reach before submitting their Bid and to attend a pre-bid meeting. Attending the pre-bid meeting is optional. The Bidders representative should contact the official named in the Key details to arrange for their visit or to obtain additional information on the pre-Bid conference. Bidders should ensure that these officials are advised of the visit in advance to allow them time to make appropriate arrangements.

- 1.5 While the requirement of machinery/cleaning gadgets and tools and the manpower is indicated, the Bidder is required to visit the sites and assess the requirement, as he deems fit.
- 1.6 Please note that the costs of preparing the Bid including a visit to BMRCL are not reimbursable.
- 1.7 BMRCL reserves the right to accept or reject any or all Bids without assigning any reasons. No Bidders shall have any cause of action or claim against BMRCL for rejection of his Bid.
- 1.8 BMRCL expects Bidders to provide professional service and at all times hold the BMRCL's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- 1.9 In case of Joint Venture or Consortium, the leader of the consortium shall be responsible for implementation of the contract in letter and spirit, notwithstanding his conflicts and disputes, if any, with the consortium partners. Authorized Representative of the leader, not below the rank of Deputy General Manager, shall be the contact person for all purposes and communication sent to him by BMRCL shall mean communication sent to the JV or the Consortium and he shall invariably attend all meetings convened by an officer of BMRCL not below the rank of Deputy General Manager / AGM (Personnel).
- 1.10 Bidders or any of their affiliates shall not be hired for any assignment which, by its nature, may be in conflict with another assignment of the Bidders. However, the Bidders may be hired for downstream work, when continuity is essential and the factors used for the selection of the Bidders should take the likelihood of continuation into account. It will be the exclusive decision of the BMRCL, which Bidders will be hired for the purpose.
- 1.11 It is BMRCL's policy that the Bidders observe the highest standard of ethics during the execution of the service. In pursuance of this policy, the BMRCL:
- (i) Defines, for the purposes of this provision, the terms set forth below as follows:
 - (a) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
 - (b) "fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of BMRCL, and includes collusive practices among Bidders (prior to or after submission of proposals) designed to establish prices at artificial, noncompetitive levels and to deprive BMRCL of the benefits of free and open competition.
 - (ii) will reject a proposal for award if it determines that the contractor recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
 - (iii) will declare a Bidder ineligible, either indefinitely or for a stated period of time if it at any time determines that the contractor has engaged in corrupt or fraudulent practices in competing for, or in executing; and

- (iv) Will have the right to require that, BMRCL to inspect contractors' accounts and records relating to the performance of the contract and to have them audited by auditors appointed by BMRCL.

2. CLARIFICATION AND AMENDMENT OF RFP DOCUMENTS

- 2.1 Bidders may request a clarification of any item of the Bid document up to the number of days indicated in the Key details. Any request for clarification must be sent in writing by paper mail, or electronic mail to the BMRCL's address indicated in the Key details. The BMRCL will respond by paper mail or electronic mail to such requests.
- 2.2 At any time before the submission of Proposals, BMRCL may, for any reason, whether at its own initiative or in response to a clarification requested by a bidder, modify the bid documents by amendment. Such amendments shall be issued in writing through addenda. Such addenda shall be published in the BMRCL website: 'www.bmrc.co.in' only and communicated to all who have procured the Bid documents. BMRCL may at its discretion extend the deadline for the submission of proposals through publication in the newspapers, if such extension is before last date of sale of Bid documents and if such extension is after the last date of sale of Bid documents, by informing only to the Bidders who have purchased the Bid documents.

3. PREPARATION OF BIDS

- 3.1 Bidders are requested to submit Bids in English language only.

3.2 Prequalification Bid:

- i) In preparing the prequalification proposal Bidders are expected to examine the documents comprising this Bid in detail. Material deficiencies in providing the information requested may result in rejection of a Bid. The required information to be given by the bidder should be given in the prescribed standard forms only. The Annexure, if any, should be to the point, brief, with Para number and page number, referred to in the standard form written at the top right hand side of the respective Annexure.
- ii) The Prequalification Bid shall accompany a Demand Draft or Bank Guarantee in favour of 'Bangalore Metro Rail Corporation Ltd' payable at Bangalore for Rs.25.00 lakh towards Earnest Money Deposit. The Bank Guarantee should be from an Indian Scheduled Bank (excluding Co-operative Banks) or from a Scheduled Bank as defined in Section-2 9(e) of RBI Act 1934 read with Second Schedule. In case of JV / Consortia, Bid Security can be furnished by any one of the members of the JV / Consortium. The Bid Security shall remain valid for 60 days beyond the validity period of the offer.
- iii) While preparing the Prequalification Bid, particular attention should be given to ensure that 'yes' or 'no' is appropriately mentioned for each criteria mentioned in the format given at Form-7B. If any item is left blank without filling either 'yes' or 'no', then for that item it will be taken as 'no'.

3.3 **Technical Bid:**

- i) In preparing the Technical Bid, Bidders are expected to examine the documents comprising this Bid in detail. Material deficiencies in providing the information requested may result in rejection of the Bid. The required information to be given by the bidder should be given in the prescribed standard forms only. The Annexure, if any, should be to the point, brief, with para number and page number, referred to in the standard form written at the top right hand side of the respective Annexure. **The Technical Bid shall not include any financial information.**
- ii) While preparing the Technical Bid, Bidders should read the Forms-8A to 8G carefully and fill the relevant information. Non furnishing of information in the prescribed Forms 8A to 8G or leaving blanks in the forms may result in disqualification of the Bid.

3.4 **Financial Bid:**

- i) In preparing the Financial Bid, Bidders are expected to examine the documents comprising this Bid in detail. Material deficiencies in providing the information requested may result in rejection of the Bid. The required information to be given by the bidder should be given in the prescribed standard forms only.
- ii) The Bidder should use Form-9B for submitting the offer. Bidders shall express the price of their services in Indian Rupees only.

3.5 The Key Details indicates how long the Bids must remain valid after the submission date. During this period, the Bidder is expected to keep available the key professional staff proposed for each of the services. BMRCL will make its best effort to sign the agreement within this period. If BMRCL wishes to extend the validity period of the Bids, the Bidders who do not agree have the right not to extend the validity of their Bids.

4. **SUBMISSION OF BIDS**

- 4.1 The original Bid (Prequalification Bid, Technical Bid and Financial Bid) shall be prepared in ink or typed neatly. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the Bidder. Any such corrections must be initialed by the person or persons who sign(s) the Bid documents.
- 4.2 An authorized representative of the Bidder shall initial all pages of the Bid. The representative's authorization in the form of written power of attorney should accompany the Bid.
- 4.3 The Prequalification Bid shall be placed in a separate sealed envelope clearly marked "**Prequalification Bid**" (PI see Section 2- "Prequalification Bid- Standard Forms"). The prescribed standard Forms only should be used viz. Form 7A, 7B and 7C. Along with this, DD for the EMD should also be enclosed. Prequalification Bid without the proper EMD shall be rejected. Similarly, Technical Bid shall be placed in a separate sealed envelope clearly marked "**Technical Bid**." (PI see Section 3- "Technical Bid- Standard Forms") The prescribed standard Forms only should be used viz. Forms 8A to 8G. The Financial Bid shall be placed in a separate sealed envelope clearly marked "**Financial Bid**". (Please see Section 4- "Financial Bid- Standard Forms"). The prescribed standard Forms only should be used viz. Forms 9A and 9B. All the three envelopes shall be placed into an outer

envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the document and clearly marked, **“DO NOT OPEN, EXCEPT IN THE PRESENCE OF THE BID OPENING COMMITTEE.”**

- 4.4 The completed Prequalification Bid, Technical Bid and Financial Bid must be delivered at the submission address on or before the time and date stated in the Key Details. Any Bid received after the closing time for submission of Bids shall be returned unopened. Bid once submitted cannot be modified / withdrawn.

5. **OPENING OF BIDS**

- 5.1 **Opening of Prequalification Bids:-** The Prequalification Bids shall be opened by Bid Opening Committee in the presence of the Bidder’s representatives who choose to attend. Bid Opening Committee will first open the outer cover and then the cover containing the prequalification documents. Committee will verify the Bid Security (EMD) to know whether it is satisfactory. The bid will be summarily rejected in case of unsatisfactory or no EMD. The BMRCL shall keep record of the opening.

- 5.2 **Opening of Technical Bids:-** BMRCL shall notify the Bidders who are successful in pre-qualification stage. The Technical Bids shall be opened by the Bid Opening Committee in respect of Bidders who have qualified in the prequalification stage in the presence of Bidder’s representative who choose to be present.

- 5.3 **Opening of Financial Bids:-** BMRCL shall notify the Bidders who have qualified at the technical stage, indicating the date and time set for opening the Financial Bids. The opening date shall not be sooner than 4 days after the notification date. The notification may be sent by registered letter, fax, or email. The Financial Bids shall be opened by Bid Opening Committee in the presence of the Bidder’s representatives who choose to attend. The name of the Bidder, the financial quote by each Bidder, shall be read over aloud, when the Financial Bids are opened. BMRCL shall keep record of the opening.

