

NOIDA METRO RAIL CORPORATION (NMRC) LIMITED

REQUEST FOR PROPOSAL (RFP)

E tender No. NMRC/HK-Depot/239/2022

**RFP FOR
COMPREHENSIVE CLEANING OF ROLLING STOCK (METRO TRAIN COACHES)
AND HOUSE KEEPING OF NMRC TRAIN DEPOT IN GREATER NOIDA SECTOR -34**

Issued by:

**Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor,
Ganga Shopping Complex, Sector-29, Noida -201301,
District Gautam Budh Nagar, Uttar Pradesh, India**

Disclaimer

This Request for Proposal (RFP) Document (or “E-Tender” or “E-Bid”) for “Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34” contains brief information about the scope of work and selection process for the Bidder (“the Contractor” or “the Tenderer”). The purpose of the Document is to provide the Bidders with information to assist the formulation of their Bidding Documents.

While all efforts have been made to ensure the accuracy of information contained in this RFP Document, this Document does not purport to contain all the information required by the Bidders. The Bidders should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their Bid/s. Noida Metro Rail Corporation Ltd. (“NMRC” or “the Corporation” or “the Employer”) or any of its employees or advisors shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the RFP Document.

NMRC reserves the right to change any or all conditions/information set in this RFP Document by way of revision, deletion, updating or annulment through issuance of appropriate addendum as NMRC may deem fit without assigning any reason thereof.

NMRC reserves the right to accept or reject any or all Bids without giving any reasons thereof. NMRC will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the Bid/s to be submitted in terms of this RFP Document.

Glossary

- a) **“Addendum / Amendment”** means any written amendment / addendum / corrigendum to this RFP, from time to time issued by NMRC to the prospective bidders
- b) **“Agreement”** means the Contract Agreement to be executed between NMRC and the Selected Bidder
- c) **“Applicable Laws”** means all the laws including local, state, national or other laws, brought into force and effect by Govt. of India, State Governments, local bodies, statutory agencies and any other, and rules / regulations / notifications issued by them from time to time. It also include judgments, decrees, injunctions, writs and orders of any court or judicial authority as may be in force and effected from time to time
- d) **“Bidder”** or **“Tenderer”** means any entity which is a sole proprietorship firm, a partnership firm or a company, in title and assigns which is submitting its bid pursuant to RFP Documents
- e) **“Bid Due Date”** means Bid Submission end date and time given in the E-tender
- f) **“Earnest Money Deposit (EMD)”** means the refundable amount to be submitted by the Bidder along with RFP documents to NMRC
- g) **“NMRC”** means Noida Metro Rail Corporation Limited (or “Corporation” or “Employer”)
- h) **“Party”** means Contractor or Corporation (together they are called **“Parties”**)
- i) **“Performance Bank Guarantee/ Security Deposit”** means interest free amount to be deposited by the Contractor with NMRC as per terms and conditions of Contract Agreement as a security against the performance of the Contract agreement
- j) **“Permits”** shall mean and include all applicable statutory, environmental or regulatory Contracts, authorization, permits, consents, approvals, registrations and franchises from concerned authorities
- k) **“Re. or Rs. or INR”** means Indian Rupee
- l) **“Revenue Operations Date (ROD)”** means the date of operation of Metro
- m) **“Selected Bidder”** means the bidder who has been selected by NMRC, pursuant to the bidding process for award of Contract

The words and expressions beginning with capital letters and defined in this document shall, unless repugnant to the context, have the meaning described there to here in above.

Data Sheet

1	Name of the Bid	RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34
2	Approximate Cost of Work	INR 14,83,05,584/- Crore (excluding GST)(Fourteen Crore Eighty Three Lakh Five Thousand Five Hundred Eighty Four Rupees only)
3	Time-period of contract	4 (Four) years
4	Method of selection	Cost Based Selection (Lowest –L1)
5	Bid Processing Fee	INR 23600/- (including GST) (Rupees Twenty Three Thousand Six Hundred Only) through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited
6	Ernest Money Deposit (EMD)	INR 14.83 Lakh /- (Rupees Fourteen Lakh Eighty Three Thousand only)
7	Financial Bid to be submitted together with Technical Bid	Yes
8	Name of the Corporation's official for addressing queries and clarifications	GM (Technical) Noida Metro Rail Corporation Limited, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301 _____ Email: nmrcmanoj@gmail.com Website: www.nmrcnoida.com , http://etender.up.nic.in
9	Bid Validity Period	180 days
10	Bid Language	English
11	Bid Currency	INR
12	Schedule of Bidding Process	
	Task	Key Dates
	Uploading of Bid	23.01.2023
	Pre-bid Meeting	31.01.2023
	Last date of issuing amendment, if any	06.02.2023
	Last Date of Bid Submission	14.02.2023 (15:30 hrs)
	Date of Technical Bid Opening	14.02.2023 (17:00 hrs)
13	Consortium to be allowed	Yes
14	Account details	For Bid Processing Fee & EMD State Bank of India (04077) – Sector 18, Noida Gautam Budh Nagar, Uttar Pradesh -201301 IFSC Code: SBIN0004077 A/c No. 37707840592 Noida Metro Rail Corporation Ltd.

Note: (i) Bid Processing Fees and Tender Security/ EMD is exempted for Micro & Small Enterprises (MSEs) registered with District Industries Centre or Khadi & Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Dte. of Handicraft & Handloom or any other bodies specified by Ministry of Micro, Small & Medium Enterprises for appropriate category “**Housekeeping**”, and have valid registration certificate as on date of tender submission.

The MSEs would not be eligible for exemption of tender security if;

- a. Either they are not registered for “**Housekeeping**” category.
- b. Or they do not have valid registration as on the date of tender submission.

The tenderers seeking exemption from ‘Bid Processing Fees and tender security/EMD’, being MSEs, shall ensure their eligibility w.r.t above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration i.e. “Housekeeping” and Terminal Validity of registration.

In absence of any of the above requirements no exemption for ‘Bid Processing Fees and tender security/EMD’ will be allowed and tenderers eligibility shall be dealt as if they are not registered with MSEs.

No further clarification shall be sought on the above.

1. In case the bidder who has been exempted Bid Processing Fees/Tender Security being Micro & Small Enterprise, and;
 - (i) withdraws his Tender during the period of Tender validity; or
 - (ii) becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
 - (iii) refuses or neglects to execute the contract; or
 - (iv) fails to furnish the required Performance Security within the specified time,

The bidder shall be debarred from participating in future tenders for a period of 1 year from the date of discharge of tender/date of cancellation of NOA/annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Bid Processing Fees/ Tender Security.

Further the Employer may advise the authority responsible for issuing the exemption certificate to take suitable actions against the bidder such as cancellation of enlistment certificate etc.

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1. Section 1: General Information

Background

- a. Noida and Greater Noida are being developed as the satellite towns to New Delhi and more and more people from Delhi and other areas are shifting to these towns in search of fresh air, greenery and better infrastructure. There is a need of providing an efficient, reliable and comfortable transportation system for the population intending to settle in these towns and also the public coming to these areas for education, service and business.
- b. Noida Metro Rail Corporation is a Special Purpose Vehicle (SPV) formed by Noida and Greater Noida Authorities for planning and executing urban transport projects in Noida, Greater Noida regions. The Corporation desires to provide a world-class Public Transportation System with state-of-the-art technology. As such, the overarching criterion for setting up of the Corporation is to help create an efficient, safe, reliable, economical and affordable public transport system.
- c. An elevated metro line between Noida and Greater Noida is already under advanced stages of testing.
- d. NMRC invites E-Bids for selection of Contractor for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34
- e. In this regard, the Corporation now invites the interested Bidder/s to submit their proposals as per provisions of this RFP Document.
- f. NMRC will shortlist the Bidders on the basis of evaluation criteria mentioned in this RFP Document. On the basis of the minimum evaluation criteria, qualified Bidders will be shortlisted and Financial proposal of only qualified Bidders will be opened.

About Metro Locations

The metro corridor is 29.7 km long and is known as Noida Greater Noida Metro Rail Corridor. It comprises 21 metro stations starting from Sector 51 in Noida and ends up at Depot Station in Greater Noida. The map is in Appendix 1: Metro Alignment

Communication

All communications should be addressed to -

GM (Technical)
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,
Noida -201301
District Gautam Budh Nagar, Uttar Pradesh
Email: nmrcmanoj@gmail.com

2. Section 2: Terms of Reference

Scope

The contractor will execute Cleaning of Rolling Stock (Metro train coaches) and House Keeping of Depot premises provided in tender with suitable uniformed trained manpower, chemicals, consumables, modern equipment & machinery etc. The Tenderer is to carry out their self-assessment in respect of their capacity in terms of manpower, machine and finance. He is to indicate separate set of manpower, machinery in different tenders. The Bidder should be able to take up additional similar work at short notice. Similarly the scope of work may also be reduced on account of poor performance and contractor shall have no right for any claims due to reduction in scope of work.

Tenure

The tenure for services shall be for a period of 04 (Four) years, which shall be extendable by 6 months, after evaluation and reviewing the performance of the Contractor and depending upon the requirement and administrative convenience of NMRC in mutual agreement with the Bidder.

Part A - Scope of Work for Train Cleaning

All Train cleaning activities to be carried out as per the Schedule of work given in 'Bill of Quantity', and details of tender documents as per requirement.

Cleaning of Rolling Stock consist of following activities:

- a. Daily Cleaning Internal and Cab Face external - (before going for revenue service on daily basis)
- b. Heavy Cleaning (Internal) - Monthly
- c. Heavy Cleaning (External) – 45 Days
- d. Roof Cleaning/ Washing – 45 Days
- e. Wax Polishing - Six Monthly

SI.No	Work contents	Tool & Material
1.	DAILY CLEANING INTERNAL	
1.1	SALOON INTERIOR	
1.1.1	LIGHT COVERS	
	<ul style="list-style-type: none">▪ Clean the light covers with wet cloth and using water and specified cleaning agent.▪ Wipe with dry cloth.▪ No grease, no dust, no finger print, no water, no gum should be left behind	<ul style="list-style-type: none">- Microfibre cloth-R2-Hand brush

1.1.2	FLOOR COVER- FLOOR COVERING & THRESHOLD	
	<ul style="list-style-type: none"> ▪ Clean the dust with mop and Vacuum Cleaner. Remove the gum etc. ▪ Sprinkle solution of specified cleaning agent with the help of sprinkler on the floor. ▪ Wet the floor sufficiently with water and specified cleaning agent ▪ Scrub the floor with bamboo brush or scrubber ▪ Wash and extract out water with wiper/vacuum cleaner ▪ Mop the floor with clean water. ▪ No tissue, no litter, no foot-print, no gum, no dirty mark no water should be left behind 	<ul style="list-style-type: none"> - Sprinkler -Vacuum Cleaner -Bamboo Brush/ scrubber -Normal Wiper -Industrial wiper - Floor duster -Mop - Dry & Damp MOPs -Micro fiber Mops -Tasky Spiral diluted in water -No sharpening knife for gum removal, -Gum Remover
1.1.3	GANGWAY	
	<ul style="list-style-type: none"> ▪ Protect the gangway tread plate such that water do not go inside the coupler. ▪ Clean the gangway rubber with wet micro fiber cloth. ▪ Wet the Micro fiber cloth with specified cleaning agent with the help spray gun and apply on the surface. Scrub the gangway tread plate. Mop the gangway tread plate. ▪ Clean the gangway internal surface with wet mop by scrubbing and mopping. ▪ 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"> -Mops -Hockey Brush -Hand brush -Hand Spray Guns -Microfibre Cloth --Tasky Spiral diluted in water -No sharpening knife for gum removal
1.1.4	PASSENGER SEAT	
	<ul style="list-style-type: none"> ▪ Wet the Micro fiber cloth with specified cleaning agent with the help spray gun and apply on the surface. ▪ No grease, no dust, no finger print, no water, no gum should be left behind 	<ul style="list-style-type: none"> -Hand Brush -Hand Spray Guns -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 diluted in water
1.1.5	PASSENGER RETENTION -GRAB HANDLE, GRAB POLE & RAIL ,STRAP HANGER & DRAUGHT SCREEN	
	<ul style="list-style-type: none"> ▪ A little wet wiping with microfiber cloth soaked with Taski Spiral (F 11) and clean. ▪ No grease, no dust, no finger print, no water, no gum should be left behind 	<ul style="list-style-type: none"> - Mops -Microfiber Cloth -Hand Spray Guns -No sharpening knife for gum removal -Taski Spiral (F11)& R3 diluted in water
1.1.6	INTERIOR PANEL AND WINDOW GLASS: SIDE PANEL, GANGWAY END PANEL , CEILING COVEING, ROUTE MAPS, ALL STICKERS/LABELS , WINDOW GLASS & PIB SCREEN ETC	

	<ul style="list-style-type: none"> ▪ Wet the Micro fiber cloth with specified cleaning agent with the help spray gun and apply on the surface. ▪ Wipe and scrub the area with microfiber cloth. ▪ Clean the window glass with window washer & window squeeze / Glass wiper ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind 	<ul style="list-style-type: none"> -Mops -Hand Brush -Hand Spray Guns -Microfiber Cloth -window washer & window squeeze /Glass wiper -No sharpening knife for gum removal -Tasky R2 & R3 diluted in water
1.1.7	PASSENGER BODY SIDE DOOR & DOOR PANEL	
	<ul style="list-style-type: none"> ▪ Wet the Micro fiber cloth with specified cleaning agent with the help spray gun and apply on the surface ▪ Wipe and scrub the area with microfiber cloth ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind. 	<ul style="list-style-type: none"> -Hockey brush -Hand Spray Guns -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 & R3 diluted in water
1.1.8	AIR CONDITIONER-AIR CONDITIONER OUTLET, RETURN AIR GRILL & AIR DUCT OUTLETS	
	<ul style="list-style-type: none"> ▪ Clean the Air Conditioner's return air grill, air duct outlet by suitable Hand Brush. ▪ Wet the Micro fiber cloth with specified cleaning agent with the help spray gun and apply on the surface ▪ No grease, no dust, no finger print, no water, no gum should be left behind 	<ul style="list-style-type: none"> -Hand Brush with long handle -Hand Spray Guns -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 diluted in water
1.1.9	FIRE EXTINGUISHER AND FIXING POSITION	
	<ul style="list-style-type: none"> ▪ Wet the Micro fiber cloth with specified cleaning agent with the help spray gun and apply on the surface. ▪ No grease, no dust, no finger print, no water, no gum should be left behind 	<ul style="list-style-type: none"> -Hand Brush -Hand Spray Guns -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 diluted in water
1.2	CAB FACILITIES	
1.2.1	FLOOR COVER- FLOOR COVERING & THRESHOLD	
	<ul style="list-style-type: none"> ▪ Clean the dust with Mop and Vacuum Cleaner. Remove the gum etc. ▪ Wet the floor sufficiently with water and specified cleaning agent ▪ Clean the floor with Telescopic PVA Mop or scubber ▪ Wash and extract water with vacuum cleaner/ wiper ▪ Mop the floor with clean water ▪ No tissue, no litter, no foot-print, no gum, no dirty mark no water should be left behind 	<ul style="list-style-type: none"> -Vacuum Cleaner -Telescopic PVA Mop -Bamboo Brush /Scrubber -Normal Wiper -Dry & Damp MOPs -Micro fiber Mops - Tasky Spiral diluted in water -No sharpening knife for gum removal, -Gum Remover
1.2.2	CAB DOOR	