6. **EVALUATION OF BIDS**

- 6.1 **General:-** From the time the Bids are opened to the time the contract is awarded, if any Bidder wishes to contact the BMRCL on any matter related to its Bid, it should do so in writing at the address indicated in the Key Details. Any effort by the Bidders to influence the BMRCL in the evaluation, comparison or contract award decisions may result in the rejection of the Bid.

- i) For proper evaluation of the Bid, if clarifications are found to be necessary, BMRCL may at its discretion ask for such clarifications.
- ii) The evaluation is done in three stages viz. prequalification stage, technical stage and the financial stage. The Bidder progresses from one stage to another only if the Bidder clears the previous stage i.e. only those Bidder who qualify in the prequalification stage progress to the technical stage and only those who qualify in the technical stage progress to the financial stage.
- iii) Further, the evaluation committee appointed by the BMRCL evaluates the Prequalification, Technical and the Financial Bids, each separately as mentioned herein below, on the basis of their responsiveness to the requirement mentioned in the Bid documents, applying the evaluation criteria, therein.

- iv) Evaluation Committee at Prequalification stage shall have no access to the Technical Bids until the prequalification evaluation, including its approval by competent authority is obtained. Likewise, the Evaluation Committee of Technical Bids shall have no access to the Financial Bids until the technical evaluation, including its approval by competent authority is obtained.

6.2 Evaluation of Prequalification Bids:-

- i) The prequalification documents submitted by the bidder will be verified by the Evaluation Committee nominated by BMRCL. Compliance to each and every requirement prescribed in the Bid document will be examined.
- ii) The Bid shall be rejected at this stage if it does not respond to the minimum criteria stipulated. If the Bidder do not fulfill any one or more of the minimum criteria prescribed, he shall be disqualified. On such disqualification, his bid documents shall not be considered for further evaluation. The technical Bid and the financial Bid will not be opened.

6.3 Evaluation of Technical Bids:-

- i) The Technical Bid documents submitted by the bidder will be verified by the Bid Evaluation Committee nominated by BMRCL. Each responsive Bid, which has cleared the Prequalification Stage, shall be further evaluated for technical responsiveness. Compliance to each and every requirement prescribed in the Bid document will be examined.
- ii) The Bid shall be rejected at this stage if it does not respond to the requirement mentioned in the Bid documents. On such rejection, his bid documents shall not be considered for further evaluation. The financial Bid will not be opened.

6.4 Evaluation of Financial Bids:-

- i) The Evaluation Committee shall take into consideration the financial quotes of each Bidder for all the three services and determine the ranking. The lowest quote determined as L1 and the next one determined as L2 and so on, provided the Bidder has been determined to be substantially responsive, technically and financially suitable and complete in accordance with the Bid documents.
- ii) The financial quotes should be compatible with the technical proposal of the Bidders. This will be evaluated during financial evaluation. If the financial quote is not compatible with technical proposal, the offer shall be rejected. The financial quote should be in Form 9B titled "Summary of Costs". Form 9B contains the minimum rates stipulated, which may be taken note of. Quotes below the minimum stipulated or quotes which are incomplete shall be rejected.
- iii) The financial quote including price for deviations shall be considered for arriving at inter se position of the bidders.

6.5 Correction of Errors

- i) During the evaluation of the financial proposal BMRCL will check for any arithmetical errors in computation and summation. Errors if any will be corrected by the BMRCL as follows:

- a) Where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and
 - b) Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern unless in the opinion of the BMRCL there is an obvious gross misplacement of the decimal point in the unit price, in which event, the total amount as quoted will govern.
- ii) If a Bidder does not accept the correction of errors as outlined above, his Bid will be rejected and the Bid Security forfeited.

7. AWARD OF CONTRACT

- 7.1 BMRCL will award the contract to the Bidder whose offer has been determined to be substantially responsive, technically & financially suitable and complete in accordance with the Bid documents.
- 7.2 **BMRCL reserves the right to split the contract and award to two or more Bidders who are found suitable.**

8. RIGHT TO ACCEPT OR REJECT ANY OR ALL THE BIDS

Notwithstanding para 7 above, BMRCL reserves the right to accept or reject any Bid, and to annul the Bid process and reject all Bids, at any time prior to award of Contract, or to divide the Contract between / amongst Bidders without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for the BMRCL's action.

9. NOTIFICATION OF AWARD

- 9.1 Prior to the expiry of the period of Bid validity, BMRCL will notify the successful Bidder, to be confirmed in writing by registered letter, that his Bid has been accepted. This letter (hereinafter called as the "Letter of Acceptance") shall name the sum (s) which the BMRCL will pay to the Contractor in consideration of the execution and completion of the works by the Contractor as prescribed in the Contract (hereinafter called as the "Contract Price"). The Letter of Acceptance (LOA) will be sent in duplicate to the successful Bidder, 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.
- 9.2 The contract shall come into force from the date of issue of Letter of Acceptance. The Letter of Acceptance will constitute a part of the contract.
- 9.3 Upon Letter of Acceptance being signed and returned by the successful Bidder, the BMRCL will promptly discharge / return the Bid Security of unsuccessful Bidders and return their unopened proposals.

10 CANCELLATION OF LETTER OF ACCEPTANCE (LOA)

- 10.1 The Bidder is expected to commence providing services as prescribed or notified by BMRCL specifically.

- 10.2 In case successful Bidder fails to commence the work (for whatsoever reasons) as prescribed or notified vide para 10.1 above by BMRCL, the allotment shall be cancelled and the Bid Security (EMD) forfeited.

11. SIGNING OF AGREEMENT

- 11.1 The BMRCL shall prepare the Contract Agreement in the Proforma-B at Section-10 included in this Document. All documents declared as part of contract, in the Contract Agreement, shall be binding on both parties including conditions and stipulations contained in such documents. Within 45 days from the date of issue of the Letter of Acceptance, the successful Bidder will be required to execute the Contract Agreement. The performance guarantee should be submitted immediately after issue of Letter of Acceptance but not later than the date of signing of agreement between the parties. One copy of the Agreement duly signed by the BMRCL and the contractor through their authorized signatories will be supplied by the BMRCL to the Contractor.
- 11.2 Prior to signing of the Contract Agreement, the successful Bidder shall submit the Performance Guarantee and Power of Attorney within a period of 30 days from the date of issue of the Letter of Acceptance.

12. PERFORMANCE SECURITY

- 12.1 The successful Bidder shall furnish to BMRCL a Performance Security in the form of a Bank Guarantee for an amount of 10% of the Contract Price. The validity shall be **six months** beyond expiry of contract. The Bank Guarantee has to be from a branch located in Bangalore of a Scheduled Commercial Bank based in India. The Performa of Performance Security is given in Proforma-A at Section-10. The Performance Security shall be furnished immediately on issue of LOA, but not later than **30 days** from the date of issue of LOA. The Contract Price shall mean the total sum arrived at for determining the L1.
- 12.2 The Performance Guarantee shall be invoked by BMRCL for breach of contract on the part of the Contractor, deficiency in performance, wholly or partly as the exigencies warrant. The decision of the BMRCL in this regard shall be final and binding on the Contractor. The balance Performance Guarantee shall be released to the Contractor, after the expiry of three months, after the end of the contract.
- 12.3 Failure of the successful Bidder to submit the required Performance Security shall constitute sufficient grounds for the annulment of the award of Contract and forfeiture of the Bid Security (EMD).

13. CONFIDENTIALITY

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Bids or to other persons not officially concerned with the process, until the winning contractor has been notified that it has been awarded the contract.

14. GENERAL

Please note/ensure the following;

- i) Bid document is not transferable.
- ii) The Bid form shall be legibly written or typed quoting all figures in words as well as in figures duly signed by Bidders with Seal.
- iii) All pages shall be signed, corrections neatly scored out and initialed.
- iv) Conditional Bids shall be rejected summarily. A Bid, which is incomplete and imbalanced, shall be rejected.
- v) Non-compliance with any of the conditions set forth herein shall result in the Bid being rejected.
- vi) BMRCL reserves the right to reject any bid without assigning any reasons thereof, in the interest of the Project. Bidders shall not have any cause of action or claim against BMRCL for rejection of his bid.

B. QUALIFICATION CRITERIA

Sl. No.	Minimum qualifications prescribed	Documents to be provided in testimony of the possession of the qualification
A	CLEANING & HOUSEKEEPING SERVICES	
1.	Should have minimum 5 years experience in mechanized cleaning and housekeeping in large establishments having a turnover of not less than Rs 1000 crore in each of the last five years. Turnover means total receipts of the establishment in the financial year. It may be noted that the turnover referred to here is not the turnover of the Bidders, but the turnover of the entity to which the Bidder has provided service.	Certificate from the client firms where they have provided the services
2.	Should have deployed a minimum of 300 persons in mechanized cleaning and housekeeping at all times during 3 years in the last 5 years. Such persons deployed should have undergone requisite training and Police verification. The services rendered should be satisfactory to the client.	An undertaking from the Contractor specifying organization-wise numbers deployed for three years, out of the last 5 years with the contact telephone number of the contact person in the organization at the level above the Deputy General Manager.
3.	Should have an annual turnover of not less than Rs 5 crore exclusively earned out of providing mechanized cleaning and housekeeping services in three years out of the last five years. Turnover means total receipts of the bidder in the financial year.	The Annual Financial Statement for each of the last three years with a certificate from the Chartered Accountant firm.
4.	Should possess valid ISO 9000 Certification as Mechanized Cleaning Service Provider.	Self attested copy of the ISO 9000 Certificate
B	SECURITY & ALLIED SERVICES	
1.	Should have minimum 3 years experience in providing the services for deployment of manpower for Security and allied services in large establishments having a turnover of not less than Rs1000 crore in each of the last 3 years. Turnover means total receipts of the establishment in the financial year. It may be noted that the turnover referred to here is not the turnover of the Bidder, but the turnover of the entity to which the Bidder has provided service.	Certificate from the client firms where they have provided the services
2.	Should have deployed a minimum of 500 manpower for Security and allied services at all times during the 3 years in the last 5 years. Such persons deployed should have undergone requisite training and Police verification. The services rendered should be satisfactory to the client.	An undertaking from the Contractor specifying organization-wise numbers deployed for the last three years, with the contact telephone number of the contact person in the organization at the level above the Deputy General Manager.

3.	Should have an annual turnover of not less than Rs 10 crore exclusively earned out of deployment of manpower for Security and allied services in three years out of the last five years. Turnover means total receipts of the bidder in the financial year.	The Annual Financial Statement for each of the last three years with a certificate from the Chartered Accountant firm.
4.	Security clearance for deployment of manpower accorded by recognized Central Security Agency like Bureau of Civil Aviation Security or IB or the State Police authorities.	Self attested copy of relevant certificate.
5.	Each employee put on security duty should have undergone police verification and Training in the Training Institute approved by the Karnataka Police Department.	An undertaking that this shall be complied with.
C SERVICES FOR CUSTOMER CARE & TICKET OFFICE MACHINE		
1.	Minimum 3 years experience in handling / managing "Issue of Entry Tickets", in any large Public Transport Entity like Airport / Seaport / PSU which have a minimum turnover of Rs.1000 crore per annum in each of the last 3 years. Turnover means the total receipts of the entity in the financial year. It may be noted that the turnover referred to here is not the turnover of the Bidders, but the turnover of the entity to which the Bidder has provided service.	Certificate from the client firms where they have provided the services
2.	A turnover of not less than Rs. 3 crore per annum exclusively earned out of handling /managing "Issue of Entry Tickets", in any large Public Transport Entity like Airport / Seaport / PSU. Turnover means the total receipts of the entity in the financial year.	Certificate from a Chartered Accountant firm.
D COMMON FOR ALL THE THREE SERVICES		
1.	Registration with Department of Labour, GoK / Gol	Registration Certificate of the Establishment from Department of Labour, GoK / Gol
2.	ESI Registration	Registration Certificate under Employees State Insurance Act. (ESI Act)
3.	PF Registration	Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner (PF Registration)
4.	Service Tax Registration	Certificate of Registration under Service Tax
5.	Professional Tax Registration	Professional Tax Registration Certificate issued by Commercial Tax Officer, Government of Karnataka
6.	PAN Card of the Agency	Copy of the PAN Card of the Agency
7.	VAT Registration	VAT Registration Certificate issued by the Commercial Tax Department, GoK.

Note: If answer for any one or more of the above criteria is 'NO', the proposal shall be rejected.

SECTION-3

SCOPE OF WORK

Name of Work: Providing following services for Reach – 3 and 3(A):

- i) Cleaning & Housekeeping Services,**
- ii) Security & Allied Services and**
- iii) Services for Customer Care & Ticket Office Machine (TOM)**

Objective:

The Company is looking for service providers who have the competence to provide services in all the three areas mentioned above, as per international norms / standards. This involves providing comprehensive services, in all the three areas mentioned above, for entire Reach 3 and 3(A) consisting of 10.83 Km long Metro line including 10 Metro Stations (Viz. Peenya Village, Peenya Industrial Area, Outer Ring Road, Yeshwantpura, Soap Factory, Mahalakshmi, Rajajinagar, Kuvempu Road, Malleswaram and Swastik), Peenya Depot and **11 sets** of trains consisting of three coaches each. Further details in respect of each service is given below:

A. CLEANING & HOUSEKEEPING SERVICES

1. This involves providing comprehensive services in Cleaning and Housekeeping Services for entire Reach 3 and 3(A). It also includes collection of garbage and its disposal as per BMRCL's stipulations. The work may be required to be done during the day or night as per BMRCL requirement.
2. The contractor will execute Cleaning and House Keeping works with the uniformed and suitably trained personnel with modern equipments & machinery for the following works in stations, viaduct, depot and the trains. The Contractor shall ensure equal number of men and women housekeeping staff in first and second shift (except night shift).
3. The tentative shift timings for cleaning & housekeeping are as follows:
 - 1) 06.00 A.M. To 02.00 P.M.
 - 2) 02.00 P.M. To 10.00 P.M.
 - 3) 10.00 P.M. To 06.00 A.M. (night shift)

A.1 Work Description In Respect of Cleaning & House Keeping for Stations and the Depot.

1. Every Station consists of public area and private area. The approximate public area and private area in respect of each Station is given below:

Sl. No.	Name of Station	Public Area (Sqm)	Private Area (Sqm)
1	Peenya Village	9070	1970.65
2	Peenya Industrial Area	8651	2097.35
3	Outer Ring Road	8680	1835.10
4	Yeswantpur	7259	2139.05
5	Soap Factory	5103	2077.05
6	Mahalakshmi	3699	2081.05

7	Rajajinagar	4263	1800.05
8.	Kuvempu Road	4664	2068.55
9.	Malleswaram	4415	1704.05
10.	Swastik	3934	1654.05
11	Peenya Depot	-	52888.79
	Total	59738	72315.74

2. Cleaning of Floor areas, including rooms, Vertical finishes, Roof arches, Roof ceilings, Glass areas, Doors, windows, Rolling shutters, Railings, False ceilings, False floorings, Bitumen surfaces, Pavements, Kerb stones, walls, Pillars, Hand rails, Mirrors, Ceramic / Concrete Jali etc. of the following: -
 - a) Concourse
 - b) Platform
 - c) Passages
 - d) Circulating area
 - e) Pavement
 - f) Roads
 - g) All rooms and other areas including corridors
 - h) Stair cases
 - i) Bath rooms and Toilets
 - j) Over head & Underground water tanks
 - k) Any other areas included in the Station / Depot boundaries
3. Work involves High rise cleaning by using appropriate modern equipments (safety equipments, 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 (Aluminum Cladding Panel).
4. Cleaning and washing of Track plinths within the station/depot boundary of Up and Down Tracks.
5. Plumbing work in the entire station/ depot area which includes all pipes, all pipe fittings, Valves, joints pertaining to water supply & distribution, Fire fighting system etc. including cleaning of the above mentioned items.
6. Sanitation of bathrooms and Toilets including supply of necessary items like paper roll / buckets / mugs, room fresheners, hand wash, odomisers etc., as per para 9 of Section-5
7. Cleaning and Attending to all the Drains available in the station/ depot area.
8. Supply of suitable and adequate number of Dustbins in the stations and depot buildings. In all offices, restrooms work places etc (120 ltr / 110 ltr and 50 ltr capacity),-Cleaning of dustbins and Removal/disposal of collected garbage/ debris at the BBMP approved location.
9. Pest control, Mosquito control & Rodent control of the entire station / depot area including all rooms.
10. Cleaning of Traction, E&M, Signaling, Telecommunications and AFC items available in Station / depot premises.

- a) Cleaning of lighting Fixtures & Accessories
- b) Cleaning of Fans
- c) Cleaning of D.G. sets & connected equipments
- d) Cleaning of Air conditioners
- e) Cleaning of All HT & LT Equipments available in ASS room
- f) Cleaning of all LT equipments available in LT switch room
- g) Cleaning of All Equipments available in UPS room (Electrical and Signaling Rooms)
- h) Cleaning of Equipments in Signaling room
- i) Cleaning of Equipments in Telecommunication room
- j) Cleaning of all Automatic Fare collection equipments
- k) Cleaning of all Equipments available in Station / TOMs / Depot Control Room, booking Offices, Excess Fare Office
- l) Cleaning of All Equipments available in Pump room
- m) Cleaning of Lifts
- n) Cleaning of Escalators
- o) Cleaning of portable fire extinguishers/Smoke detectors/ Fire detectors
- p) Cleaning of butterfly valves / landing valves /internal hydrants, piping of all types
- q) Cleaning of Cable Trays, Cable Trench Covers etc
- r) Cleaning of Telephones sets & accessories
- s) Cleaning of Computers and accessories
- t) Cleaning of Signage boards/Notice boards
- u) Cleaning of furniture provided in all rooms/offices
- v) Cleaning of Office equipments
- w) Cleaning of Fire Hydrants, Fire Panels, All type of pipes, Valves etc.
- x) Cleaning of All Switch Boards, Panel Boards.
- y) Cleaning of Security equipments like Metal detectors, X-ray machines etc.
- z) Cleaning of External Lighting fixtures.