	<ul style="list-style-type: none"> ▪ Wet the Micro fiber cloth with water and specified cleaning agent with the help spray gun and apply on surface. ▪ Wipe and scrub the area with dry microfiber cloth. ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind 	<ul style="list-style-type: none"> - Mops - Hand Spray Guns - Hockey brush -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 & R3 diluted in water
1.2.3	CAB INTERIOR PANEL: DRIVER CONSOLE, AUXILIARY CONSOLE, CEILING, CAB BACK WALL, DRIVER SEAT AND AUXI. SEAT, DOORS, TNI SCREEN AND DIF SCREEN ETC.	
	<ul style="list-style-type: none"> ▪ Soak the microfiber cloth with water and specified cleaning agent with the help spray gun and apply on the surface. ▪ Wipe, scrub and clean the area with wet microfiber cloth. ▪ Clean the cab interior, driver console, ceiling, auxiliary console, TNI screen, DIF screen by wet Cloth and then by dry micro fiber cloth. ▪ Do not use the spray gun in Cab to avoid any water or detergent penetrating into switch block of train operator console and other equipment ▪ No grease, no dust, no finger print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> - Hand Spray Guns -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 & R3 diluted in water
1.3.1	EXTERNAL DRIVER'S CAB AND WIND SCREEN	
	<ul style="list-style-type: none"> ▪ Wet the surface with microfiber mop soaked into water and specified cleaning agent with the help spray gun. ▪ Rub the mop on train face (except glasses) with the help of wiper and then clean the surface with soft dry cloth. Try to clean top most portion of the train face as far as possible. ▪ Take another microfiber mop/cloth soaked with specified cleaning agent R3 and squeeze it. ▪ Put squeezed microfiber mop/cloth on insulated handle wiper and wipe the wind screen till all dirt/dust is removed. ▪ Buff the glass and other portion of the train face with soft dry clean cloth. ▪ Use only insulated material handle of mop and wiper. ▪ Do not spray the water as High Voltage Danger. ▪ Do not use long handle mop and squeegee as High Voltage Danger. ▪ No grease, no dust, no finger print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> -Spray Gun -Microfiber Mops with insulated short Handle -Tasky spiral & R3 diluted in water - Big wiper with insulated rod for train face cleaning
1.3.2	SALOON WINDOW GLASS	

	<ul style="list-style-type: none"> ▪ Glass of trains which are passed through the auto wash plant shall be wiped off immediately after auto wash plant. ▪ Trains which are not passed through auto wash plant shall be cleaned manually. ▪ Wet the surface with microfiber mop soaked into water and specified cleaning agent. ▪ Clean the glass with window squeegee and Window washer/ Glass Wiper. Use only insulated material handle of mop and wiper. ▪ Do not spray the water as High Voltage Danger. ▪ Do not use long handle mop and squeegee as High Voltage Danger. ▪ No water mark, no dust, no finger print, no water, no gum should be left behind. 	<ul style="list-style-type: none"> - Window Squeegee & window washer/Glass wiper with insulated Handle - Microfiber Mops with insulated Handle - Tasky R3 diluted in water
2.	INTERNAL HEAVY CLEANING	
2.1	SALOON INTERIOR	
2.1.1	FLOORING - FLOOR COVERING ,FLOOR BOARD & THRESHOLD	
	<ul style="list-style-type: none"> ▪ Clean the dust with Dry mop and Vacuum Cleaner. Remove the gum etc. ▪ Wet the floor sufficiently with water and specified cleaning agent with the help of sprinkler. ▪ Clean the underneath of the seats and fire extinguisher using vacuum cleaner. ▪ Scrub thoroughly the floor with single disc scrubbing machine. ▪ Wipe off the water, cleaning agent and dirt with Vacuum Cleaner. ▪ Rinse the floor with clean water and suck the water with vacuum cleaner ▪ Mop the floor with microfiber mop soaked with clean water ▪ No tissue, no litter, no foot-print, no gum, no dirty mark, no water should be left behind. ▪ The floor should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the floor. 	<ul style="list-style-type: none"> - Vacuum Cleaner - Sprinkler - Single Disc Scrubbing Machine - Dry MOPs -Normal Wiper --Industrial Wiper -Microfiber Mops -Floor duster (Poccha) - Tasky Spiral diluted in water -No sharpening knife for gum removal,
2.1.2	GANGWAY	
	<ul style="list-style-type: none"> ▪ Protect the gangway tread plate such that water do not go inside gangway convolute and fall on the coupler. ▪ Open the fixed Tread Plate and the flexible Tread plate. ▪ Dust out the gangway bellow with cloth ▪ Then apply the specified cleaning agent solution. ▪ Clean the gangway by wet micro fiber cloth and wipe out by dry micro fiber cloth. ▪ Scrub the dust and remove the debris from under the tread plate area using vacuum cleaner ▪ Close the fixed Tread Plate and the flexible Tread plate. ▪ Wet the gangway tread plate with slight water and specified cleaning agent. Scrub the gangway tread plate with single disc scrubbing machine. ▪ Clean the gangway tread plate with wet mops & microfiber cloth several times. 	<ul style="list-style-type: none"> -Vacuum Cleaner -Single Disc Scrubbing Machine -Hand Brush -Wiper -Mops -Microfiber Mops -Hockey brush -Tasky Spiral diluted in water -No sharpening knife for gum removal,

	<ul style="list-style-type: none"> ▪ Clean the gangway convolutes with wet microfiber mop by scrubbing and mopping. ▪ No grease, no tissue, no litter, no dust, no finger print, no foot-print, no water, no gum should be left behind ▪ The gangway and gangway thread plate should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface 	
2.1.3	PASSENGER SEAT	
	<ul style="list-style-type: none"> ▪ Wet the surface with microfiber mop soaked water and specified cleaning agent. ▪ Scrub the seats with micro fibre cloth. ▪ Wipe off the seats with microfiber cloth ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind § After drying buff seats with D7 stainless steel polish. ▪ The seats should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface 	-Spray Gun -micro fibre cloth -Microfiber Mops --Telescopic PVA Mops -Tasky R2 diluted in water -No sharpening knife for gum removal, -D7 polish
2.1.4	PASSENGER RETENTION- GRAB HANDLE, GRAB POLE & RAIL, STRAPHANGER & DRAUGHT SCREEN	
	<ul style="list-style-type: none"> ▪ Wet the surface with microfiber mop soaked water and specified cleaning agent with the help spray gun and apply on the surface. ▪ Scrub Steel Parts with micro fibre cloth. ▪ Wipe off the Passenger Retention with wet microfiber cloth ▪ Grab poles to be cleaned with wet cloth soaked with 3M SS Cleaner and afterward apply D7 polish. Buff the grab poles, grab handles and rails until surface shines. ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind ▪ The Passenger Retention should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface 	-Spray Gun -Microfiber Mops Tasky R2 diluted in water -No sharpening knife for gum removal, -3M SS Cleaner -D7 polish
2.1.5	INTERIOR PANEL AND WINDOW: GLASS-SIDE PANEL ,GANGWAY END PANEL, ROUTE MAPS ,CEILING COVERING ,PIB SCREEN & ADVERTISEMENT PANELS	
	<ul style="list-style-type: none"> ▪ Wet all the Interior Panels and Window Glasses with micro fiber cloth soaked with water and specified cleaning agent. No area should be left. (Make sure that water/ moisture should not enter in switches, panels and equipments). ▪ Scrub the area with microfiber cloth such that adamant marks, dirt are removed and the surface is cleaned. Care to be taken that the paint is not damaged. Do not use scrubbing Pad. ▪ Dust out the ceiling, the tube light enclosure glass from outside & inside. All remains of insects should be removed properly. Clean the PIB screen & route map with micro fiber cloth. ▪ Clean all nook and corner and no area shall be left. The special tools may be required for non access area. ▪ Wipe all the interior panel with microfiber cloth and water ▪ Clean the window glass with window washer & window squeeze/Glass Wiper 	-Spray Gun -Microfiber Cloth -Tasky R2/R3 diluted in water. -No sharpening knife for gum removal, -window washer & window squeeze/ Glass Wiper

	<ul style="list-style-type: none"> ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind ▪ All the Interior Panel and Window Glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface. 	
2.1.6	PASSENGER BODY SIDE DOOR, DOOR COVERING PANELS	
	<ul style="list-style-type: none"> ▪ Wet Passenger Doors and Window Glasses with micro fibre cloth soaked with water and specified cleaning agent. No area should be left. ▪ Scrub the area with microfiber cloth such that adamant marks, dirt are removed and the surface is cleaned. Care to be taken that the paint is not damaged. Do not use scrubbing Pad. ▪ Clean all nook and corner and no area shall be left. The special tools may be required for non access area. ▪ Wipe all the Passenger Doors and Window Glasses with microfiber cloth and water. ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind. ▪ All the Passenger Doors and Window Glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface 	<ul style="list-style-type: none"> - Spray Gun -Microfiber Cloth - Tasky R2/R3 diluted in water -No sharpening knife for gum removal
2.1.7	AIR CONDITIONER--AIR CONDITIONER OUTLET, RETURN AIR GRILL & AIR DUCT OUTLETS	
	<ul style="list-style-type: none"> ▪ Scrub the dust, dirt and mud deposited at the Air Conditioner Outlet, Return Air Grill, & Air Duct Outlets with the brush and suck through vacuum cleaner. Use special tools for nooks, corner etc. ▪ Wet Air Conditioner Outlet, Return Air Grill, & Air Duct Outlets with microfiber cloth soaked with water and specified cleaning agent. No area should be left. ▪ Scrub the area with microfiber cloth such that adamant marks, dirt are removed and the surface is cleaned. Care to be taken that the paint is not damaged. Do not use scrubbing Pad. ▪ Clean all nook and corner and no area shall be left. The special tools may be required for non access area. ▪ Wipe all the Air Conditioner Outlet, Return Air Grill, & Air Duct Outlets with microfiber cloth and water ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind ▪ All the Air Conditioner Outlet, Return Air Grill, & Air Duct Outlets should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface 	<ul style="list-style-type: none"> -Spray Gun -vacuum cleaner -Hand brush with long handle -Microfiber Cloth - Tasky R2 diluted in water -No sharpening knife for gum removal
2.1.8	FIRE EXTINGUISHER AND FIXING POSITION	
	<ul style="list-style-type: none"> ▪ A little wet wiping with microfiber cloth and cleaning ▪ Clean the fire extinguisher panel using vacuum cleaner. ▪ No grease, no dust, no finger print, no water, no gum should be left behind 	<ul style="list-style-type: none"> -Microfiber cloth -Vacuum cleaner - Tasky R2 diluted in water -No sharpening knife for gum removal
2.2	CAB FACILITIES	

2.2.1	FLOOR COVER- FLOOR COVERING & THRESHOLD	
	<ul style="list-style-type: none"> ▪ Clean the dust with mop and Vacuum Cleaner. Remove the gum etc. ▪ Wet the floor sufficiently with water and specified cleaning agent ▪ Clean the floor with Telescopic PVA Mop or Scrubber/Hand brush. ▪ Wash and extract water through vacuum cleaner & wiper ▪ Mop the floor with clean water. ▪ No tissue, no litter, no foot-print, no gum, no dirty mark, no water should be left behind 	<ul style="list-style-type: none"> -Vacuum Cleaner -Telescopic PVA Mop -Scrubber/Hand Brush -Wiper -Dry MOP -Microfiber Mops Tasky Spiral diluted in water -No sharpening knife for gum removal -Gum Remover
2.2.2	CAB DOOR	
	<ul style="list-style-type: none"> ▪ Wet the Micro fiber cloth with water and specified cleaning agent with the help spray gun and apply on surface. ▪ Wipe and scrub the area with dry microfiber cloth. ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind. 	<ul style="list-style-type: none"> -Hand Brush -Hockey brush -Spray gun -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 & R3 diluted in water
2.2.3	CAB INTERIOR PANEL: DRIVER CONSOLE, AUXILIARY CONSOLE, CEILING, CAB BACK WALL, DRIVER SEAT AND AUXI. SEAT, DOORS, TNI SCREEN AND DIF SCREEN ETC.	
	<ul style="list-style-type: none"> ▪ Wet all the Interior Panels and Window Glasses with Wet Microfiber cloth having water and specified cleaning agent. No area should be left. (Make sure that water/ moisture should not enter in switches, panels and equipments). ▪ Scrub the area with microfiber cloth such that adamant marks, dirt are removed and the surface is cleaned. Care to be taken that the paint is not damaged. Do not use scrubbing Pad. ▪ Dust out the ceiling, the tube light enclosure glass from outside & inside. All remains of insects should be removed properly. ▪ Clean all nook and corner and no area shall be left. The special tools may be required for non access area. ▪ Wipe all the interior panel with microfiber cloth and water ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind ▪ All the Interior Panel and Window Glasses should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface 	<ul style="list-style-type: none"> -Hand Brush -Spray gun -Microfiber Cloth -No sharpening knife for gum removal -Tasky R2 & R3 diluted in water
3.	TRAIN ROOF CLEANING	

	<ul style="list-style-type: none"> ▪ Wet the area with the help of sprinkler having water and specified cleaning agent. ▪ Scrub the Train Roof with Scotch bright and hand brush. ▪ Rinse the Train Roof thoroughly with water. ▪ Wipe off to dry the car body ▪ Cleaning of drain hole so that water flow properly. ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind ▪ The Train Roof should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface. 	<ul style="list-style-type: none"> -Sprinkler -High Pressure Cleaner -Scotch bright -Hand brush -wiper -Micro fiber Mops -Tasky Spiral diluted in water -No sharpening knife for gum removal, Use scrapper and gum remover spray solution
4.	HEAVY CLEANING EXTERNAL	
4.1	EXTERNAL DRIVER'S CAB AND WIND SCREEN	
	<ul style="list-style-type: none"> ▪ Wet the area with microfiber cloth having water and specified cleaning agent. ▪ Scrub the External Driver's Cab with micro fibre cloth & Rinse the External Driver's Cab thoroughly with water. ▪ Wipe off to dry the car body ▪ Clean the wind screen with window washer and wiper. ▪ Use only insulated material handle of mop and Wiper. ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind ▪ The External Driver's Cab should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface 	<ul style="list-style-type: none"> -window washer -wiper - Insulated handle wiper -Insulated handle mop -Micro fiber cloths -Tasky Spiral/R3 diluted in water -No sharpening knife for gum removal,
4.2	EXTERNAL CAR BODY, GANGWAY AND WINDOW GLASS	
	<ul style="list-style-type: none"> ▪ Wet the area with microfiber cloth having water and specified cleaning agent and apply on car body. ▪ Scrub the External Car Body with microfiber cloth. ▪ Rinse the External Car Body thoroughly with water. ▪ Wipe off to dry the car body. ▪ Clean the exterior of the gangway with specified solution and cloth. Clean the gangway by clean wet cloth and wipe out by dry cloth. ▪ No grease, no dust, no finger print, no water, no gum, no black spot, no dirty marks should be left behind ▪ The External Car body should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface ▪ Clean the window glass with window washer and wiper. 	<ul style="list-style-type: none"> -wiper -Window washer -Micro fiber cloth - Tasky Spiral/R3 diluted in water -No sharpening knife for gum removal,
5	WAX POLISHING SALOON INTERIOR	
5.1	SALOON INTERIOR (GANGWAY VESTIBULE WALLS & SWING PANELS, SIDE WALLS, AIR-CONDITIONERS PANELS, CAB TO SALOON DOORS) AND DRIVER'S CAB (CONTROL CONSOLE, AUXILIARY CONTROL PANEL, FAULT INDICATION PANEL, "A" SIDE PARTITION, "B" SIDE	