- aa) Cleaning of Water coolers, R.O. Equipments etc.
- bb) Cleaning of Automatic Hand Driers, Liquid Soap Dispensers etc.
- cc) Cleaning of all miscellaneous equipments as available or being provided from time to time.
- dd) Cleaning and Upkeep of foot mats in the Stations / Depot.
- ee) Cleaning of Luggage scanners, Rollers and DHMDs

11. For Schedule of work for cleaning & housekeeping of stations and depot – Refer **Annexure-1**

A.2 Cleaning & Housekeeping of Coaches

1. The exterior and interior of the trains shall be cleaned regularly to maintain the trains at a high standard of cleanliness. A comprehensive cleaning programme has been developed and specified to maintain the required cleanliness standard. The cleaning program consists of detailed cleaning methods, cleaning procedures, materials, cleaning intervals, train downtimes and the manpower required to carry out the work. No cleaning work should be carried out when the trains are having passengers on board but during change over from one platform to another, cleaning is done according to the occupancy levels. Exterior cleaning will be done by Automatic Car Wash Plant once the Car wash Plant is installed. Until the Car Wash Plant is installed external cleaning of trains shall be carried out manually and each train has to be cleaned on alternate days. Manual cleaning shall also be carried out when AWP is under Preventive / Breakdown maintenance.

Bidder shall bring all tools and materials, chemicals as given under tools and materials of scope of cleaning activity in Annexure-2.

2. CLEANING SCHEDULE

I. TRIP CLEANING IN PLATFORM: -

This Cleaning will be “Cleaning of Train Interior at end of Trip “at each terminal Station when the train direction is reversed via turn around.

- i) Periodicity : Daily
- ii) Location : Every terminal station
- iii) Down Time : 5 Minutes (during Turnaround time)
- iv) No of persons : 2 Persons per Train set
- v) Works to be carried out for following Sub –Systems: (Please refer Annexure—I for Scope of Cleaning)
 - a) Dry Mopping, removal of left over materials,
 - b) Cleaning of Filth, dirt, litter and foot prints.

II. End of Day Cleaning

a) Exterior Light Cleaning of train Sets (Auto washing Plant) :-

The exterior light cleaning will be done during return of train from revenue service to depot. This will be done normally in Automatic Wash Plant and operation of plant is not under the scope of Bidder. In case Automatic wash plant is not commissioned or under Preventive Maintenance / Break down Maintenance, the Bidder will have to undertake exterior light cleaning of train at a convenient location in depot as per the directions of representative of BMRCL.

b) Daily Interior Light Cleaning in SBL (Please refer Annex-2):-

- i) Periodicity : Daily
- ii) Down Time : 1 Hours (Time allotted for cleaning)
- iii) No of persons : 3 Man Hours per Train set (i.e., 2 persons for 1.5 Hour for 1 Train set of 3 Cars)
- iv) Works to be carried out in below mentioned area(Please refer Annex -1)
 - a) Flooring ; - Floor Covering, Threshold
 - b) Passenger Seats :- Seats made of aluminum
 - c) Gang way:- Bridge Plate, Slide Wall , Linking Ceiling complete gangway interior and tread plate and removal of dust.
 - d) Interior Panels and window glass: - Side Panel, Gangway End Panel, Ceiling Covering, Window glass, Wind Screen, PIB Screen
 - e) Passenger saloon door : - Door panel
- v) Recommended Chemicals with Quantities:
 - a) Floor cleaning chemical recommended: Neutral detergent, Type No. – P-3-T-768 or Type No. P3-Glin Floor (low foam floor cleaner) of M/s. HENKEL make, or Equivalents. Quantity: 3 ltrs/ train set (approx.), Neutral detergent shall be diluted in water of ratio as recommended by Engineer In-Charge.
 - Removal of stains on flooring: DE128 De-greaser/WD-40/AC-90 or Equivalents. Quantity: 1 ltrs/train set (approx.)
 - b) Passenger seat cleaning chemical recommended: 3M SS cleaner or Equivalents. Quantity: 1 ltrs/train set (approx.)
 - c) Interior Panels and Passenger retention: House-hold cleanser or Equivalents. Quantity: 2 ltrs/train set (approx.)
 - d) Window glass cleaning chemical: AJA P#4942 or Equivalent, Quantity: 1 ltrs/train set (approx.)

- e) General cleaning chemical- Ethanol, Methanol, - 1 ltr/train set (approx.), cloth and sponge of suitable quantity for train set.
- f) All other tools and materials as mentioned in Annex-1 shall be utilized by Bidder during cleaning process.

III. Weekly interior heavy cleaning of Train sets in SBL

- i) Periodicity : Once in Week
- ii) Down Time : 1.5 Hours (Time allotted for cleaning)
- iii) No of persons : 3 Man Hours per Train set (i.e., 3 persons for 1.0 Hour for 1 Train set of 3 Cars)
- iv) Works to be carried out in below mentioned area: (Please refer Annex-1)
 - a) Flooring:- Floor Covering, Threshold
 - b) Passenger Seats:- Seats made of aluminum
 - c) Interior Panels and window glass:- side Panel, Gangway End Panel, Ceiling Covering, Window glass, PIB Screen
 - d) Passenger retention:- Grab handle, Grabploe & rail, Straphanger, Druht screen
 - e) Gang way:- Bridge Plate, Slide Wall , Linking Ceiling complete Gangway interior and tread plate and removal of dust.
 - f) Passenger saloon door:- Door panel
 - g) Cab Facilities:- Cab Interior Panel, Driver's console, Auxiliary console, Cab back wall, Driver's Seat and Auxiliary Seat, Partition Door, Cab side Door, TNI Screen and DIF Screen
- v) Recommended Chemicals with Quantities:
 - a) Floor cleaning chemical recommended: Neutral detergent, Type No. – P-3-T-768 or Type No. P3-Glin Floor (low foam floor cleaner) of M/s. HENKEL make, or Equivalents. Quantity: 3 ltrs/train set (approx), Neutral detergent shall be diluted in water of ratio as recommended by Engineer In-Charge.
 - Removal of stains on flooring: DE128 De-greaser/WD-40/AC-90 or Equivalents.
Quantity: 1 ltrs/train set (approx.)
 - b) Passenger seat cleaning chemical recommended: 3M SS cleaner or Equivalents.
Quantity: 1 ltrs/train set (approx.)
 - c) Interior Panels and Passenger retention: House-hold cleanser or Equivalents.
Quantity: 2 ltrs/train set (approx.)
 - d) Window glass cleaning chemical: AJA P#4942 or Equivalent,
Quantity: 1 ltrs/train set (approx.)

- e) General cleaning chemical- Ethanol /, Methanol, - 1 ltr/train set (approx.), cloth and sponge of suitable quantity for train set.
- f) All other tools and materials as mentioned in Annex-1 shall be utilized by Successful Bidder during cleaning process.

IV. Monthly External & Internal Heavy Cleaning at under floor washing shed:

This Cleaning involves Heavy Cleaning of Car exterior and Interior at Under Floor Cleaning Line in Depot or any other Location specified by BMRCL

- (i) Periodicity : Monthly
- (ii) Down Time : 4 Hours (Time allotted for Cleaning), Work will be carried out during general Shift).
- (iii) No of persons : 4 persons per car (i.e,12 persons for 4 Hours for 1 Train set of 3 cars)
- iv) Works to be carried out

(A) For external cleaning

- a) External car body (Austenitic stainless steel Body of grade SUS 301L)
- b) External Drivers cab (Cab mask made of FRP material with Windscreen and Head lights complete).
- c) Roof / End panel heavy cleaning (stainless steel Body, FRP cab mask Complete)
- d) Window cleaning (Saloon Door Glasses, Window glasses, Wind screen,)

(B) Internal Cleaning :

- a) Flooring:- Floor Covering, Threshold.
- b) Passenger Seats:- Seats made of aluminum
- c) Interior Panels and: - Side Panel, Gangway End Panel, window glass Ceiling Covering, Window glass, PIB Screen.
- d) Passenger retention:- Grab handle, Grab pole & rail, Straphanger, Draught screen
- e) Gang way:- Bridge Plate, Slide Wall , Linking Ceiling complete Gangway interior and tread plate and removal of dust.
- f) Passenger saloon door:- Door panel

- g) Cab Facilities:- Cab Interior Panel, Driver's console, Auxiliary console, Cab back wall, Driver's Seat and Auxiliary Seat, Partition Door Cab side Door, TNI Screen and DIF Screen

v) Recommended Chemicals with Quantities:

- a) Floor cleaning chemical recommended: Neutral detergent, Type No. – P-3-T-768 or Type No. P3-Glin Floor (low foam floor cleaner) of M/s. HENKEL make, or Equivalents.
Quantity: 3 ltrs/train set (approx.) Neutral detergent shall be diluted in water of ratio as recommended by Engineer In-Charge.
- Removal of stains on flooring: DE128 De-greaser/WD-40/AC-90 or Equivalents.
Quantity: 1 ltrs/train set (approx.)
- b) Passenger seat cleaning chemical: 3M SS cleaner or Equivalents.
Quantity: 1 ltrs/train set (approx.)
- c) Interior Panels and Passenger retention: House-hold cleanser or Equivalents.
Quantity: 2 ltrs/train set (approx.)
- d) Window glass cleaning chemical: AJA P#4942 or Equivalent,
Quantity: 1 ltrs/train set (approx.)
- e) External car body cleaning chemicals: Ethanol or Methanol, house hold cleanser or neutral detergent of Type No. – P-3-T-768 of M/s. Henkel make, Cleanaire-1200 of M/s. Rochester corporation or equivalent.
Quantity: 2 ltrs/train set (approx.), to be used as per instructions of BMRCL Engineer In-Charge.
- f) External Drivers cab: Cleaning chemical Ethanol or Methanol.
Quantity: 1 ltrs/train set (approx.).
- g) General cleaning chemical- Ethanol, Methanol, - 1 ltr/train set (approx.), cloth and sponge of suitable quantity for train set.
- h) All other tools and materials as mentioned in Annex-1 shall be utilized by Bidder during cleaning process.

V. BI Monthly (once in two months) Schedule at IBL.

- (i) Provision of pest and rodent control chemicals in saloon area, Driver's cab (To prevent cockroach, mice, flies, and insects) Quantity: 200 Grams/train set (approx.)

VI. Yearly Schedule in train Sets at IBL.

- (i) Lamp cleaning: Interior cleaning of fluorescent light covers, gangway lights and others in entire train set.
- (ii) Air Duct Cleaning: Blow out dust accumulated in holes of the perforated plates of HVAC in saloon & drivers cab by compressor air (Available in BMRCL)

A.3 Cleaning of Viaducts:

Cleaning of viaducts include sweeping the Viaducts clean. This shall be done once a fortnight.

B) SECURITY & ALLIED SERVICES**B 1 Description Of Work Involved In Providing Security & Allied Services:**

1. Security services include providing Security to the BMRCL properties, the BMRCL personnel and the Metro commuters. It includes the following:

Item No.	Description of Services
1	Manning the entry and exits of Stations & Depot and frisking the entrants physically and through metal detectors for security purposes. Each entry/exit shall be manned at least by one lady security guard for frisking and checking female commuters. Besides this, in Stations, two Security Guards will check baggage through Baggage Scanners.
2	Each AFC gate array set shall be manned by the security person, who shall watch and ensure that only valid ticket holders enter and exit properly.
3	There shall be three security guards initially in each platform of the station in two day shifts and one security guard per platform in the night shift. The guards shall ensure the safety of the commuters and orderliness among the passengers.
4	Shall watch, attend and properly deal with security risks like unattended objects, more than normal crowd, mischief by bullies, misbehavior etc.
5	Shall watch and ensure that restricted area is not entered by unauthorized persons.
6	The security system should be such that there is a record of all the entrants. This is mainly done through the CCTV system which is provided by BMRCL. Security agency should be capable of making good use of this facility for security purposes by deploying Computer qualified and trained personnel.
7	Every Station has private area meant only for BMRCL personnel. In this area public should not be permitted to enter. All entries in this area should be only with the prior permission of the authorized BMRCL official.
8	The agency should register with due approval of BMRCL finger prints of the security personnel deployed (including substitutes not exceeding 10% of the required strength, to take care of absence of regulars) in the Biometric Attendance & Access System and only such Registered Security personnel should enter the BMRCL premises for providing security services and none else. The norm of entry & exit through the Biometric System as prescribed by BMRCL should be strictly followed and this shall form a daily data base in respect of attendance of the security personnel. Besides this, the agency should provide, as approved by BMRCL, identity cards for its security personnel who shall display the said card as part of his uniform.
9	Security personnel and Supervisors must perform duties as per the SOP provided at Annexure-3 .

2. Details of trained security guards required to man the Station entrances, parking areas, AFC gates, depot entrances, Metro Coaches and general watch and ward in order to render security and allied services is detailed below:

Sl. No.	Particulars	No of Security guards required				Remarks
		For day shifts (5:00 AM to 2:00 PM to 11:00 PM – 9 hours each)	For night shift (11:00 PM to 5:00 AM 6 hours)	For Private Area	Total	
1	Station Entrances & Scanners	250	29	i.	279	There are 29 entrances and 24 scanners in 10 Stations. Each entrance having luggage scanner needs to be manned by 4 security guards, including one lady guard. The baggage scanner machine which will be manned by two security guards out of the aforesaid 4 guards. The other two, including the lady guard, will attend to frisking commuters without baggage... (24 x 4 x 2)=192. For 29 entry gates 1 Security Guard per shift for 2 day shifts will be required. Thus the total requirement is 250 (24 x 4 x 2) + (29 x 2). In addition 1 Security Guard each for 29 entry gates will be required during the night shift.
2	AFC Gates	60	15		75	There are 15 AFC Gates in 10 Stations. It is proposed to have 2 Security Guards for each AFC gate for two day shifts and 15 Guards for night shift for patrolling the AFC / Concourse area. Thus the total requirement is 75 Guards (15 x 2 x 2 + 15 x 1)
3	Station Parking Area(Required initially for 6 months)	10	5		15	Yeshwantpur, ORR, PIA, PV and Soap Factory Stations have parking areas. One security guard per shift will be required i.e. totally 15 guards.
4	Exit Gates	28			28	There are 14 Exit Gates in 10 Stations. It is proposed to have one Security Guard per gate for two day shifts. Totally 28 guards (14 x 1 x 2)
5.	General Security for Platforms Escalators, Pump House, Ground Floor PTL etc.	232	44	-	276	There are 20 Platforms in 10 Stations. It is proposed to have 3 Security Guards per platform per shift for two day shifts and one Security Guard per platform

						<p>during the night shift. (60 + 60 + 20). It is proposed to have one Security Guard per escalator per shift for two day shifts. There are 41 Escalators therefore we need 82 Security Guards i.e. 41 + 41. It is proposed to have 10 Security Guards for 6 Lifts having independent access i.e. 6 Guards per shift for two day shifts to frisk the passengers. It is proposed to have one Security Guard per shift for Pump House. Each Station will have one Pump House therefore the total requirement is 30 Security Guards. Further it is proposed to have one Security Guard for Ground Floor PTL in night shift except in Swastik and PIA Station. Swastik will have 2 Security Guards in the night shift and PIA Station will have 1 Guard each in 2 day shifts and 2 guards in the night shift. Thus the requirement for ground floor PTL is 14 Guards.</p>
6.	Peenya Depot	24	12	-	36	<p>The shift shall be from 6.00 AM to 2.00 PM, 2.00 PM to 10.00 PM and 10.00 PM to 6.00 AM i.e. 8 hours shift each. For main gate entry it is proposed to have 2 Security Guards per shift. For main gate exit, Admn. Office, Gate No. 2, Check Post, BCC, Stabling, RBL, and IBL will have one Security Guard each per shift. Further it is proposed to have 2 security Guards per shift for patrolling. Thus the requirement is 12 + 12 + 12 = 36.</p>
7	QRT	16	8		24	<p>Two QRT teams (one each for Reach 3 and 3 A) consisting of 4 Security Guards per shift. Total will be 4 x 2 x 3 = 24</p>
	Total	620	113		733	

C. SERVICES FOR CUSTOMER CARE & TICKET OFFICE MACHINE (TOM)**C1 Description Of Work Involved In Services For Customer Care & Ticket Office Machine**

This involves providing the services of 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, issue of Bus / Metro Common Tickets, Collection of Cash etc. They shall also act as Customer Care Assistants (CCA), as and when necessary, guiding and helping the customers in respect of travel, ticketing and general information. The total number of **TOM Operators required is 198** as detailed below.