	PARTITION, “B” CABINET PANEL ETC.)	
	<ul style="list-style-type: none"> ▪ Wax polishing shall be done after Internal Heavy Cleaning. ▪ After internal heavy cleaning apply the wax polish (Perfect It 3M foam polish pad glaze) on the dry surface of saloon interior (gangway, vestibule walls, swing panels, side walls, air conditioner panels & doors), TO cab (control console, auxiliary control panel, fault indication panels etc.) and ceiling area by micro fiber cloth. ▪ Rub the surface by using foam pad& wax polish machine. ▪ Buff the surface with dry micro fiber cloth till it shines. ▪ Clean the surface with micro fiber cloth. ▪ The surface should be shining after the application of polish 	<ul style="list-style-type: none"> -Perfect IT foam polish pad glaze (Make- 3M) -Foam pad (make-3M) - Clean cloth -Wax Polishing Machine
6	SALOON FLOOR POLISHING	
	<ul style="list-style-type: none"> ▪ Clean the dust with dry mop and Vacuum Cleaner. Remove gum etc. ▪ Sprinkle solution of specified cleaning agent with the help of sprinkler on the floor. ▪ Scrub thoroughly the floor with single disc scrubbing machine. ▪ Wipe off the water, cleaning agent and dirt, with Vacuum Cleaner/wiper. ▪ Rinse the floor with clean water and suck the water with vacuum cleaner ▪ Mop the floor with microfiber mop soaked with clean water ▪ No tissue, no litter, no foot-print, no gum, no dirty mark, no water should be left behind. ▪ The floor should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the floor. ▪ Apply the 01 coat of Taski Jontec Resitol F2J Floor Polish on clean and dry floor with applicator cloth. ▪ Rub the surface with foam pad/cloth until it shines. ▪ Let the Floor Polish to get dry for 3 to 4 hrs. 	<ul style="list-style-type: none"> -Vacuum Cleaner -Sprinkler -Single Disc Scrubbing Machine -Wiper -Plain Mops -Microfiber Mops -Polish applicator cloth -No sharpening knife for gum removal -Tasky Spiral diluted in water -Taski Jontec Resitol F2J Floor Polish

Note: 3M Products as mentioned in Section 6 of tender may be used equivalent to johnson diversey/ Taski products. The usage of above mentioned products will be governed by Engineer In-Charge.

Manpower (Manager, Supervisor & Trained Cleaning Staff) to be deployed as specified in the tender documents. All the staff to be deployed only after given the safety training and police verification

Machinery/ Equipment, Chemicals & Consumables to be used as specified in the tender document.

2.3.5.Details of train availability at Depot for cleaning activities given below:

Train type	Trains
	04 Coaches
NRS-1	19
Total Trains	19
Total Coach/ Depot	76
DT+M/T+M unit consist	38

One 04 Coaches trains consist of two Driving Trailer +Motor (DT + M) Car. One 06 coaches trains consist of two Driving Trailer +Motor (DT + M) Car and one Trailer +Motor (T + M) Car.

NMRC shall offer 04 coaches trains for cleaning. However quantity of work/ activities will be verified on conversion of trains into no. of DT+M or T+M unit consist as per details given below:

One 04 Coach train = 02 no. of DT+M unit consist

NMRC may increase or decrease the no. of trains during the execution of contract. The contract price may increase or decrease proportionately.

The cleaning activities in the train will be carried out when the train is stabled in the Inspection Shed, Washing line or stabling line at Depot or Stabling line at the terminal stations or as directed by the Engineer In-Charge.

Internal Heavy cleaning, External heavy cleaning & Roof cleaning will be carried out in any shift in the internal cleaning shed, Inspection Shed or as directed by the Engineer-In-Charge.

For monthly heavy wash, the washing line or location as directed by the Engineer-In-Charge shall be used.

All movement of Rolling Stock (coaches) where the cleaning activities of train is to be done and after cleaning of train shall be made by NMRC.

NMRC will arrange opening and closing the doors of coaches including all type panel cover of train.

All Electrical & electronic equipment shall be cleaned under the supervision of an authorized representative of the NMRC.

The contractor shall clean only these areas of the Electrical/ Electronic and other specified equipment, which are either mentioned in the specification or permitted by the Employer or mentioned by the authorized representative of the Engineer-In-Charge.

The proper record for the chemical and Consumables used for cleaning shall be maintained by the contractor. The Engineer-in-charge's representative shall frequently monitor the consumption. The Engineer-In-Charge on his discretion may advise to the contractor to handover the cleaning chemical and detergent to employer's store at site and get issued from there.

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, trichloroethylene and all the aggressive organic solvents (xylene, toluene, dichloroethylene, trichloroethylene, etc.) Also strong acids/alkaline are to be completely avoided (hydrochloric acid, formic acid, nitric acid, sulphuric acid, caustic soda, etc.).

The dilution suggested by supplier for the chemicals and cleaning regents shall be followed.

The garbage shall be collected in bags during cleaning and shall be disposed off by the contractor outside the depot area in disposal yard / scrap yard. Nothing shall be paid extra by NMRC for this to the contractor.

Procedure for Metro Trains Cleaning

a. Purpose : To keep the metro train coaches neat & clean

b. Essentials

- i. Impart Training to the cleaning staff on correct cleaning procedure, and required safety precautions
- ii. Instruct the work force to follow in-house stated requirements
- iii. Ensure availability of all the necessary equipment and tools for cleaning with the work force
- iv. Check the Voltage level at electric points before using/charging the cleaning machines, as 220 volt supply is required for operation of cleaning machines. Ensure no joints in the machine cables as well as use of pin top plugs to connect machines to sockets.

Precautions during Train Cleaning

The premises are having High Voltage Over Head Electric Lines, High Voltage Equipments on Train and Depot, the movement of Trains in the depot, Rail Track, Sophisticated Equipments etc which can cause major injury, electrocution, death to the personnel and thus requirements for safety observance are very high. The following rules / guidelines must be followed to ensure personal safety while moving in stabling Bay Line/Inspection Bay Line/ Workshop Bay Line area:

While moving in Depot

- Wear neat and clean uniform and safety shoes.
- Carry personal protection equipments (e.g. safety shoes, safety belt etc.) and wear /tie them while doing cleaning job.
- Do not cross the track, always use the walkway/pavement provided adjacent to the track for accessing the Stabling Lines/Inspection lines.
- Do not cross in front of energized train (when it head light is glowing).
- Do not put your leg or other body part in between of any track points/cross overs.
- Do not move idle on track.
- Do not move under high tension line with long metallic rods.
- Be careful of high tension overhead line.
- Be careful of movement of track point while crossing the track near point machine.
- Be careful of uneven way due to spreading of ballast.
- Always respond to horn and be alert while working on the train.

While working in the Train

- Do not board / jump off from moving train (doesn't matter how slow it is).
- Do not go to under frame of the train (when it is energized/or otherwise).
- Do not touch any part or equipment mounted under the train.
- Do not touch or disturb any set up or equipment in any open boxes/cubicles.
- Do not direct water jet towards high tension overhead line.
- Do not run on slippery area or wet floor.
- Access the roof platform from the designated gate only, after ensuring power block.
- Do not try to access the roof platform without any prior permission.
- Do not jump from the train in stabling line/Inspection line (use ladder with proper clearance from the train) as train floor is very high at inspection bay
- Do not put ladder or other working platform beyond yellow line (marked on the floor of Inspection Bay Line).
- During external washing of train at IBL, OHE line of the track on which train is and of adjacent line must be isolated.
- Always wear safety belt while working on the roof and belt must be properly secure (not with OHE).

- Before accessing the roof, isolation of overhead line must be ensured by checking status of discharged rod hanging.
- Be careful while working on roof (for slippery & sharp edges).
- Be careful of other activities happening around.
- Report any damage caused (to train or other property) or any other suspicious object to PPIO/Inspection In-charge.
- Before accessing the roof, isolation of overhead line must be ensured by checking status of discharge rod hanging.
- Always use safety belt while working on roof.

Safety and Environmental Procedure

The cleaning and wax-polishing agency should:

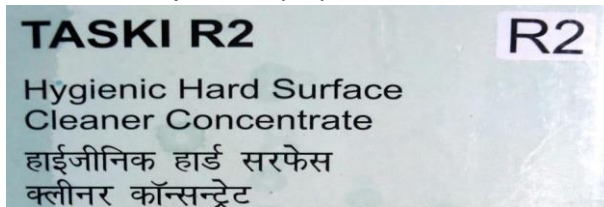
- Obtain authorization to work from the person-in-charge of Depot Control Centre/PPIO.
- Fix a “Not to Go” target at each end of the train.
- Scrubbing, rubbing and polishing machines shall be operated by trained persons only. When it is not feasible to use scrubbing machine, wax-polishing machine, rubbing machine, hand brushing is to be carried out.
- Do not operate any equipment of the train.
- Do not work on train when it is moving.
- Report any damage arising from cleaning work to the authorized representative of Employer.
- While cleaning and washing the roof, proper safety to be taken and safety belts to be used.

d. Special Tools / Jigs / Fixture

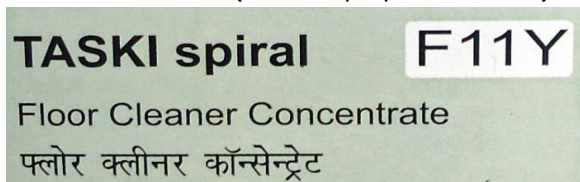
Mopper, Sponge, Scrubber machine, Vacuum cleaner & Cleaning Concentrates etc.

e. Materials

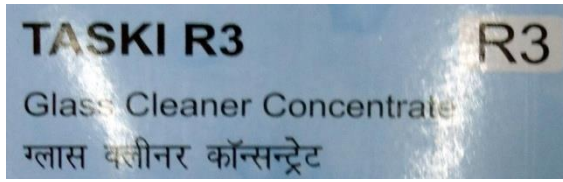
A. TASKI R2 (General purpose cleaner cum sanitizer) - For body panel



B. TASKI SPIRAL (General purpose Cleaner) - For floor & roof body



C. TASKI R3 - For window glass cleaning



D. Suma Inox D7.1 or glow side - For stainless steel parts





E. Jontech Resitol F2J - For floor polish





F- 3M Perfect it foam Polish pad glaze - For Wax polish

G-

3M General Purpose Cleaner and Sanitizer – P2	3M Glass Cleaner – P3
	
<ul style="list-style-type: none"> • Used on all hard surface 	<ul style="list-style-type: none"> • Removes hard water marks
<ul style="list-style-type: none"> • Ideal to remove all general stains 	<ul style="list-style-type: none"> • Streak free cleaning **
<ul style="list-style-type: none"> • Cleans & Sanitize – Dual application 	<ul style="list-style-type: none"> • VLT > 85% #
<ul style="list-style-type: none"> • Fast cleaning & dry action 	<ul style="list-style-type: none"> • Leaves no residue on surface
<ul style="list-style-type: none"> • Cleans stubborn soils 	<ul style="list-style-type: none"> • Rapidly cleans finger marks
<ul style="list-style-type: none"> • Leaves refreshing fragrance 	<ul style="list-style-type: none"> • Pleasant Fragrance
<ul style="list-style-type: none"> • Environmentally safe * 	<ul style="list-style-type: none"> • User & environmentally safe *

H-

3M Stainless Steel Cleaner	3M Sharp Shooter for Hard Stains
	
<ul style="list-style-type: none"> • Cleans & polish in one go 	<ul style="list-style-type: none"> • Removes stubborn marks
<ul style="list-style-type: none"> • Leaves no greasy film 	<ul style="list-style-type: none"> • Almost any hard surface
<ul style="list-style-type: none"> • Just spray & wipe 	<ul style="list-style-type: none"> • Removes hard water marks
<ul style="list-style-type: none"> • Water based liquid 	<ul style="list-style-type: none"> • No rinsing required
<ul style="list-style-type: none"> • No finger prints marks 	<ul style="list-style-type: none"> • Ready-to-use
<ul style="list-style-type: none"> • Pleasant fragrance 	<ul style="list-style-type: none"> • Environmentally safe
<ul style="list-style-type: none"> • Environmentally safe 	<ul style="list-style-type: none"> • Just spray & wipe

I. Mopper - For wiping out of floor



Damp mop

J. Microfiber cloths- for cleaning of different surface



Red colour – For Passenger seat and Door areas
 Green/Blue colour- For Glass area
 Yellow colour- For Ceiling Panel, side walls body panel

White colour- For Stickers

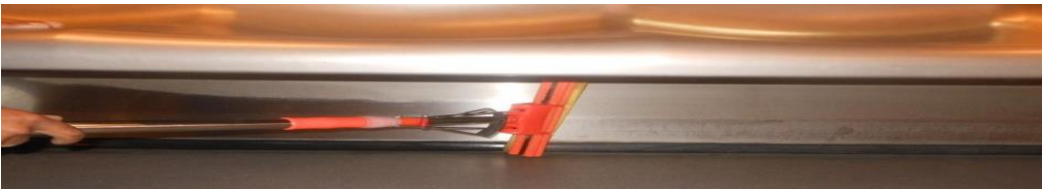
K. Different type of Brushes



Brush for Hatch Cover Cleaning



L- Telescopic PVA mop for Steel plated area (bar) cleaning



M-Squeeze Wiper- for glass cleaning



- Monitoring
- i. The housekeeper (HK or Shift supervisor) shall visually observe the cleaning practices.

- ii. The designated person will himself visually observe the level of cleanliness of work throughout the shift/operation hours.
- iii. The supervisor should be capable enough to guide the work force in case of any deviation from the cleaning plan or effectiveness.
- iv. Log book must be maintained mentioning the hourly usage of machine along with operators detail per shift.
- v. Re-trained the cleaning staff not following the cleaning procedures.
- vi. Monthly consumption of chemicals and detergents shall be prepared and shall be handed over to authorized representative of NMRC for cross verification.

Part B - Scope of Work for Depot Housekeeping

All Cleaning and Housekeeping of Depot premises to be carried out as per the Schedule of work and as per "Technical Specification (Depot Housekeeping)" of tender documents.

All major Cleaning and Housekeeping activities should be completed before office starts for the following buildings:

- a. Inspection bay offices and workshop offices
- b. DCOS Stores and offices
- c. OCC Building
- d. ETU building offices
- e. P. Way office
- f. Any other Buildings/Premises located at Depots as advised by the Engineer In-Charge.