Station Name	Numbers		Total No. of TOM Operators required
	No. of EFOs in each station (Customer Care Centre)	No. of TOMs in each Station	
Peenya Village	2	4	20
Peenya Industrial Area	2	4	20
Outer Ring Road	1	4	18
Yeswantpur	2	4	20
Soap Factory	1	4	18
Mahalakshmi	1	4	18
Rajajinagar	1	4	18
Kuvempu Road	1	4	18
Malleswaram	2	4	20
Swastik	2	6	28
Total	15	42	198

Note: EFO (15 x 2 shifts) = 30 plus TOM (42 x 4 shifts) = 168

The Shift timings for the TOM Operators shall be as follows*:

1st Shift : 5:30AM to 1.30PM
 2nd Shift : 7:30AM to 3:30PM
 3rd Shift : 1:30PM to 9:30PM
 4th Shift : 2:30PM to 10:30PM
 CCC will have separate timings.

The TOM Operators will be required to work at the Ticket Counters, Customer Care Centers and Call Centre / Helpdesk. The functions of the TOM Operators shall be as follows:

i) Ticket counters in Metro Stations

- a) Receive Cards, Tokens, Imprest Amount and SAF from CRM at the beginning of the shift.
- b) Sale of tokens, Sale of Travel Cards / Add-value and MBT sale and its activation and sale of Paper Tickets under the written instructions of Station Controller.

- c) Submit the merchant copy of Charge Slip with detailed Settlement Report to CRM in respect of POS transactions and hand over cash, cards, Tokens etc., along with SAF to CRM as per the End of Shift Report.

ii) Customer Care centre at Metro stations

- a) To Receive Cards, Tokens, Imprest Amount and SAF from CRM at the beginning of their shift. These tokens are for usage as Free / Paid Exit.
- b) To Refund the electronic value from the card to the passenger, Issue Group Ticket, collect Penalty / Adjustment Fare from passengers.
- c) In case Entry-Exit mismatches, adjust Tokens / Travel Cards with or without penalty.
- d) Attend to the queries / enquiries of commuters, collect unreadable Cards from customers and replace with new cards. Unreadable cards to be handed over to CRMs for further action.
- e) To hand over cash, card Tokens etc., along with SAF to CRM as per the end of the Shift Report.

iii) Call Centre / Helpline

- a) To handle commuter/passenger enquiries/complaints regarding train operations.
- b) Compile day to day passenger enquiries/complaints and dispatch to relevant departments of O&M/project wing.

Annexure – 1

SCHEDULE OF CLEANING & HOUSEKEEPING FOR STATIONS AND DEPOT

Item No.	Description of items	App. Quantity / Area	Frequency suggested by BMRCL
Cleaning & housekeeping items			
Group-I			
1.	Scrubbing, wet cleaning of floor in Station building and Depot buildings.	115287.79 Sqm	Once in each shift & as and when required
Group-II			
1.	Cleaning of Different types of doors/ windows frames& shutters	3702.59 Sqm	Daily & as and when required
2.	Cleaning of Glasses fixed to the doors; windows; Ticket counters & elsewhere in the station area.	16963.02 Sqm	Daily & as and when required
Group-III			
1	Cleaning of Stainless steel/PVC hand railing	7595 Sqm	Once in each shift & as and when required
Group-IV			
1	Cleaning of suspended ceiling	24879 Sqm	Once in a Fortnight & as and when required
Group-V			
1	Cleaning of Roof Ceiling etc (including false ceiling).	43085 Sqm	Once in a month & as and when required
Group-VI			
1	Cleaning & sanitation of Toilets & Bath Rooms	As available	Once in each shift & as and when required
Group – VII			
1	Cleaning and attention to all drains	As available	Daily & as and when required
Group-VIII			
1.	Cleaning Viaduct	10.83 Kms.	Fortnightly (under non operational hours).
Group- IX			
1	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	Once in a Fortnight & as and when required
2	Cleaning of Fire pump panel	As available	Once in a Fortnight & as and when required
3	Cleaning of Butterfly valves/ landing valves/ internal hydrants/ piping of all types	As available	Once in a Fortnight & as and when required
Group- X			
1	Cleaning of Indoor lighting & accessories	As available	Once in a week & as and when required
2	Cleaning of Switch boards/ Panels/distribution boards	As available	Once in a week & as and when required
Group- XI			
1	Cleaning of Fans/exhaust fans & accessories	As available	Once in a Fortnight & as and when required

Item No.	Description of items	App. Quantity / Area	Frequency suggested by BMRCL
2	Cleaning of External lighting fittings & accessories	As available	Once in a Fortnight & as and when required
Group- XII			
1	Cleaning of Escalators	67 -70 Nos	Daily & as and when required
Group- XIII			
1	Cleaning of Lift	29 Nos.	Daily & as and when required
Group- XIV			
1	Cleaning of Telephone sets & accessories	As available	Daily & as and when required
2	Cleaning of Computers & accessories & all other Misc. items	As available	Daily & as and when required
Group- XV			
1	Cleaning of DG set & connected equipments	As available	Once in a week & as and when required
Group- XVI			
1	Cleaning of all equipments/Machines in Operating Rooms / Booking Office, S&T Room etc.	As available	Once in a week & as and when required
Group- XVII			
1	Cleaning of Pump room with equipments available	As available	Once in a week & as and when required
Group- XVIII			
1	Cleaning of Air conditioners	As available	Once in a week & as and when required
Group- XIX			
1	Cleaning of Office Furniture	As available	Daily
Group- XX			
1	Cleaning of automatic fare collection system	As available	Daily & as and when required
Group –XXI			
1	Cleaning of underground/ over head water tank	As available	Once in three months & as and when required
Group –XXII			
1	Cleaning of Sign Boards/ Name Boards/Notice Boards	As available	Daily & as and when required
Group –XXIII			
1	Supply and Cleaning of Dust bins	As available	Daily & as and when required
Group XXIV			
1	High rise cleaning (roofs, segments, window panes, glass panels etc.)	As available	Once in a month & as and when required
Pest control			
1	Pest control	As available	Once in a month & as and when required (During non operational hours)

Annexure-2

SCHEDULE OF CLEANING & HOUSEKEEPING FOR COCHES

Classification	Area	Objective	Surface	Work Contents	Tool and Material
Trip Cleaning in Platform	Saloon Interior	Floor Cleaning	Rubber	<ul style="list-style-type: none"> - A little wet mopping with cleaning Agent. - No tissue, no litter and no foot-print should be left behind 	<ul style="list-style-type: none"> - Mopping
Daily Interior Cleaning in SBL	Saloon Interior	Flooring - Floor covering - Threshold	Rubber	<ul style="list-style-type: none"> - Vacuuming - Mopping - No tissue, no litter, no foot-print, no gum, no dirty marks should be left behind. - Note 1 	<ul style="list-style-type: none"> - Vacuum cleaner - Trapezoidal broom - Wet or pre-treated gauze - Water and Neutral detergents diluted in water - No sharpening knife for gum removal
		- Gangway	STS Rubber	<ul style="list-style-type: none"> - A little wet mopping and vacuuming on the tread plate. - Wiping down internal surface. - Remove any substances e.g. gum, graffiti. - No grease, no tissue, no litter, no dust, no finger-print, no foot- print, no water, no gum should be left behind 	<ul style="list-style-type: none"> - Vacuum cleaner - Mops - Cloth and Sponge - Water - No sharpening knife for gum removal

Daily Interior Cleaning in SBL	Saloon Interior	Passenger seat – Seats	STS	<ul style="list-style-type: none"> – A little wet wiping and cleaning. – No grease, no dust, no finger-print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> – Cloth and Sponge – Household cleanser – Water – AJA P#4942 for Window glass (Reference) – 3M SS Cleaner for Seat Assembly (Reference) – DE 128 Degreaser for Stain Removal and Chewing Gum (Refer.)
		Interior Panels and Window glass – Side Panel – Gangway End Panel – Ceiling Covering. – Window glass – PIB Screen	Paint Glass	<ul style="list-style-type: none"> – A little wet wiping. – No grease, no dust, no finger-print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> – Cloth and Sponge – Household cleanser – Water – AJA P#4942 for Window glass (Reference) – 3M SS Cleaner for Seat Assembly (Reference) – DE 128 Degreaser for Stain Removal and Chewing Gum (Refer.)
		Passenger Saloon Door . – Door panel	STS Paint	<ul style="list-style-type: none"> – A little wet wiping. – No grease, no dust, no finger-print, no water, no gum should be left behind. 	–
Weekly Interior Cleaning in SBL	Saloon Interior	Flooring – Floor covering – Threshold	Rubber	<ul style="list-style-type: none"> – Vacuuming – Mopping – No tissue, no litter, no foot-print, no gum, no dirty marks should be left behind. – Note 1 	<ul style="list-style-type: none"> – Vacuum cleaner – Trapezoidal broom – Wet or pre-treated gauze – Water and Neutral detergents diluted in water – No sharpening knife for gum removal