The tentative office hour is 9.00 to 17.30 hrs. So, all the cleaning & housekeeping operations should be completed before 8.30 hrs every day. If any changes in the office hours, the same will be communicated to the Contractor.

All Electrical & electronic equipments shall be cleaned under the supervision of an authorized representative of the NMRC.

The contractor shall clean only those areas of the Electrical/ Electronic and other specified equipments, which are either mentioned in the specification or permitted by the Employer or mentioned by the authorized representative of the Engineer-incharge.

The proper record for the chemical and consumable used for cleaning shall be maintained by the contractor after issuing the consumable fortnightly from employer's representative as decided monthly consumable has been delivered by contractor to employer at the beginning of month.

Cleaning of toilets shall be done every 02hrs or less and maintain in hygienic condition an inspection sheet shall be kept in the toilets.

Apart from the daily cleaning the heavy washing and deep cleaning activities with use chemicals with the heavy cleaning machine shall be done every week in all the buildings.

The consumables eg; Air/Room Freshener, Odonizer, Urinal cubes/Urinal sheet mats, Tissue papers etc shall be provided in abundant and there shall be no shortage.

Urinal sheet mats will be provided in all toilets and to be replaced fortnightly and as and when required.

Odonizer/Odonil/AER pockets will be provided in all toilets and will be replaced on monthly as mentioned in their packet and as and when required basis.

Quantities of all chemicals & consumables mentioned in the contract is tentative whereas sufficient quantity in well advance will be supply by contractor as desired by NMRC engineer-in-charge. If more quantities of chemicals & consumables are required to maintain the proper cleaning then contractor is bound to supply more chemical/consumable without any extra cost.

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, trichloroethylene 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.).

The dilution suggested by supplier for the chemicals and cleaning regents shall be followed.

The garbage shall be collected in disposable bags during cleaning and shall be disposed off by the contractor outside the depot area in dedicated disposal yard / scrap yard daily. Nothing shall be paid extra by NMRC for this to the contractor. The bin shall be supplied by the contractor according to site and work requirement and on direction of engineer-in-charge.

NMRC is implementing, ISO-14001 & OHSAS 18001 for Environment, Health & safety. The Cleaning & Housekeeping works are to be carried out as per these International norms/standards and in such a manner that all premises always look neat & clean. Eco friendly chemicals /Reagents to the extent possible shall be used. Similarly, the waste disposal is also carried out in totally sealed manner without affecting the Environment. For all Chemicals / Reagents which are to be used, Material safety data sheets will be required to be submitted on asking to submit.

The scope of work and the procedure for Depot Housekeeping shall be as mentioned below. The contractor shall follow the same. Schedule of activities mentioned below are minimum and for the guidance of contractor. However it shall be the contractor's responsibility to maintain the overall cleaning and Housekeeping of the Depot.

Schedule of Cleaning and House keeping items of Work shop bays and building at Train depot (1)

S.No	Description of items	App. quantity	Remarks (if any)
(A) Workshop Bays			
Schedule- Daily & as and when required			
1	Wet cleaning & wiping of passages & different type of floor area provided in work shop bays.	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards &	As available	
4	Supply and Cleaning of Dust bins,	As available	
5	Removing/ disposing of collected garbage/debris,	As available	
6	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of passages & different type of floor area provided in work shop bays.	As available	
2	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors.	As available	
3	Cleaning of Fire Hydrants and Panels	As available	
4	Cleaning of Track plinths & Inspection pits	As available	

S.No	Description of items	App. quantity	Remarks (if any)
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Cleaning of Indoor lighting & accessories	As available	
7	Cleaning of Fans/exhaust fans & accessories	As available	
8	Battery Locomotive	As available	
9	Flat Wagons	As available	
10	Fork lifter	As available	
11	Pallet Trucks	As available	
12	Rail cum road vehicle	As available	
13	Turn table	As available	
14	Pit Jack Machinery along with Flooring (At Bottom of Pit)	As available	
15	Mobile Lifting Jacks (1 Set consist of 8 Jacks)	As available	
16	Car Body Stands	As available	
17	Arial work lift platform	As available	
18	Mobile Lifting Table /CI SIV table	As available	
19	Loco Tractor	As available	
20	Heating oven	As available	
21	Ladders	As available	
22	Filter cleaning machine	As available	
23	Damper Testing machine & Hydraulic press machine	As available	
24	All kind of welding plants, Machinery & Plants & material handling equipments	As available	
25	Rescue Vehicles and its equipments/Transport Vehicles	As available	
26	Cleaning of Roof Inspection Platform	As available	
27	Cleaning of compressed air pipe lines and related equipments	As available	
28	Cleaning of Main Gate Panels and rolling shutters	As available	
29	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Sky light area	As available	
2	Over Head Crane	As available	

S.No	Description of items	App. quantity	Remarks (if any)
3	Cleaning of Cable Trays	As available	
4	Cleaning of Roof Ceiling/Suspended ceiling	As available	
5	Cleaning of High Bay Light and Accessories	As available	
(B) Workshop Building (Rooms, Corridor & Passage) & Staff Room			
Schedule- Daily & as and when required			
1	Wet Cleaning and wiping of floor, Passage/corridor & different types of floor area provided in all rooms of Workshop building and staff room	As available	
2	Cleaning and wiping of toilets/bath room in each shift	As available	
3	Cleaning of Different types of finishing works	As Available	
4	Cleaning of Computers & accessories Telephone sets & accessories	As available	
5	Cleaning of stairs	As available	
6	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
7	Cleaning of different types of doors/windows frames & shutters	As available	
8	Cleaning of Hand rails/PVC/S.S /M S Pipe Railing	As available	
9	Cleaning of office equipments & Furniture	As available	
10	Supply and Cleaning of Dust bins	As available	
11	Removing/ disposing of collected garbage/debris	As required	
12	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of floor, Passage/corridor & different types of floor area provided in all rooms of workshop building	As available	
2	Cleaning of Drainage, Sewerage, sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
4	Cleaning of Fire Hydrants and Panels	As available	

S.No	Description of items	App. quantity	Remarks (if any)
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of roof ceiling, suspended ceiling & Air diffusers	As Available	
2	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
3	Cleaning of Air conditioners/Air coolers/Fans & Exhaust fans	As available	

Schedule of Cleaning and House keeping items of Inspection bay and Inspection Building at Train depot (2)

(A) Inspection Bays			
Schedule- Once in each shift & as and when required			
1	Wet cleaning and wiping of floor, Passages & different types of floor area provided in inspection bays.	As required	
2	Supply and Cleaning of Dust bins	As available	
3	Removing/ disposing of collected garbage/debris	As available	
Schedule- Daily & as and when required			
1	Cleaning of Different types of finishing works	As available	
2	Cleaning and attention of all inspection Pit & its drains	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
4	Cleaning of MS pipe hand rail/Movable Ladders etc.	As available	
5	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of floor, Passages & different types of floor area provided in inspection bays	As available	
2	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
3	Cleaning of Fire Hydrants and Panels	As available	

4	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
5	Cleaning of Power supply. equipments	As available	
6	Cleaning of Fans/exhaust fans & accessories	As available	
7	Cleaning of compressed air pipe lines and related equipments	As available	
8	Cleaning of Roof Access platform	As available	
9	Cleaning of Inspection Bays Track and Track mounting columns	As available	
10	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling etc.	As available	
2	Cleaning of High Bay lights and all accessories	As available	
3	Cleaning of Sky Light Area	As available	
4	Cleaning of cable Trays, Indoor lighting & accessories	As available	
5	Cleaning of EOT cranes and accessories	As available	
(B) Inspection Building (Corridors and Passage)			
Schedule- Once in each Shift & as and when required			
1	Wet cleaning and wiping of different type of floor area of Passage, corridor & rooms provided in floor	As available	
2	Cleaning and wiping of toilets/bath room in each shift of inspection	As available	
3	Cleaning of Telephone sets & accessories	As available	
4	Cleaning of Computers & accessories	As available	
5	Cleaning of office equipments & Furniture	As available	
Schedule- Daily & as and when required			
1	Cleaning of Different types of finishing works	As available	
2	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
3	Cleaning of different types of doors/windows frames & shutters	As available	
4	Supply and Cleaning of Dust bins	As available	

5	Removing/ disposing of collected garbage/debris	As available	
6	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of different type of floor area of Passage, corridor & rooms	As available	
2	Cleaning of Drainage, Sewerage, sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
4	Cleaning of Fire Hydrants and Panels	As available	
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Cleaning of all Rolling stock equipments, tools & instruments and test benches	As available	
7	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of roof ceiling/suspended ceiling & Air diffusers	As Available	
2	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
3	Cleaning of Air conditioners/Air coolers/Fans & Exhaust fans	As available	

Schedule of Cleaning and House keeping items of Stabling shed & Yard at Train depot (3)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Collecting the garbage which accumulate in dirty trains & pick up the debris from shed & yard and cleaning of Platform and Pathway	As required	.
2	Cleaning of Staff Duty Room	As available	
3	Supply and Cleaning of Dust bins	As available	

S.No.	Description of items	App. quantity	Remarks
4	Removing/ disposing of collected garbage/debris	As required	
5	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
6	Cleaning and attention of all drains	As available	
7	Cleaning of Different types of finishing works	As available	
8	Cleaning of Electrical Switch boards/Panels/distribution boards	As available	
9	Any other equipments/ Misc. items	As available	
Schedule- Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
2	Cleaning of Cable Trays, Indoor lighting & accessories,	As available	
3	Cleaning of Columns etc	As available	
4	Any other equipments/ Misc. items	As available	

Schedule of Cleaning and House keeping items of Sub Station and Compressor room at Train Depot (4)

S.No.	Description of items	App. quantity	Remarks
(A) Sub station and compressor room & Sub station Equipments			
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of floor, Passages & different types of floor area provided in sub station & Compressor room	As required	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As required	
4	Cleaning of Different types of doors/ windows frames & shutters	As available	
5	Cleaning of Stainless steel/PVC hand railing	As required	
6	Cleaning of Computers & accessories	As available	
7	Cleaning of Telephone sets & accessories	As required	
8	Cleaning of office equipments/furniture	As available	

S.No.	Description of items	App. quantity	Remarks
9	Supply and Cleaning of Dust bins	As available	
10	Removing/ disposing of collected garbage/debris	As required	
11	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing and deep cleaning of floor, Passages & different types of floor area provided in sub station & Compressor room	As required	
2	Cleaning of Indoor lighting & accessories	As available	
3	Cleaning of Fans/exhaust fans & accessories	As required	
4	Cleaning of Rolling shutters	As required	
5	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
6	Cleaning of Fire Hydrants and Panels	As required	
7	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
8	Cleaning of Main Gate Panels and rolling shutters	As required	
9	Cleaning of all equipments available in LT switch room	As available	
10	Cleaning of all HT equipments available in HT room	As required	
11	Cleaning of all Compressor equipments available in compressor room	As available	
12	Cleaning of equipments available in Scrubber room	As available	
13	Cleaning of D.G. Set with fuel Tanks & D.G. vent fan	As available	
14	Cleaning of cooling tower, cooling water pumps connected piping etc.all receivers etc.	As available	
15	Cleaning of cooling Tower Tank	As available	
16	Any Other types of equipments available in Sub station & Compressor room.	As available	
17	Cleaning of Air Reservoir with accessories	As available	

S.No.	Description of items	App. quantity	Remarks
18	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As required	
2	Cleaning of cable Trays	As available	
3	Cleaning of Transformer 1 & 2 equipments	As required	

Schedule of Cleaning and House keeping items of Canteen building at Depot (5)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of floor, Passages & different types of floor area provided in Canteen.	As available	
2	Cleaning and wiping of toilets/bath room	As available	
3	Cleaning of Different types of finishing works	As available	
4	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
5	Cleaning of Different types of doors/windows frames	As available	
6	Cleaning drainage; sewerage & sanitation of Toilets & Bath rooms	As available	
7	Removing/ disposing of collected garbage/debris	As required	
8	Cleaning of Telephone sets & accessories	As available	
9	Supply and Cleaning of Dust bins	As available	
10	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of floor, Passages & different types of floor area provided in Canteen.	As available	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
4	Cleaning of Fire Hydrants and Panels	As available	

S.No.	Description of items	App. quantity	Remarks
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
2	Cleaning of Fans/ & accessories	As available	
3	Cleaning of Indoor & outdoor (on roof) Air Washer equipments	As available	
4	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	

Schedule of Cleaning and House keeping items of Security & Time Office at Train depot (6)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of Different floor types of floor area provided in security & Time office	As required	
2	Cleaning and wiping of toilets/bath room in each shift	As available	
3	Cleaning of Different types of finishing works	As required	
4	Cleaning of Different types of doors/ windows frames& shutters	As available	
5	Cleaning of Depot main Gate panels of Gate with all accessories	As available	
6	Cleaning of duty Room with office equipments	As available	
7	Cleaning of office equipments/Furniture	As available	
8	Supply and Cleaning of Dust bins	As available	
9	Removing/ disposing of collected garbage/debris	As required	
10	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing, deep cleaning of Different floor types of floor area provided in security & Time office	As required	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As available	

S.No.	Description of items	App. quantity	Remarks
3	Cleaning of Electrical Switch boards /Panels /distribution boards	As required	
4	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
5	Cleaning of Access system equipments	As available	
6	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As Available	
2	Cleaning of Cable Trays, Indoor lighting of time office & external lighting of gates & accessories	As available	
3	Cleaning of Air conditioners/Air coolers/Fans & Exhaust fans	As available	

Schedule of Cleaning and Housekeeping items of ETU's work shop at Train Depot (7)

S.No.	Description of items	App. quantity	Remarks
(A) ETU Work shop:			
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of Plat form, passages & different types of floor area provided in ETU's work shop	As required	
2	Cleaning of Different types of finishing works	As available	
3	Supply and Cleaning of Dust bins	As required	
4	Removing/ disposing of collected garbage/debris	As available	
5	Cleaning of office equipments/Furniture	As required	
6	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			

S.No.	Description of items	App. quantity	Remarks
1	Scrubbing and deep cleaning of Platform, passages & different types of floor area provided in ETU's work shop	As required	
2	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
3	Cleaning of Different types of doors/ windows frames & shutters	As required	
4	Cleaning of Track Plinth & Pit lines	As available	
5	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
6	Cleaning of Fire Hydrants and Panels	As available	
7	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
8	Cleaning of all Electrical & Mechanical equipment & furniture.	As available	
9	Road vehicles (Trucks/Lorries) ,OHE maintenance vehicle & other road/rail vehicle	As available	
10	Cleaning of Fans/exhaust fans & accessories	As available	
11	Cleaning of Main Gate Panels and Rolling Shutters	As available	
12	Grass cutting & Cleaning of area around ETU building	As available	
13	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling etc.	As required	
2	Cleaning of Sky light area	As available	
3	Cleaning of cable trays, Indoor lighting & accessories	As required	
4	Cleaning of EOT crane	As available	
(B) Rooms, Passage & Corridors			
Schedule- Daily & as and when required			
1	Wet cleaning, wiping of Passage/ corridors & different types of floor area provided in ETU's work shop office rooms of Floor	As required	