Weekly Interior Cleaning in SBL	Saloon Interior	- Gangway	STS Rubber	<ul style="list-style-type: none"> - A little wet mopping and vacuuming on the tread plate. - Wiping down internal surface. - Remove any substances e.g. gum, graffiti. - No grease, no tissue, no litter, no dust, no finger-print, no foot- print, no water, no gum should be left behind 	<ul style="list-style-type: none"> - Vacuum cleaner - Mops - Cloth and Sponge - Water - No sharpening knife for gum removal
		Passenger seat - Seats	STS	<ul style="list-style-type: none"> - A little wet wiping and cleaning. - No grease, no dust, no finger-print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> - Cloth and Sponge - Household cleanser - Water - AJA P#4942 for Window glass (Reference) - 3M SS Cleaner for Seat Assembly (Reference) - DE 128 Degreaser for Stain Removal and Chewing Gum (Refer.)
		Interior Panels and Window glass - Side Panel - Gangway End Panel - Ceiling Covering. - Window glass - PIB Screen	Paint Glass	<ul style="list-style-type: none"> - After external carbody cleaning by automatic external water / detergent washing process, if there are any substances, e.g. tenacious stains, graffiti, tar dyes and grease at inside and at outside, - A little wet wiping. - No grease, no dust, no finger-print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> - Cloth and Sponge - Household cleanser - Water - AJA P#4942 for Window glass (Reference) - 3M SS Cleaner for Seat Assembly (Reference) - DE 128 Degreaser for Stain Removal and Chewing Gum (Refer.)
		Passenger Saloon Door . - Door panel	STS Paint	<ul style="list-style-type: none"> - A little wet wiping. - No grease, no dust, no finger-print, no water, no gum should be left behind. 	

Weekly Interior Cleaning in SBL	Saloon Interior	<p>Cab Facilities</p> <ul style="list-style-type: none"> - Cab interior panel - Driver's console - Auxiliary Console - Cab back wall - Driver's seat and Auxil. Seat - Door 	Leaher Paint on FRP	<ul style="list-style-type: none"> - A little wet wiping and cleaning. - No grease, no dust, no litter, no water, no gum and no dirty marks should be left behind. - Avoid water or detergent penetrating into switch block of train operator console. 	-
		<p>Passenger Retention</p> <ul style="list-style-type: none"> - Grabhandle - Grabploe & rail - Straphanger - Draughtscreen 	STS Glass	<ul style="list-style-type: none"> - A little wet wiping and cleaning. - No grease, no dust, no finger-print, no water, no gum should be left behind. - If there are any substances on glass of draughtscreen, e.g. graffiti, tar dyes and grease, - Wipe and polish using household glass cleanser. - Wipe with clean cloth. 	-
Monthly External & Internal Heavy Cleaning	External Heavy Cleaning	- External carbody	STS	<ul style="list-style-type: none"> - If there are any substances, e.g. tenacious stains, tar dyes and dirt-in grease after automatic external water/detergent washing. - Use ethanol or methanol. - Wash using soft or regular household cleanser. - Wipe with clean cloth and clean water 	<ul style="list-style-type: none"> - Ethanol or Methanol - Household Cleanser - Water - Soft brush - Cloth and sponge - Mixture of Detergent & Water in proprtion - (P-3-T-768(HENKEL MAKE) or - CLEANAIRE-1200(STANVAC MAKE)
		- External driver's cab	FRP Glass	<ol style="list-style-type: none"> 1 Remove graffiti, tar dyes and grease with ethanol or methanol. 2 Wash using soft or regular household clear. 3 Wipe with clean cloth and clean water. 	<ul style="list-style-type: none"> - Ethanol or Methanol - Soft brush - Cloth and Sponge

<p>Monthly External & Internal Heavy Cleaning</p>	<p>Internal heavy Cleaning</p>	<p>Flooring</p> <ul style="list-style-type: none"> - Floor covering - Floor board - Threshold 	<p>Rubber</p>	<ul style="list-style-type: none"> - Dilute a neutral detergent with water (according to detergent's instructions). - Vacuum up dust and other debris. - Wash the flooring using a mop or a mono-brush with white or yellow 3M abrasive disc. - Wipe up detergent with a mop, or with a liquid sucking machine. - Rinse several time with clean water. - Let dry. - Note 1. 	<ul style="list-style-type: none"> - Neutral detergent with water - Vacuum cleaner - Mop or mono brush - 3M abrasive disc - Liquid sucking machine
		<p>Passenger seat</p> <ul style="list-style-type: none"> - Seats 	<p>STS</p>	<ul style="list-style-type: none"> - A little wet wiping and cleaning. - No grease, no dust, no finger-print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> - Cloth and Sponge - Ethanol and Methanol - 3M SS Cleaner for Seat Assembly (Reference)
		<p>Passenger Retention</p> <ul style="list-style-type: none"> - Grabhandle - Grabpole & rail - Straphanger - Draughtscreen 	<p>STS Glass</p>	<ul style="list-style-type: none"> - A little wiping and cleaning. - No grease, no dust, no finger-print, no water, no gum should be left behind. - if there are any substances on glass of draughtscreen, e.g. tenacious stains, graffiti, tar dyes and grease, - Use ethanol and methanol. - Wipe and shinily polish using household glass clear. - Wipe with clean cloth. 	<ul style="list-style-type: none"> - Cloth and Sponge - Ethanol and Methanol - 3M SS Cleaner for Seat Assembly (Reference)
		<p>Interior Panels</p> <ul style="list-style-type: none"> - Side Panel - Gangway End Panel - Ceiling Covering - PIB Screen 	<p>Paint Glass</p>	<ol style="list-style-type: none"> 1. Remove graffiti, tar dyes and grease with ethanol and methanol. 2. A little wet wiping and polishing to a shiny condition (No grease, no dust, no litter, no water, no gum and no dirty marks should be left behind) using a soft or regular household 	<ul style="list-style-type: none"> - Soft brush - Cloth and Sponge - Ethanol or Methanol - Onward all purpose cleaner

				clear. 3. Wiping with clean cloth and clean water	
Monthly External & Internal Heavy Cleaning	Internal heavy Cleaning	- Gangway	STS Rubber	<ul style="list-style-type: none"> - Use tools to remove debris below the tread plate edge cover. - Remove any debris from between the Bellows convolutes using vacuum cleaner. - Remove the Fixed Tread plate and the Flexible Tread plate. - Remove the debris from under the Tread plate area using the vacuum cleaner. - Refit the Fixed and Flexible Tread plates. 	<ul style="list-style-type: none"> - Vacuum cleaner - Power screw driver
		Passenger body side door - Door panel	STS Paint	<ul style="list-style-type: none"> - A little wet wiping. - No grease, no dust, no finger-print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> - Soft brush - Cloth and Sponge - Ethanol or Methanol - Household cleanser - Water
		Cab interior Facilities - Cab interior panel - Train operator console - Auxiliary Console - Cab back wall - Train operator seat - Door - TNI Screen and DIF Screen - Etc.	Leather Paint	<ol style="list-style-type: none"> 1. Remove graffiti, tar dyes and grease with ethanol and methanol. 2. Wipe and polish to a shiny condition (No grease, no dust, no litter, no water, no gum and no dirty marks should be left behind.) using a soft or regular household cleanser. 3. Wipe with clean cloth and clean water. <ul style="list-style-type: none"> -Avoid water or detergent penetrating into switch block of train operator console. 	<ul style="list-style-type: none"> - Soft brush - Cloth and Sponge - Ethanol or Methanol - Household cleanser - Water

Monthly External & Internal Heavy Cleaning	Window Cleaning.	– Window glass including Internal & External Glass	Glass	<ul style="list-style-type: none"> – After external carbody cleaning by external water / detergent washing process, if there are any substances, e.g. tenacious stains, graffiti, tar dyes and grease at inside and at outside, – Use ethanol or methanol. – Wash and shinely polish using chemical glass clear. – Wipe with clean cloth and clean water. – No water stains on the window glass. 	<ul style="list-style-type: none"> – Hand-held power brush – Ethanol or Methanol – Chemical glass cleanser (Note 3.) – Clean cloth – Water – AJA P#4942 for Window glass (Reference)
	Roof Cleaning	- Roof / End Panel Heavy cleaning (including Upper & Lower part of Rain Gutter)	STS	<p>Manual water/detergent washing:</p> <ul style="list-style-type: none"> - Wash dusts with tap water. - Wash with diluted detergent. - Rub with fiber brush or rug. - Rinse with tap water thoroughly. - Dry with compressed air or naturally. 	<p>Tools</p> <ol style="list-style-type: none"> 1. Hose(min. 25mm) and nozzle. 2. Brush or rug made from Natural or synthetic fiber. 3. Tap water. 4. Detergents. Soft and regular household Cleanser. <ul style="list-style-type: none"> • Normal soiling: 5~10ml in 1 liter of water • Heavy soiling: 20 ml in 1 liter of water 5. Compressed air.
Bi Monthly Schedule at IBL	Pest and Rodent Control	– Flies, Cockroach, Mice, Insects, etc	N/A	<ul style="list-style-type: none"> – Use pesticides registered in the Pesticide Ordinance. – Change the pesticides from cycle to cycle to prevent insect adaptation. 	<ul style="list-style-type: none"> – Pesticides (note 2.)

Yearly Schedule at IBL	Saloon & Drivers Cab	Lamp Cleaning Interior fluorescent light cover	Glass	<ul style="list-style-type: none"> - If there are any substances, e.g. tenacious stains, graffiti, and grease at outside surface, remove it by using ethanol or methanol. - Wipe out dust and flies and shinily polish covers using chemical glass clear. - Wipe with clean cloth and clean water. 	<ul style="list-style-type: none"> - Ethanol or Methanol - Chemical glass cleanser (Note 3.) - Clean cloth - Water - AJA P#4942 for Window glass (Reference)
	<ul style="list-style-type: none"> - Saloon - Driver's cab 	Air Duct Cleaning Perforated plate	N/A	<ul style="list-style-type: none"> - Blow out the dust accumulated in holes of the perforated plates by compressed air. - Vent out the dust by operating HVAC. 	<ul style="list-style-type: none"> - Compressed air

NOTE:

1. Detergents / solvents NOT to be used:

There are chemical substances with different reaction time (from few minutes to more than 24 hours.). In any case the following substances shall not be used at all: gasoline/petrol, acetone, trichlorethylene and all the aggressive organic solvents (xilene, toluene, dichloroethylene, trichloroethylene, etc.).

Also strong acids/alkaline are to be completely avoided (hydrochloric acid, formic acid, nitric acid, sulphuric acid, caustic soda, etc.).

2. The pesticides shall not be harmful to human and the environment and be approved by the Employer before using on EMUs.

3. A water solution containing hydrofluoric acid and silicon dioxide particle.

4. Maintenance staffs should know usage of the Machine scrubber for Rubber floor and of Vacuum cleaner.

5. Take care of scratch due to knife for removing of gum.

6. Detergent for Flooring: Some examples of detergent manufacturers and their products (product names to be verified) as below.

	Sutter	Tasky	Johnson Wax
Ground-Cleaner	Strike NR Stripp 43	R20 Plus	Jon Tec Strip Off/Futur.N1
Neutral Detergent	Klar Azzurro	Profi / Alconet	Jon Tec Asset

7. The dilution suggested by supplier is 30ml per litre of water, and if necessary, you may can increase and decrease the dosage after monitoring with based on results.
8. As for under gangway thread plate, staff for cleaning should remind to penetrate less contaminated-water under gangway treadplate and recheck that area after cleaning process completed.
9. Before started cleaning, the Air Grill at both sides of cab end partition should be covered by plastic sheets in order to avoid water penetration in the cubicle if necessary.
10. Wet floor notice should be displayed to warn people.
11. During cleaning process, staffs for cleaning should pay more attention to area where most passengers would concentrate their attention on seat plinth, doorway tread plate, air diffuser and gangway areas.

Annexure-3**THE STANDARD OPERATING PROCEDURE FOR SECURITY GUARDS:****1. GENERAL DUTIES OF SECURITY GUARDS:**

- i) The Guard deployed for BMRCL shall be responsible for the security and protection of BMRCL property placed under his area of responsibility.
- ii) He shall prevent theft, damage, loss of property, injury to passengers, others and himself.
- iii) No Guard will exchange duty with other Guards or leave his duty post without being properly relieved by his reliever.
- iv) No supervisor/executive will withdraw the guard from his duty post without prior approval of CSO/BMRCL.
- v) In case the guard on duty falls ill, his supervisor will immediately arrange reliever before he is replaced.
- vi) The Guards/Supervisor shall not possess or use alcoholic drinks, sedative, narcotic or stimulant drug, smoke or chew tobacco while on duty.
- vii) He shall wear neat and tidy uniform with ID card, be prompt, courteous and firm while on duty and guide the public by informing them about facilities available in stations.
- viii) He shall promptly relay information simultaneously to his supervisor, SC, OCC and CSO any occurrence likely to affect the safe and proper working of BMRCL which may come to his notice.
- ix) He shall render spontaneously all possible assistance when called upon to do so by the appropriate official in case of an accident or obstruction.
- x) In case of emergency evacuation due to fire, accident etc, all inward entries except essential services shall be stopped and all station exits shall be opened.
- xi) All accidents and unusual occurrences shall be informed with utmost expediency to his supervisor, SC and CSO. Preserve clues at the scene till the arrival of local police as well as nab the culprits for handing over to police.
- xii) If the Guard sees someone leaving a package etc. unattended, he should politely bring it to his attention.
- xiii) If the Guard sees someone acting suspiciously, or witness anything unusual, he should stay away and inform the Train Operator, Stan. Controller and CSO immediately. Example for suspicious people or unusual activities- someone acting nervously or sweating, carrying a sprayer bottle/aerosol canister or wearing inappropriate clothes such as unusually baggy jacket.
- xiv) He should not allow passenger to eat food on the station premises.

- xv) Photography is permitted by cameras in mobiles only in station premises and trains. However, if it causes inconvenience in the Metro operations and / fellow passengers, the same can't be permitted. For videography, prior permission of corporate office is required.
- xvi) The Guards must be able to communicate effectively to convey their intentions in a cogent manner. They should be able to read, write and speak Kannada.
- xvii) The Guards must always exude a sense of belonging to BMRCL properties and show their obvious physical presence as a deterrent to mischief mongers within and outside the premises.
- xviii) Must ensure confidentiality of instructions/ orders issued to them, detect and seize illegal pilfering of material, should not remain absent from duty post and not allow personal friends/visitors into the facility.
- xix) The Guards should not misbehave with BMRC staff, ladies, passengers and children.

2. POST – WISE DUTIES OF SECURITY GUARDS

In addition to the general duties detailed above, the specific duties of Security Guards post-wise are detailed in brief as below:

a) ENTRANCE GATES/LIFTS.

- i) Passengers carrying liquor bottle in sealed condition may be allowed. No drinking allowed inside Metro station premises. Passengers under intoxication may be allowed to enter the station and travel in trains unless he creates nuisance to fellow passengers / damage to BMRCL property.
- ii) Passengers not to be allowed to carry explosive substances, compressed gas, petroleum, inflammable, oxidizing, poisonous/toxic substances, knife, scissors, acids, corrosives, radioactive substances, weapons, arms/ammunition, manure, rags, human ashes, pet animals, birds etc. However, Police/Govt. Force personnel on official duty may be permitted to carry weapons with them.
- iii) Frisking of passengers using HHMD will be carried out before allowing entry to ensure no banned materials are carried inside

b) PLATFORM

- i) The Guard shall monitor/ keep surveillance of the boarding and alighting passengers and any abnormalities, suspicious movement / object noticed to be reported forthwith to the Station controller, his supervisor and CSO.
- ii) He shall ensure that the passengers are kept beyond yellow line on the platform during arrival/departure of the trains. He will keep himself behind the yellow line to avoid the risk of falling on the track.

- iii) The emergency exits provided at both ends of the platform may also be used for evacuation, if required.
- iv) In case any passenger, in violation of instructions, tries to forcibly cross the track, he must be physically stopped by calling assistance of nearby guards/BMRCL officials.

c) CONCOURSE

- i) The guard will guide passengers properly for going towards the platform and coming towards exit.
- ii) He will ensure no unauthorized entry into vulnerable operational areas including SC Room, ASS etc.

d) X-RAY BIS

- i) Passenger is not allowed to carry baggage weighing more than 15 kgs.
- ii) In case of suspicion about contents inside the baggage during scanning, passenger to be politely requested to open the bag and the guard must carry out physical check of the items.
- iii) The guard will help the passenger from his baggage falling on the ground.

e) PEENYA DEPOT

- i) All incoming/outgoing persons, vehicles will be permitted only after verifying their identity/authorization to carry the material.
- ii) In case of visitors, the consent of BMRCL official to be met must be obtained over phone before allowing entry. Time of entry and exit, purpose etc must be recorded and signatures obtained in the register.
- iii) Frisking with HHMD must be done before allowing entry.
- iv) Passengers going to Metro station should not be allowed entry through the Depot gate.
- v) Material in/out register to be maintained as per Proforma
- vi) All incoming/outgoing vehicles to be checked by opening the boot, doors etc to detect any unauthorized objects.

f) ADMINISTRATIVE BUILDING

- i) Daily after the office hours, the guard will check and ensure no rooms are left unlocked and lights burning. In charge of the room to be informed through OCC and arrange for locking/ switching off electric appliances.

g) SURVEILLANCE ROOM

- i) Any Maintenance/ cleaning staff, BMRC official entering the room must sign in the register mentioning the time of entry/exit, purpose etc.
- ii) The Guards on duty will continuously monitor all the cameras in rotation and any irregularities/ abnormal activities noticed be informed to the concerned Station Controller, OCC and CSO for further instructions.
- iii) Guards must maintain confidentiality and information to be shared on need to know basis after getting approval from CSO/GM (O).
- iv) Must properly maintain all the Registers in surveillance room by filling up all columns properly