S.No.	Description of items	App. quantity	Remarks
2	Cleaning and wiping of toilets/bath room in each shift	As available	
3	Cleaning of Different types of finishing works	As required	
4	Cleaning of Stainless steel/PVC hand railing	As available	
5	Cleaning of Telephone sets & accessories	As available	
6	Cleaning of Computers & accessories	As available	
7	Cleaning of office equipments/Furniture	As available	
8	Supply and Cleaning of Dust bins	As available	
9	Removing/ disposing of collected garbage/debris	As required	
10	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing and deep cleaning of Plat form, passages & different types of floor area provided in ETU's work shop	As available	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
4	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
5	Cleaning of Different types of doors/ windows frames & shutters	As available	
6	Cleaning of Fire Hydrants and Panels	As available	
7	Cleaning of Fire detection and Fire fighting equipments	As available	
8	Cleaning of M&P and Test benches	As available	
9	Cleaning of Material handling equipments	As available	
10	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
11	Cleaning of Main Gate panels/Rolling Shutters	As available	
12	Any other equipments/ Misc. items	As available	

S.No.	Description of items	App. quantity	Remarks
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
2	Cleaning of Cable Trays, Indoor lighting & accessories etc.	As available	
3	Cleaning of Fans/exhaust fans & accessories	As available	
[C] Floors			
Schedule- Once in morning and evening shift & as and when required			
1	Wet cleaning and wiping of Different floor types of floor area provided in OHE Staff Room and corridor	As required	
2	Cleaning and wiping of toilets/bath room in each shift	As available	
3	Cleaning of office equipments/Furniture	As available	
4	Cleaning of Telephone sets & accessories	As available	
5	Cleaning of Computers & accessories	As available	
Schedule- Daily & as and when required			
1	Cleaning of Different types of finishing works	As required	
2	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
3	Cleaning of Different types of doors/ windows frames & shutters	As required	
4	Supply and Cleaning of Dust bins	As available	
5	Removing/ disposing of collected garbage/debris	As required	
6	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of different type of floor area of Passage, corridor & rooms	As required	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As required	
4	Cleaning of Fire Hydrants and Panels	As available	

S.No.	Description of items	App. quantity	Remarks
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As required	
2	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
3	Cleaning of Air coolers/Fans & Exhaust fans	As available	

Schedule of Cleaning and Housekeeping items of OCC Building at Train depot (8)

S.No.	Description of items	App. quantity	Remarks
OCC Building			
(A) Floor			
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of Room, Passages/Corridor & different types of floor area provided in all rooms at OCC building	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
4	Cleaning of Different types of doors/ windows frames& shutters	As available	
5	Cleaning of Hand rails/PVC/S.S /M S Pipe Railing	As available	
6	Cleaning of Telephone sets & accessories	As available	
7	Cleaning of Computers & accessories	As available	
8	Cleaning of office equipments/Furniture	As available	
9	Supply and Cleaning of Dust bins	As available	
10	Removing/ disposing of collected garbage/debris	As required	
11	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			

S.No.	Description of items	App. quantity	Remarks
1	Scrubbing & deep cleaning of floor, Passages & different types of floor area	As available	
2	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
3	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
4	Cleaning of Air conditioners/Air coolers/ Fans/ exhaust fans & accessories	As available	
5	Cleaning of all equipments available in rooms	As available	
6	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
2	Cleaning of Roof Ceiling	As available	
3	Cleaning of Suspended ceiling	As available	
(B) DCC Room, S&T Staff Duty Room, T.O. Room, Passage & Corridor			
Schedule- Once in each shift & as and when required			
1	Wet cleaning and wiping of floor, Passages/Corridor & different types of floor area of rooms	As available	
2	Cleaning and wiping of toilets/bath room of floor in each shift	As available	
3	Cleaning of Telephone sets & accessories	As available	
4	Cleaning of Computers & accessories	As available	
5	Cleaning of office equipments/Furniture	As available	
Schedule- Daily & as and when required			
1	Cleaning of Different types of finishing works	As Available	
2	Cleaning of Stairs & stair case from floor to ground	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
4	Cleaning of different types of doors/windows frames & shutters	As available	
5	Supply and Cleaning of Dust bins	As available	

S.No.	Description of items	App. quantity	Remarks
6	Removing/ disposing of collected garbage/debris	As required	
7	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of floor, Passages/Corridor & different types of floor area of Rooms	As available	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
4	Cleaning of Fire Hydrants and Panels	As available	
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Cleaning of all equipments available in DCC Room, S&T Room	As available	
7	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of suspended ceiling & Air diffusers	As Available	
2	Cleaning of roof ceiling	As Available	
3	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
4	Cleaning of Air conditioners/Air coolers/Fans & Exhaust fans	As available	

Schedule of Cleaning and House keeping items of DCOS Stores and Offices at Train depot (9)

S.No	Description of items	App. quantity	Remarks
(A) DCOS Store			
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of floor, Passages & different types of floor area provided in DCOS Store	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	

4	Cleaning of Different types of doors/ windows frames & shutters	As available	
5	Cleaning of Hand rails/PVC/S.S /M S Pipe Railing	As available	
6	Cleaning of office equipments/Furniture	As available	
7	Supply and Cleaning of Dust bins	As available	
8	Removing/ disposing of collected garbage/debris	As required	
9	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of floor, Passages & different types of floor area provided in DCOS Stores	As required	
2	Cleaning of Portable Fire extinguishers/smoke detectors/ Fire detectors	As available	
3	Cleaning of Fire Hydrants and Panels	As available	
4	Cleaning of Electrical Switch boards/ Panels/ distribution boards	As available	
5	Cleaning of material handling equipments	As available	
6	Cleaning of vertical Carousal system equipments	As available	
7	Cleaning of Lorries/Trucks	As available	
8	Cleaning of Material Racks &Storage Racks	As available	
9	Cleaning of Main Gate panels and rolling shutters	As available	
10	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
2	Cleaning of Sky light area	As available	
3	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
4	Cleaning of Scrap yard	As available	
(B) DCOS Office			
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of Passage/ corridors & different types of floor area provided in DCOS Office rooms	As available	

2	Cleaning and wiping of toilets/bath room in each shift	As available	
3	Cleaning of Different types of finishing works	As available	
4	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
5	Cleaning of Different types of doors/ windows frames & shutters	As available	
6	Cleaning of office equipments/Furniture etc.	As available	
7	Cleaning of Telephone sets & accessories	As available	
8	Cleaning of Computers & accessories	As available	
9	Supply and Cleaning of Dust bins	As available	
10	Removing/ disposing of collected garbage/debris	As required	
11	Any other equipments/ Misc. items	As available	

Schedule- Weekly & as and when required

1	Scrubbing & deep cleaning of Passage/ corridors & different types of floor area provided in Floor	As required	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
4	Cleaning of Fire Hydrants and Panels	As available	
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Any other equipments/ Misc. items	As available	

Schedule- Three Monthly & as and when required

1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
2	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
3	Cleaning of Air conditioners/Air coolers/Fans & Exhaust fans	As available	

Schedule of Cleaning and Housekeeping items of Water Treatment Plant & Pump Room at Depot (10)

S.No.	Description of items	App. quantity	Remarks
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Schedule- Daily & as and when required			
1	Wet cleaning and wiping of different types of floor area provided in Water Treatment Plant & pump room	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards / Name Boards/Notice boards	As available	
4	Cleaning of Different types of doors/ windows frames	As available	
5	Cleaning of office equipments/Furniture etc.	As available	
6	Supply and Cleaning of Dust bins	As available	
7	Removing/ disposing of collected garbage/debris	As required	
8	Any other equipments/ Misc. items	As available	
Schedule- Monthly & as and when required			
1	Scrubbing & Deep Cleaning of different types of floor area provided in Water Treatment Plant & Pump room	As required	
2	Cleaning of all M&P's inside WTP	As available	
3	Cleaning of All filters	As available	
4	Cleaning of level indicator and Bore well starter panel pressure switch Gauges etc.	As available	
5	Cleaning of Hydro pneumatic pump, Fire pump, diesel fire pump, electrical panel, pipe line & accessories etc.	As available	
6	Cleaning of R.O. system with all accessories	As available	
7	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Fans/Exhaust fans & accessories	As available	
2	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
3	Cleaning of Cable Trays, Indoor lighting Electrical panels & accessories	As available	

Schedule of Cleaning and Housekeeping items at Emergency Building at Train Depot (11)

S. No.	Description of items	App. quantity	Remarks
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of different types of floor area provided in Emergency building	As required	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Boards/Notice boards	As available	
4	Cleaning of Electrical boards/Panels/distribution boards	As available	
5	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
6	Supply and Cleaning of Dust bins	As available	
7	Removing/ disposing of collected garbage/debris	As required	
8	Grass cutting & cleaning around Emergency Building	As available	
9	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
2	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
3	Cleaning of Fans/exhaust fans & accessories	As available	

Schedule of Cleaning and Housekeeping items at Tower Wagon Shed at Train Depot (12)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of different types of floor area provided in Tower Wagon Shed	As available	
2	Supply and Cleaning of Dust bins	As available	
3	Removing/ disposing of collected garbage/debris	As required	
4	Any other equipments/ Misc. items	As available	

S.No.	Description of items	App. quantity	Remarks
Schedule- Weekly & as and when required			
1	Scrubbing and deep cleaning of different types of floor area provided in Tower Wagon Shed	As available	
2	Cleaning of Tower Wagon along with equipments available	As available	
3	Cleaning of Different types of finishing works	As available	
4	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
5	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors etc	As available	
6	Cleaning of Electrical boards/Panels/distribution boards	As available	
7	Cleaning of Main Gate panels and other equipments	As available	
8	Grass cutting & cleaning around Tower Wagon Shed	As available	
9	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
2	Cleaning of Cable Trays, Indoor lighting & accessories	As available	
3	Cleaning of Fans/exhaust fans & accessories	As available	

Schedule of Cleaning and House keeping items of P.way Office Building at Train depot(13)

S.No.	Description of items	App. Quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of floor, Passages & different types of floor area provided in P.way office & store building	As available	
2	Cleaning and wiping of toilets/bath room	As available	
3	Cleaning of Different types of finishing works	As available	
4	Cleaning of Sign Boards/ Name Boards/Notice boards.	As available	
5	Cleaning of Different types of doors/ windows frames& shutters	As available	

S.No.	Description of items	App. Quantity	Remarks
6	Cleaning of Telephone sets & accessories	As available	
7	Cleaning of Computers & accessories	As available	
8	Cleaning of office equipments/Furniture etc.	As available	
9	Supply and cleaning of Dust bins	As available	
10	Removing/ disposing of collected garbage/ debris	As required	
11	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep Cleaning of floor, Passages & different types of floor area provided in P.way office	As available	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As available	
3	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
4	Cleaning of Fire Hydrants and Panels	As available	
5	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
6	Cleaning of Track Equipments	As available	
7	Cleaning of Machinery and Plants	As available	
8	Cleaning of Material handling equipment	As available	
9	Cleaning of NMRC Transport vehicle (Rail /Road) including Motor Trolleys	As available	
10	Grass cutting of area around P.Way office	As available	
11	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Cable trays , Indoor lighting & accessories	As available	
2	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
3	Cleaning of Air conditioners/Air coolers/ Fans/ exhaust fans & accessories	As available	

Schedule of Cleaning and House keeping items at Sewage & Effluent treatment plant at Train Depot (14)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			

S.No.	Description of items	App. quantity	Remarks
1	Wet cleaning and Wiping of different types of floor area provided in Sewage & Effluent building	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
4	Cleaning of Different types of doors/ windows frames & shutters	As available	
5	Cleaning of office equipments/Furniture	As available	
6	Supply and Cleaning of Dust bins	As available	
7	Removing/ disposing of collected garbage/debris	As required	
8	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing & deep cleaning of different types of floor area provided in Sewage & effluent building	As available	
2	Cleaning of Sewage & Effluent equipments	As available	
3	Cleaning of Fire Hydrants and Panels	As available	
4	Cleaning of fire detection & fire fighting equipments	As available	
5	Cleaning of Pump room with equipments available	As available	
6	Cleaning of equipment i.e. electrical/mechanical equipments and pipe lines	As available	
7	Cleaning of Bar Screen of ETP-STP	As available	
8	Any other equipments/ Misc. items	As available	
Schedule- Three monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
2	Cleaning of cable trays, Indoor lighting & accessories	As available	
3	Cleaning of Fans/exhaust fans & accessories	As available	

Schedule of Cleaning and Housekeeping items at Blow down plant at Train Depot (15)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of platform, passage, different types of floor area provided in Blow down plant	As available	
2	Supply and Cleaning of Dust bins	As required	
3	Removing/ disposing of collected garbage/debris	As available	
4	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing and deep cleaning of Plat form, passages & different types of floor area provided in Blow down plant building	As available	
2	Cleaning of Drainage, Sewerage & sanitation etc. of toilets/bath room	As required	
3	Cleaning of Different types of doors/ windows frames& shutters	As available	
4	Cleaning of Sign Boards/ Name Boards/Notice boards	As required	
5	Cleaning of Different types of finishing works	As available	
6	Cleaning of Switch boards/Panels/distribution boards	As available	
7	Cleaning of Fans/exhaust fans & accessories	As available	
8	Cleaning of Fire Hydrants and Panels	As available	
9	Cleaning of Fire detection and Fire fighting equipments	As available	
10	Cleaning of Main Gate panels and rolling shutters		
11	Supply and Cleaning of Dust bins	As available	
12	Removing/ disposing of collected garbage/debris	As required	
13	Any other equipments/ Misc. items	As available	
Schedule-Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	

S.No.	Description of items	App. quantity	Remarks
2	Cleaning of cable trays , Indoor lighting & accessories	As required	

Schedule of Cleaning and Housekeeping items at Pit wheel Lathe at Train Depot (16)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of passages & different types of floor area in pit wheel lathe building	As available	
2	Supply and Cleaning of Dust bins	As required	
3	Removing/ disposing of collected garbage/debris	As available	
4	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing and deep cleaning of under floor area, passages & different types of floor area provided in pit wheel lathe building	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Pit wheel lathe & associated equipments	As available	
4	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
5	Supply and Cleaning of Dust bins	As available	
6	Removing/ disposing of collected garbage/debris	As available	
7	Cleaning of Office equipments/Furniture	As available	
8	Cleaning and washing of Track plinth/Cleaning line/ Pit line etc	As available	
9	Cleaning and attention of all drains	As available	
10	Scrubbing of under floor area, passages & different types of floor area provided in pit wheel lathe building	As available	

S.No.	Description of items	App. quantity	Remarks
11	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
12	Cleaning of Main Gate Panels	As available	
13	Cleaning of Fans/exhaust fans & accessories	As available	
14	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Roof Ceiling/Suspended Ceiling	As available	
2	Cleaning overhead cranes and its equipments	As available	
3	Cleaning of cable trays, Indoor lighting & accessories	As available	

Schedule of Cleaning and Housekeeping items at Interior cleaning shed at Train Depot (17)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of passages, platform & different types of floor area	As available	
2	Supply and Cleaning of Dust bins	As available	
3	Removing/ disposing of collected garbage/debris	As available	
4	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Scrubbing and deep cleaning of Plat form, provided in interior cleaning shed	As available	
2	Cleaning and attention of all drains	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
4	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	

S.No.	Description of items	App. quantity	Remarks
5	Any other equipments/ Misc. items	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning and washing of Track plinth/Cleaning line/ Pit line etc	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Cable trays, Indoor lighting & accessories	As available	
4	Cleaning of Fans/exhaust fans & accessories	As available	
5	Cleaning of Fire Hydrants and Panels	As available	

Schedule of Cleaning and House keeping items of Automatic coach wash Plant at Train depot (18)

S.No.	Description of items	App. quantity	Remarks
Schedule- Daily & as and when required			
1	Wet cleaning and wiping of Automatic coach wash plant floor	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Name Boards/Notice boards	As available	
4	Cleaning of Different types of doors/ windows frames & shutters	As available	
5	Cleaning of Office equipments/Furniture etc.	As available	
6	Supply and Cleaning of Dust bins	As available	
7	Removing/ disposing of collected garbage/debris	As required	
8	Any other equipments/ Misc. items	As available	
Schedule- Weekly & as and when required			
1	Cleaning of Recycling tank	As available	

S.No.	Description of items	App. quantity	Remarks
Schedule- Monthly & as and when required			
1	Scrubbing & deep cleaning of Automatic coach wash plant floor	As available	
2	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	
3	Cleaning of Pumps	As available	
4	Cleaning of Electrical Switch boards /Panels /distribution boards	As available	
5	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
6	Cleaning of Indoor lighting & accessories	As available	
7	Cleaning of Fans/exhaust fans & accessories	As available	
8	Cleaning of External lighting fittings & accessories	As available	
9	Cleaning of Automatic coach wash plant equipments	As available	
10	Cleaning of RO plant & equipments	As available	
11	Cleaning of water tanks	As available	
12	Any other equipments/ Misc. items	As available	

Schedule of Cleaning and House keeping items of Complete Roads & Circulating Area at Train depot (19)

Schedule- Daily & as and when required			
1	Cleaning & sweeping of circular roads from Gate no.1 to ETU building, road area and branch roads in the depot, front area (out side of depot)	As available	
2	Cleaning of different type of pavement/ circulating area/ parking area	As available	
3	Cleaning of Kerb stones around the road	As available	
4	Picking, collecting & disposing of rag pieces, garbage/debris in area between boundary wall and circulatory road	As available	

Schedule of Cleaning and House keeping items of Miscellaneous Items at Train depot (20)

Item No.	Description of items	App. quantity	Remarks
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(A) Car/Scooter Parking area/shelter			
Schedule- Weekly & as and when required			
1	Cleaning of parking area/Shelter	As available	
2	Cleaning of the finishing work, shed, roof ceiling area etc.	As available	
3	Any other Misc. items	As available	
(B) Property Deck and FOB			
Schedule- Weekly & as and when required			
1	Cleaning of passage areas and stairs of FOB from DCOS to ETU building	As available	
Schedule- Three Monthly & as and when required			
1	Cleaning of Internal Electrical Fixtures, panels and equipments	As available	
2	Cleaning of Floor area of passages	As available	
3	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
4	Cleaning of Cable trays, indoor high bay light and fixtures	As available	
5	Any other equipments/ Misc. items	As available	
(C) SSP Room			
Schedule- Three Monthly & as and when required			
1	Wet cleaning, scrubbing and wiping of different types of floor area provided in SSP	As available	
2	Cleaning of Different types of finishing works	As available	
3	Cleaning of Sign Boards/ Name Boards/ Notice boards	As available	
4	Cleaning of Telephone sets & accessories	As available	
5	Cleaning of office equipments/Furniture, Electrical equipment , lighting	As available	
6	Supply and Cleaning of Dust bins	As available	
7	Removing/ disposing of collected garbage/debris	As required	
8	Any other equipments/ Misc. items	As available	
9	Cleaning of Roof Ceiling/Suspended Ceiling etc.	As available	
10	Cleaning of Cable Trays, Indoor & outdoor lighting & accessories	As available	
(D) Roof & Drainage of the Depot Buildings & Workshops			
Schedule- Three Monthly & as and when required			

1	Cleaning of the roof & its equipments and all drains of each buildings and workshop	As available	
2	Cleaning of storm water lines & ETP/STP Lines	As available	
3	Cleaning of RCC gutter of the each buildings of depot	As available	
(E) Under Ground Tanks			
Schedule- Three Monthly & as and when required			
1	Cleaning of Underground water Tanks	As available	
(F) External Lights & Accessories			
Schedule- Three Monthly & as and when required			
1	Cleaning of Post lantern Lights, fittings, poles and accessories of poles from gate no-1 to canteen area	As available	
2	Cleaning of External street lighting fittings, poles, flood light & high mast lights with all Accessories.	As available	
(G) Watch tower & Check Post			
Schedule- Monthly & as and when required			
1	Cleaning, scrubbing of watch tower floor area and check post	As available	
2	Cleaning of Hand rails/M S Pipe Railing	As available	
3	Any other equipments/ Misc. items	As available	
(H) Railing, fencing and area between fencing provided on front side of workshop, inspection bay to property deck			
Schedule- Monthly & as and when required			
1	Picking & Collecting rag pieces and garbage which is accumulated in the areas between fencings provided on front side of workshop & inspection bay to property deck and removing of wild grass/shrubs/plants on Railing & fencing in front of workshop and inspection bay	As available	

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2.4.18 Procedure

The cleaning & Housekeeping of all buildings/Premises should be carried out as per frequency given by adequate no. of trained personnel and by using machineries & equipment. The contractor may have to use the suitable cleaning & washing detergents/ reagents etc. or as specified by NMRC.

2.4.18.1 Cleaning of Architectural Works for All Buildings located at Depot of NMRC

a. Floor at Depot, Passages

Different type of floors provided for depot, passage provided in all buildings of Inspection bays, Workshop bays, DCC, DCOS etc. should be kept neat & tidy condition by using wet & dry cleaning methods with adequate trained personnel, machines & equipment. The Eco friendly disinfection detergents / liquids shall be used. The machines /equipment & Disinfection detergents /liquids should not destroy the surface of flooring. Cleaning & housekeeping operations shall not cause any damage to the Buildings, Equipment, and Personnel etc.

The Oil/grease stains and slippery will develop frequently on the surface of the floors, walls etc. on the Workshop Bay Area; DG set room; Inspection Bay Area; Oil storage room, Pit Wheel Lathe area, Auto Coach Wash Plant area, DCC building area etc. So proper cleaning should be done to clean the said stains and slippery portion. No damage to the floor surface to be occurred due to excessive cleaning operations.

The platform, Passages area to be cleaned daily as per the frequency given in the schedule of work, Work shop & inspection bays area; DG set room; Oil storage room Oil storage room, Pit Wheel Lathe area, Auto Coach Wash Plant area, DCC building area etc. without affecting the operation of depot & workshop etc. The necessary safety signage boards shall be used to avoid any accidents.

b. Different types of floor area in all rooms of all buildings located at Depot

Different types of Floors including skirting/dado provided in different rooms of all buildings to be cleaned as per the frequency by using wet & dry cleaning methods by deploying adequate trained personnel and cleaning equipment/ machines. The cleaning area should be kept neat & tidy condition. All rooms are to

Be cleaned and shall look neat & Clean all the time. While cleaning no damage to be occurred to the flooring, carpet, and equipment provided in the rooms.

2.4.18.2 . Different types of finishing works to walls; pillars etc.

Different type of finishes like glass mosaic tile; acrylic polyurethane enamel paint applied on wood or metal works; Metal cladding; Dovetex tiles etc. shall be cleaned as per frequency given in the schedule of work by using wet & dry cleaning methods with adequate trained personnel & cleaning equipment. While cleaning no damage should occur to the provided finishing works.

2.4.18.3. Cleaning of doors/windows frames & shutters

Different type of paneled or glazed doors/windows like wooden, Aluminum, Galvanized steel sheet doors, fire rated door etc. shall be cleaned by wet & dry cleaning methods as per frequency. No scratches or damage to be occurred on the cleaning surfaces.

2.4.18.4. Cleaning of Glasses fixed to the doors, windows, Work shop & Inspection Bays etc.

The Glass surface shall be cleaned gently with wet/dry cleaning methods as per frequency given in the schedule of work. While cleaning the high raised glass surface proper care should be taken so that no cracks/ breakage occurred. Suitable detergent/liquid soaps to be used for cleaning.

2.4.18.5. Cleaning of Sky lights

The sky lights wherever provided in the roofing area of the buildings should be cleaned as per the frequency mentioned. While cleaning necessary care should be taken such that while cleaning no roof sheets, glass etc should not get damaged. Normally the sky lights are at higher heights, so adequate plan should make to reach the cleaning area.

2.4.18.6 Cleaning of Rolling shutters

Various sizes of rolling shutters provided in all buildings are required to be cleaned by using suitable methods & trained personnel. The colour of the cleaned surface & the lubrication material like Grease, oil etc. should not be deteriorated while cleaning.

2.4.18.7 Cleaning of stainless steel / mild steel/PVC hand railing

Stainless steel / Mild steel/PVC hand railing provided to the stair cases/balconies etc. to be cleaned along with the balusters by wet/dry cleaning methods.

2.4.18.8 Cleaning of suspended ceiling

Different type of ceiling like Arm strong ceiling, gypsum ceiling etc. to be cleaned with suitable method and trained personnel and equipment. This activity should be carried out with due care, while cleaning no commuters should be affected.

2.4.18.9 Cleaning of Workshop and Inspection building etc. roof ceiling

The workshop roof Ceiling provided with different type of roof sheets on the structural steel truss etc. to be cleaned by using suitable methods with adequate trained personnel and cleaning equipment. No hazards should be occurred while cleaning.

2.4.18.10 Cleaning of Bitumen Surface

Bitumen surface provided for the service roads, circulating area/-parking area is to be cleaned by using dry cleaning methods and concrete surface for the roads etc is to be cleaned by using wet & dry cleaning methods as per frequency given in the schedule of work. Proper safety signage is to be used while cleaning to avoid any accidents. No traffic movements to be affected due to cleaning operations.

2.4.18.11 Cleaning of Pavement

Pavement of concrete blocks, stone blocks etc. to be cleaned by using dry sweeping or any suitable method, which is provided along with, service roads/ circulating area/parking area. Proper safety signage is to be used while cleaning to avoid any accidents. No traffic movements to be affected due to cleaning operations.

2.4.18.12 Cleaning of tree guards

Tree guards wherever provided is to be cleaned by using suitable methods. The painted surface should not be deteriorated while cleaning.

2.4.18.13 Cleaning of Kerb Stones

Kerb stones wherever provided should be cleaned by suitable method. It should be ensured that no Fungus formation/stains are developed on the exposed surface of stone. The fluorescent sticker fixed / Paint applied to the kerb stone should not be deteriorated while cleaning.

2.4.18.14 Cleaning of Roof

The roof surface of all buildings should be cleaned by the suitable method. While cleaning necessary safety procedure is to be adopted.

2.4.18.15 Cleaning of Mirrors

The mirrors should be cleaned neatly with suitable methods. The due care should be taken about the breakage of mirror or deterioration of its glassiness.

2.4.18.16 Cleaning of Ceramic Jalli / concrete blocks Jalli

The Ceramic jalli / concrete blocks Jalli should be cleaned wherever available, by suitable methods. Proper cleaning equipment/trained personnel to be used for cleaning as per frequency given in the schedule of work. While cleaning no portion of ceramic Jalli/ concrete blocks Jalli destroyed and inconvenience to the users to be caused.

Electrical & Firefighting works:

Cleaning of butterfly valves / landing valves /internal hydrants, piping of all types and Fire Hydrant panels

All type of valves provided for fire fighting pipe lines are to be carried out as per frequency given in the schedule of work by dry and wet cleaning methods. It should be ensured that no dust should be accumulating on the valves. The exposed surface of the pipe also to be cleaned and kept in neat condition always.

Cleaning of portable fire extinguishers/Smoke detectors/Fire detectors

The portable fire extinguishers/smoke detectors/Fire detectors wherever available in the different building areas are to be kept in neat condition.

Switch boards / Panels/ Main and sub Distribution boards

Different type of Switchboards / Panels/main and sub distribution boards provided in different rooms / locations are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. No stains/impressions should be remained on Switchboards / Panels/Distribution boards after cleaning. The said boards should be kept in good & clean always. While cleaning, the safety has to be ensured by the cleaning personnel. Any accident if occurs, shall be the sole responsibility of the contractor. No equipment should be damaged due to cleaning.

Cleaning of lighting & accessories

- Indoor lighting luminaries with all accessories i.e. fluorescent lamps With/without louvers, which are provided in rooms, concourse, platform, and passages etc. in different buildings, are to be kept neat & tidy condition by using adequate trained personnel/ equipment.
- External lighting luminaries with all accessories i.e. fluorescent Lamps, Floodlights with/without covers, which are provided out side the building are to be kept neat & tidy condition by using adequate trained personnel/ equipment. Proper safety signage is to be put while cleaning. No traffic should be affected due to cleaning operations. High Mast lightings should be cleaned properly with due care.

Cleaning of Fans/Exhaust fans

Different sweep sizes of ceiling & Exhaust fans are to be cleaned by suitable cleaning method which are provided in Rooms/plat form /passage area of all buildings on depot area. No stains or impressions should be remained on both sides of fan blades.

D.G.Set & connected Equipment

The D.G.Set & connected panels, Battery Charger, Fuel Tanks, Oil Barrels are to be cleaned by suitable method as per frequency mentioned in the schedule of work. DG set room contains flammable items; therefore Extra care needs to be taken.

Cleaning of Air-Conditioners

All type of Air-conditioners like Window type, Split type, package type etc. are to be cleaned by using suitable cleaning methods as per the frequency given in Schedule of work. All safety precautions need to be taken while cleaning Electrical Equipment only outer body of equipment along with Louver etc. are to be cleaned.

Cleaning of Centralized A.C. Plants along with Power & Control Panels

All the Equipment of Centralized A.C. Plants along with Power Panels & Control Panels are to be cleaned by suitable Cleaning method as per the frequency given in Schedule of Work. All safety precautions need to be taken while cleaning the Electrical equipment. Only outer body of equipment excluding live portion to be cleaned.

Cleaning of Panels & All Electrical Equipment available in Substation and compressor room

The different types of Electrical equipment along with the panels available in Substation and compressor rooms are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel .Any accident if occurs, shall be the sole responsibility of the contractor. No equipment should be damaged due to cleaning.

Cleaning of All Equipment available in Telecom & Signaling room

The different types of equipment available in the Telecom & Signaling rooms are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel. No equipment should be damaged due to cleaning.

Cleaning of All Equipment available in UPS room (Electrical and Signaling Rooms) The different types of equipment available in UPS room are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel. No equipment should be damaged due to cleaning.

Cleaning of All Equipment available in Fire fighting room

The different types of equipment available in Fire fighting room are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel. No equipment should be damaged due to cleaning

Cleaning of All Equipment available in Pump room

The different types of equipment and Panels available in Pump room are to be cleaned by suitable methods & equipment. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel .Any accident if occurs, shall be the sole responsibility of the contractor. No equipment should be damaged due to cleaning

Cleaning of Inspection pit area at Internal cleaning shed

The vertical and bottom surface of the inspection pit area should be cleaned after finishing the day's work and as & when required. No Oil/Grease stains should be remained in the inspection pit area. The dust / garbage collected should be disposed frequently.

Cleaning of Inspection pit area at automatic washing plant

The vertical and bottom surface of the inspection pit area should be cleaned after finishing the day's work and as & when required. No Oil/Grease stains should be remained in the inspection pit area. The dust / garbage collected should be disposed frequently.

Cleaning of area at blow down plant

The blow down plant should be cleaned with adequate cleaning methods. The dust should be removed using adequate method.

General cleanliness:

Cleaning of Telephone sets & accessories

Telephone instruments provided in all the rooms of different buildings/Premises are to be cleaned by using suitable method. Telephone instrument should not be affected due to cleaning operations.

Cleaning of Computers and accessories

Computers and its accessories like CPU; UPS; Printer, Keyboard Monitor etc. are to be cleaned as per frequency given by suitable method. No data should be deleted or functioning of computer with held due to cleaning operations.

Cleaning of Signage boards/Notice boards

Different types of Signage boards/Notice boards etc. provided in station buildings are to be cleaned as per frequency by suitable methods. The said boards should be kept neat & clean always.

Cleaning of Parking sheds

Parking shed roof and columns to be cleaned by using dry/Wet cleaning. While cleaning care should be taken. To avoid any breakage of the roof sheets etc.

Cleaning of furniture provided in all rooms/offices

The different type of furniture provided in all rooms /offices of all buildings are to be cleaned by suitable methods.

Cleaning of Office equipment

Different types of office equipment like Almirahs, Bookshelves, and Rakes etc. are to be cleaned as per frequency given in the schedule of work.

Supply and Cleaning of Dust bins

- (a) The contractor shall supply adequate no. of Small and Big dust bins with the approval of Employer.
- (b) Samples to be approved by Employer.
- (c) Each service room shall be provided with dustbins of small size equal to sitting provided in that room.
- (d) At various locations Big dust bins with covers and plastic bag inside for waste collection shall be in adequate quantity.
- (e) Every inspection bay shall be provided with minimum 4 nos big dustbins each side.
- (f) In workshop bay, minimum 01 no. big dustbin shall be provided to each side of car lifted for overhauling.
- (g) Every section in workshop bay shall be provided with minimum 01 no big dustbins each side
- (h) Dustbins shall be cleaned as per the requirement on daily basis.

- (i) Adequate no. of spare dust bins shall be kept to replace damaged /dirty dust bins.
- (j) Big size Garbage bin (metal container) shall be provided in adequate nos. with covers to finally collect the waste/garbage. These Garbage bin shall be provided with a disposable plastic cover inside. Such Garbage bin should be sealed & be emptied in the nominated locations. The dustbins to be transported in sealed condition only. Spare Garbage bins shall be kept when Garbage bin are sent for waste disposal. The Garbage bins are to be kept in neat and clean manner & should be cleaned and washed on daily basis.

Cleaning & washing of Track plinth

By using adequate trained personnel & equipment/machineries, the contractor should clean track bed structure with in the different buildings/premises area. Washing of track plinth should be done with suitable methods as per the frequency given. While cleaning proper care should be taken, so that no accident occurs. Any accident if occurs, shall be the sole responsibility of the contractor. Track bed structure should not be destroyed while cleaning. While cleaning lubricant material, which is applied to the track fastenings should not be affected. The cleaning work shall be done only during non- operations hours. This work would need a special permit to be given by Authorized Representative of Employer. One or both rails might be used for traction return current. While cleaning the Track Bed, the contractor shall not disturb the existing track arrangement, other Traction, E&M, Signaling, Communication equipment provided near the Track.

Cleaning of Mechanical equipment

a. Cleaning of Electric Bogie Tractor

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

b. Cleaning of Loco Diesel Shunting Locomotives

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non-operational condition of the equipment.

c. Cleaning of OHE maintenance Vehicles

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

d. Cleaning of Synchronized Pit Jacks, Mobile Jacks

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning of the floor (under ground) to be done as per the requirement. The cleaning operation should carry under the permission of

authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

e. Cleaning of Fork Lifts, Aerial Work Lift Platform

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

f. Cleaning of Welding Plants

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

g. Cleaning of Traction Test benches

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

h. Cleaning of Pallet trucks

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

i. Cleaning of all Over Head & Jib Cranes

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

j. Cleaning of Re railing equipment

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning no part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

k. Cleaning of Rail cum Road vehicle

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning no part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall

be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

I. Cleaning of Automatic Coach Washing Plant

Buildings related to automatic coach wash plant, Platform and all other equipments provided to be cleaned as per the frequency given in Schedule of work (Annexes). While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

m. Cleaning of Vertical carousal /storage systems, Electric stackers:

This equipment provided in the DCOS stores building. The external cleaning should be carried out as per the frequency given in Schedule of work (Annexes). While cleaning no part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

n. Cleaning of under floor Wheel lathe

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning no part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

o. Cleaning of Heating oven, Filter jet cleaning machine, Car body stand

The external cleaning should be carried out as per the frequency given in Schedule of work (Annexes). While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

p. Cleaning of all other type machines & Plants

The external cleaning should be carried out as per the frequency given in Schedule of work. While cleaning No part of the equipment should get damaged. The cleaning operation should carry under the permission of authorized representative of the Employer. Any accident if occurs, shall be the sole responsibility of the contractor. All Cleaning should be carried out in non operational condition of the equipment.

q. Cleaning of Trucks/Lorries

External Body and cab of the Trucks/Lorries to be cleaned using dry to be carried out as per the frequency given in the schedule of work.

r. Cleaning of Sofa and chair covers

Sofa covers provided in the offices of DGM, AM, Tech. Cell, Visitors Room shall be washed and Ironing of the covers should be carried out as per the frequency given in the schedule of work.

s. Cleaning of Vertical vanish /Blinds

Vertical vanishes /Blinds provide in various buildings to be carried out as per the frequency given in the schedule of work. Dry whipping & dusting to be done. While cleaning no stripes to be damaged.

t. Cleaning of Tools

The tools are to be cleaned as per the frequency given in the schedule of Work. The tools to be kept in place properly after the Cleaning. The cleaning of tools should be done whenever not in function.

u. Cleaning of training aids

Different type of training aids like OHP; LCD, Screen etc. to be cleaned with due care, such that no equipment is affected.

v. Cleaning & sanitation of Bathrooms & Toilets

The Bathrooms & Toilets provided in the different buildings/ premises are to be cleaned and to be kept neat & in hygienic condition. Necessary disinfectant is to be used for cleaning of toilets/ urinals/wash basins & flooring. Liquid soap, toilet tissues, odourizers etc. to be provided on consumable basis as & when required at the cost of contractor. These items should be made available in the adequate quantity at various places in the Bathrooms & Toilets etc. The hourly chart for cleaning of Bath rooms and Toilets shall be displayed in bath room. The fittings installed in bath room & Toilets shall be checked in each shift and status for any damage, theft shall be hand over to next shift and be reported to NMRC staff.

The blockage in the Sewage/water supply pipes shall be attended immediately. The water leakage in pipe fitting i.e. Taps, Bends, Valves etc. to be attended immediately. The Employer will supply the required fittings or contractor shall make his own arrangements with the approval of the Employer. The replacement fittings should match the original fittings standards and brand. The blockage / leakage or any type of attention required for sanitary fittings like Washbasins, Cisterns, W.C.pans etc. to be made immediately. If any fitting required for replacement, the contractor shall make his own arrangements with the approval of Employer if Employer does not supply the same. The washbasins, cisterns etc. if overflows due to blockage or due to any defects in the fittings should be attended immediately. The overflow in water tanks shall be attended immediately. If any fitting required for replacement, the contractor shall make his own arrangements with the approval of Employer if Employer does not supply the same. Contractor should take care about no water stagnation in the different buildings/ premises due to leakage of pipes/overflows & spillage of water.

w. Cleaning of Drainage System of entire depot premise

The drains provided at different locations i.e. RCC gutters provided at roof, Sub surface drains along the service roads, parking areas etc. to be cleaned regularly and ensure that no blockage of water should occur. If any blockage occurs, it should be removed immediately & disposed off to the approved locations. While cleaning proper care should be taken to avoid any accidents. While removing the cover slabs proper care should be taken so that no cover slabs should be broken and the cover slab should be put back after the completion of cleaning work.

x. Cleaning of Water tanks

Cleaning of Over head / under ground water tanks provided in the buildings situated at depot area shall be cleaned with suitable cleaning agents and fresh water. The necessary arrangements shall be made to empty the water from the underground water tank. The cleaning of water tank shall be

done with the approval of Employers authorized representative. No residual of cleaning agents should be left in the water tank after completion of cleaning.

y. Miscellaneous items/Any Other items

The items which are not specified in the schedule of work to be carried out as and when required as per the Employers authorized representative. **This cleaning activity shall comprise removal of stray dogs and monkeys as well from entire depot premises.**

3. Section 3: Instructions to Bidders

General instructions

- a. A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of partnership firm. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a sub-contractor while submitting a bid individually or as a partner of a JV in the same bidding process. A tenderer, if acting in the capacity of subcontractor in any bid, may participate in more than one bid, but only in that capacity.
- b. The Bidder shall initiate, and actively pursue and involve itself in all investigations and enquiries, Corporation feedbacks, information, convening of and attendance at meetings, and in any other activities as are or may be necessary for producing high quality work as per the requirements.
- c. The Bidder shall carry out the services in compliance with the provisions of this Agreement. Any and all changes necessary to ensure that the Bidder's documents conform to the intent and purpose set out in the Agreement, shall be made at the Bidder's own expense. The Bidder represents that it is a professional and experienced company, and hereby agrees to bear full responsibility for the correctness and technical merit of the services performed.
- d. Bidders shall be evaluated on the basis of the Evaluation Criteria specified in this document. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NMRC's decisions are without any right of appeal whatsoever.
- e. Any entity which has been barred by the Central/State Government in India or by any entity controlled by them, from participating in any project, and the bar subsists as on the date of Bid, would not be eligible to submit an e - Bid.
- f. Bidders are encouraged to inform themselves fully about the assignment and the local conditions before submitting the e-Bid by paying a visit to the Corporation and/or by sending written queries to NMRC before the last date for receiving queries/clarifications.
- g. NMRC shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to e-Bid or the Selection Process, including any error or mistake therein or in any information or data given by NMRC.
- h. The currency for the purpose of the Proposal shall be the Indian Rupee (INR).
- i. Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
 - i. A tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement or implementation of the project;
 - ii. A tenderer is any associates/affiliates (inclusive of parent firms) mentioned in subparagraph above; or
 - iii. A tenderer lends, or temporarily seconds its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for an implementation of the project, if the personnel would be involved in any capacity on the same project.

Cost of Bid Document / e-Tender processing

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- a. The tenderer shall bear all costs associated with the preparation and submission of its e-Bid and Noida Metro Rail Corporation Ltd. ("NMRC" or "the Corporation"), will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the e-Bid process.
- b. This tender document is available on the web site <http://etender.up.nic.in> or on NMRC website (www.nmrcnoida.com) to enable the tenderers to view, download the e-Bid document and submit e-Bids online up to the last date and time mentioned in e-Tender notice/e-tender document against this e-Tender. The tenderers shall have to pay cost of bid document/ e-Tender processing fee of as mentioned in **Data Sheet** through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited in the A/c No. mentioned in **Data Sheet**. The scanned copy of RTGS/NEFT receipt with transaction Id certified by the same bank must be enclosed along with the e-Bid. This cost of bid document/ e-Tender processing fee as mentioned in **Data Sheet** will be non-refundable. Tender without cost of bid document/ e-Tender processing fee in the prescribed form, will not be accepted.

Acknowledgement by Bidder

It shall be deemed that by submitting the e-Bid, the Bidder has:

- a. made a complete and careful examination of the e-Bid;
- b. received all relevant information requested from NMRC;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the e-Bid or furnished by or on behalf of NMRC;
- d. satisfied itself about all matters, things and information, necessary and required for submitting an informed Application and performance of all of its obligations there under;
- e. acknowledged that it does not have a Conflict of Interest; and
- f. agreed to be bound by the undertaking provided by it under and in terms hereof.

Availability of Bid Document

This Bid document is available on the web site <http://etender.up.nic.in> or on Noida Metro website www.nmrcnoida.com to enable the Bidders to view, download the e-Bid document and submit e-Bids online up to the last date and time mentioned in e-Bidder notice/ e-Bid document. The Bidder's shall have to pay e-Bid document fee and EMD as mentioned in Data sheet through RTGS/ NEFT on addresses given in data sheet. The scanned copy of RTGS/ NEFT with transaction ID certified by the same bank must be enclosed along with the e-Bid. This e-Bid document fee will be non-refundable. Bid without Bid fee in the prescribe form will not be accepted.

Clarifications of e-Bid

- a. During evaluation of e-Bid, NMRC may, at its discretion, ask the Bidder for a clarification of his/her e-Bid. The request for clarification shall be in writing.
- b. Any queries or request for additional information concerning this RFP shall be submitted in writing or by fax and e-mail to the Executive Director, NMRC **only before or during Pre-Bid Meeting** held at NMRC. The envelopes/ communication shall clearly bear the following identification/ title: "**Queries/ Request for Additional Information: RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34**". The responses will be posted to all such queries on the official Website www.nmrcnoida.com. NMRC reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring NMRC to respond to any question or to provide any clarification.

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- c. A pre- submission meeting shall be called on the date mentioned in **Data Sheet** at NMRC Office. Any change corresponding to date, if any, shall be communicated to the Bidder vide NMRC/ e-Tendering website.
- d. In case the Bidder seeks for any queries, he shall send letter or e-mail to the correspondence address given in Data Sheet.
- e. However, NMRC shall not entertain any correspondence from the Bidders during the period of e-Bid opening to selection of the successful Bidder. Any wrong practice shall be dealt under Fraud and Corrupt Practices.
- f. The Tenderer is advised to visit and examine the Site of Works and its surroundings and obtain for himself on his own responsibility all information that may be necessary for preparing the Tender and entering into a contract for the proposed work. The costs of visiting the Site shall be borne by the Tenderer. It shall be deemed that the Contractor has undertaken a visit to the Site of Works and is aware of the site conditions prior to the submission of the tender documents.
- g. The Tenderer and any of his personnel will be granted permission by the Employer to enter upon his premises and lands for the purpose of such inspection, but only upon the express condition that the Tenderer, and his personnel, will release and indemnify the Employer and his personnel from and against all liability in respect thereof and will be responsible for death or personal injury, loss of or damage to property and any other loss, damage, costs and expenses incurred as a result of the inspection.

Amendment of e-Bid Document

- a. At any time prior to the deadline for submission of e-Bid, NMRC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-Bid document by amendments. Such amendments shall be uploaded on the e-procurement website <http://etender.up.nic.in> or NMRC's website www.nmrcnoida.com. The relevant clauses of the e-Bid document shall be treated as amended accordingly.
- b. It shall be the sole responsibility of the prospective Bidder to check the web site <http://etender.up.nic.in> or NMRC's website www.nmrcnoida.com from time to time for any amendment in the e-Bid documents. In case of failure to get the amendments, if any, NMRC shall not be responsible for it.
- c. In order to allow prospective e-Bids a reasonable time to take the amendment into account in preparing their e-Bids, NMRC, at the discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be uploaded on the e-procurement website <http://etender.up.nic.in> or NMRC's website www.nmrcnoida.com.

Preparation and submission of Bids

Language of e-Bid

The e-Bid prepared by the Bidder, as well as all correspondence and documents relating to the e-Bid exchanged by the Bidder and NMRC shall be written in English language. Only English numerals shall be used in the e-Bid. The correspondence and documents in any other language must be accompanied by transcripts verified by the Embassy of Home Country or equivalent.

Documents constituting the e-Bid

The e-Bid prepared by the Bidder shall comprise the following components:

- a. **Technical e-Bid- Technical e-Bid will comprise of –**
 - (I) **Fee details** - Details of Bid processing fee and prescribed EMD

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(ii) Eligibility details - Includes copies of required documents in PDF format justifying that the Bidder is qualified to perform the contract if his/her bid is accepted and the Bidder has financial & technical capability necessary to perform the contract and meets the criteria outlined in the Qualification requirement and technical specification and fulfill all the conditions of the contract.

(iii) Technical evaluation - Details of all documents needed for Technical evaluation as mentioned in this RFP

b. Financial e-Bid -

- i. **Price bid** – Bill of Quantities in XLS format to be filled in after downloading from the e-Procurement website for this e-tender. There shall be a single quote.

Documents establishing Bidder's Qualification

- a. The Bidder shall furnish, as part of its technical e-Bid, documents establishing the Bidder's qualification to perform the contract if its e-Bid is accepted. The documentary evidence should be submitted by the Bidder electronically in the PDF format.
- b. The documentary evidence of Bidder's qualification to perform the contract if its e-Bid is accepted shall be as per qualification requirements specified in e-Bid document.

E-Bid form

The Bidder shall complete the e-Bid form and the appropriate price schedule/BOQ furnished in the e-Bid document.

E-Bid Currency

Prices shall be quoted in Indian Rupees only.

Formats and Signing of e-Bid

- a. The Bidder shall prepare one electronic copy of the technical e-Bid and financial e-Bid separately.
- b. The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The later authorization shall be indicated by a scanned copy of written power-of attorney accompanying the e-Bid. All the pages/documents of the e-Bid that are to be uploaded shall be digitally signed by the person authorized to sign the e-Bid.
- c. Bidders should provide all the information as per the RFP and in the specified formats. NMRC reserves the rights to reject any proposal that is not in the specified formats.
- d. In case the Bidders intends to provide additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed PDFs.

Deadline for submission of e-Bid

E-Bid (Technical and financial) must be submitted by the Bidder at e-procurement website <http://etender.up.nic.in> not later than the time specified on the prescribed date (as the server time displayed in the e-procurement website). NMRC may, at its discretion, extend this deadline for submission of e-Bid by amending the e-Bid document, in which case all rights and obligations of NMRC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

Submission of e-Bid

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- a. The bid submission module of e-procurement website <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online in response to this e-Bid published by NMRC.
- b. Bid submission can be done only from the bid submission start date and time till the bid submission end date and time given in the e-Bid. Bidders should start the bid submission process well in advance so that they can submit their e-Bid in time.
- c. The Bidder should submit their e-Bid considering the server time displayed in the e-procurement website. This server time is the time by which the e-Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the e-Bid schedule.
- d. Once the e-Bid submission date and time is over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bid due to any reasons, the Bidders shall only be held responsible.

The Bidders have to follow the following instructions for submission of their e-Bid:

- a. For participating in e-Bid through the e-Bidding system it is necessary for the Bidders to be the registered users of the e-procurement website <http://etender.up.nic.in>. The Bidders must obtain a user login Id and password by registering themselves with U.P. Electronics Corporation Ltd., Lucknow if they have not done so previously for registration.
- b. In addition to the normal registration, the Bidder has to register with his/her digital signature certificate (DSC) in the e-Bidding system and subsequently he/she will be allowed to carry out his/her e-Bid submission activities. Registering the digital signature certificate (DSC) is a one-time activity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Bidding system using the user login option on the home page with the login Id and password with which he/she has registered.

For successful registration of DSC on e-procurement website <http://etender.up.nic.in> the Bidder must ensure that he/she should possess class-2/class-3 DSC issued by any certifying authorities approved by controller of certifying authorities, Government of India, as the e-procurement website <http://etender.up.nic.in> is presently accepting DSC issued by these authorities only. The Bidder can obtain user login Id and perform DSC registration exercise given above even before the e-Bid submission date starts. NMRC shall not be held responsible if the Bidder tries to submit his/her e-Bid at the moment before end date of submission but could not submit due to DSC registration problem.

- c. The Bidder can search for active Bids through "search active tenders" link, select a Bid in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-Bid submission menu. After selecting and the Bid, for which the Bidder intends to e-Bid, from "My tenders" folder, the Bidder can place his/her e-Bid by clicking "pay offline" option available at the end of the view Bid details form. Before this, the Bidder should download the e-Bid document and price schedule/bill of quantity (BOQ) and study them carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format except the price schedule /bill of quantity (BOQ) which should be in the XLS format (excel sheet).
- d. After clicking the 'pay offline' option, the Bidder will be redirected to terms and conditions page. The Bidder should read the terms & conditions before proceeding to fill in the Bid fee and EMD offline payment details. After entering and saving the Bid fee and EMD details form so that "bid document preparation and submission" window appears to upload the documents as per technical (fee details, qualification details, e-Bid form and technical specification details) and financial (e-Bid form and price schedule/BOQ) schedules/packets given in the Bid details. The details of the RTGS/NEFT should tally with the details available in the scanned copy and the date entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.

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- e. Next the Bidder should upload the technical e-Bid documents for fee details (e-Bid fee and EMD), Qualification details. Before uploading, the Bidder has to select the relevant digital signature certificate. He may be prompted to enter the digital signature certificate password, if necessary. For uploading, the Bidder should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF/XLS files already prepared and stored in the Bidder's computer. The required documents for each document label of technical (fee details, qualification details, e-Bid form and technical specification details) and financial (e-Bid form and price schedule/BOQ) schedules/packets can be clubbed together to make single different files for each label.
- f. The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. during the above process, the e-Bid document are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-Bid documents are protected, stored and opened by concerned bid openers only.
- g. After successful submission of e-Bid document, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the bid summary using the "print" option available in the window as an acknowledgement for future reference.
- h. NMRC reserves the right to cancel any or all e-Bids without assigning any reason.

Late e-Bid

- a. Bids received by NMRC after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.
- b. The server time indicated in the bid management window on the e- procurement website <http://etender.up.nic.in> will be the time by which the e-Bid submission activity will be allowed till the permissible date and time scheduled in the e-Bid.
- c. Once the e-Bid submission date and time is over, the Bidder cannot submit his/her e-Bid. Bidder has to start the bid submission well in advance so that the submission process passes off smoothly. The Bidder will only be held responsible if his/her e-Bid is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during e-Bid submission process.

Withdrawal and resubmission of e-Bid

- a. At any point of time, a Bidder can withdraw his/her e-Bid submitted online before the bid submission end date and time. For withdrawing the Bidder should first log in using his/her login id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option the Bidder has to click "Yes" to the message "Do you want to withdraw this bid?" displayed in the bid information window for the selected bid. The Bidder also has to enter the bid withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-Bid.
- b. No e-Bid may be withdrawn in the interval between the deadline for submission of e-Bids and the expiration of period of e- bid validity. Withdrawal of an e-Bid during this interval may result in the forfeiting of Bidder's e-Bid security.

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- c. The Bidder can re-submit his/her e-Bid as when required till the e-Bid submission end date and time. The e-Bid submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bid and the new e-Bid submission summary generated after the successful submission of the revised e-Bid will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/her login Id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the detail of the e-Bid to be resubmitted. After selecting the "bid resubmission" option, click "Encrypt & upload" to upload the revised e-Bids documents.
- d. The Bidder can submit their revised e-Bids as many times as possible by uploading their e-Bid documents within the scheduled date & time for submission of e-Bids.
- e. No e-Bid can be resubmitted subsequently after the deadline for submission of e-Bids.

NMRC's right to accept any e-Bid and to reject any or all e-Bids.

- a. Notwithstanding anything contained in this e-Bid, NMRC reserves the right to accept or reject any Bid and to annul the Selection Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- b. NMRC reserves the right to reject any Bid if:
 - At any time, a material misrepresentation is made or uncovered, or
 - The Bidder does not provide, within the time specified by NMRC, the supplemental information sought by NMRC for evaluation of the e-Bid.
- c. Such misrepresentation/ improper response may lead to the disqualification of the Bidder. If such disqualification /rejection occurs after the e-Bid have been opened and the highest ranking Bidder gets disqualified / rejected, then the NMRC reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of NMRC, including annulment of the Selection Process.

Period of validity of e-Bid

- a. e-Bid shall remain valid for 180 days after the date of e-Bid opening prescribed by NMRC. An e-Bid valid for a shorter period shall be rejected by NMRC as non-responsive.
- b. In exceptional circumstances, NMRC may solicit the Bidder's consent to an extension of the period of e-Bid validity. The request and the response thereto shall be made in writing.

Correspondence with the Bidder

- a. Save and except as provided in this e-Bid, NMRC shall not entertain any correspondence with any Bidder or its Technical Partners in relation to acceptance or rejection of any e-Bid.
- b. Subject to Clause 3.4.5 no Bidders or its Technical Partners shall contact NMRC on any matter relating to his e-Bid from the time of Bid opening to the time contract is awarded.
- c. Any effort by the Bidder or by its Technical Partners to influence NMRC in the Bid evaluation, Bid comparison or contract award decisions, may result in the rejection of his Bid.

Earnest Money Deposit

Earnest money deposit (EMD)

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- a. The tenderer shall furnish, as part of its e-Bid, an e-Bid security/ EMD as stated in Data Sheet in form of RTGS/NEFT only in favour of Noida Metro Rail Corporation Limited in the A/c No. mentioned in **Data Sheet**. The scanned copy of RTGS/NEFT receipt of Security/ EMD with transaction Id certified by the same bank must be enclosed along with the e-Bid. Tender without Earnest Money in the prescribed form, will not be accepted.
- b. Any e-Bid not secured in accordance with above shall be treated as non-responsive and rejected by NMRC.
- c. Unsuccessful Bidder's EMD will be returned within 45 days of opening of the Price Bid in case of Conclusion or discharge of the tender.
- d. No interest will be paid by the Employer on the Earnest Money Deposit.
- e. The successful Bidder's e-Bid EMD will be adjusted with Performance Bank Guarantee, if applicable, to be submitted by the Bidder upon signing the contract.
- f. The EMD may be forfeited:
 - i. If Bidder (a) withdraws its e-Bid during the period of e-Bid validity specified by the Bidder on the e- bid form: or (b) does not accept the correction of errors or (c) modifies its e-Bid price during the period of e-Bid validity specified by the Bidder on the form.
 - ii. In case of a successful Bidder, if the Bidder fails to sign the contract with the Corporation.

Opening and Evaluation of Bids

Opening of technical e-Bid by NMRC

- a. NMRC will open all technical e-Bids, in the presence of Bidder`s representatives who choose to attend on the prescribed date of opening at NMRC Office. The Bidder's representatives who are present shall submit the letter to NMRC on the letter head of the company stating that the representative (name) is authorized to attend the meeting (Please note – The representative is required to carry a copy during pre-bid and other related meetings as well). He / She shall sign a register evidencing their attendance at NMRC. In the event of the specified date e-Bid opening being declared a holiday for the Corporation, the e –bids shall be opened at the appointed time and place on the next working day.
- b. The Bidder who is participating in e-Bid should ensure that the RTGS/NEFT of Bid Processing Fee and EMD must be submitted in the prescribed account of NMRC within the duration (strictly within opening & closing date and time of individual e-Bid) of the work as mentioned in Bid notice, otherwise, in any case, e-Bid shall be rejected.
- c. The Bidders names and the presence or absence of requisite e-Bid security and such other details as NMRC at its discretion may consider appropriate, will be announced at the opening.

Opening of financial e-Bid

- a. After evaluation of technical e-Bid, through the evaluation committee NMRC shall notify those Bidders whose technical e-Bids were considered non-responsive to the conditions of the contract and not meeting the technical specifications and qualification requirements indicating that their financial e-Bids will not be opened.
- b. NMRC will simultaneously notify the Bidders, whose technical e-Bids were considered acceptable to the Corporation. The notification may sent by e-mail provided by Bidder.

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- c. The financial e-Bids of technically qualified Bidders shall be opened in the presence of technically qualified bidders who choose to attend. The date and time for opening of financial bids will be communicated to the technically qualified Bidders subsequently after completion of technical bids evaluation through e-mail provided by the Bidder.

Correction of Errors

- a. Financial Bids determined to be responsive will be checked by NMRC for any arithmetic errors. Where there is a discrepancy between the rate quoted in the Financial Bid, in figures and in words, the amount in words will prevail over the amounts in figures, to the extent of such discrepancy.
- b. The amount stated in the Financial Bid will be adjusted by NMRC in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected quoted rate of e-Bid, his e-Bid will be rejected, and his Bid Security shall be liable for forfeiture in accordance with Clause 3.3.1f

Examination of e-Bid document

- a. The NMRC will examine the e-Bid to determine if:
 - i. They are complete;
 - ii. They meet all the conditions of the contract;
 - iii. The required e-Bid Processing fee, EMD and other required documents have been furnished;
 - iv. The documents have been properly digitally signed; and
 - v. The e-Bids are in order.
- b. Any e-Bid or e-Bids not fulfilling these requirements shall be rejected.

Contacting NMRC

- a. No Bidder shall contact NMRC on any matter relating to his/her e-Bid, from the time of the e-Bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing.
- b. Any effort by a Bidder to influence NMRC in its decisions on e-Bid evaluation, e- bid comparison or contract award may result in rejection of the Bidder's e-Bid.
- c. In the event of any information furnished by the Bidder is found false or fabricated, the minimum punishment shall be debarring /blacklisting from Noida Metro works and legal proceeding can also be initiated. EMD of such bidders will be forfeited.

Confidentiality

- a. Information relating to the examination, clarification, evaluation, and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising NMRC in relation to or matters arising out of, or concerning the Bidding Process. Any effort by a Bidder to exert undue or unfair influence in the process of examination, clarification, evaluation and comparison of Proposal shall result in outright rejection of the offer, made by the said Bidder.
- b. NMRC shall treat all information, submitted as part of Bid, in confidence and shall require all those who have access to such material to treat the same in confidence. NMRC may not divulge any such information unless it is directed to do so by any statutory entity that has the power

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under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or NMRC or as may be required by law or in connection with any legal process.

Award of Contract

Award Criteria

- a. NMRC will award the contract as per evaluation criteria stated in the RFP Document.
- b. NMRC will award the contract to the successful Bidder whose bid has been determined to be responsive to all the conditions of the contract and meeting the eligibility requirement of the bidding document.

Notice of Award (NOA)

- a. Prior to the expiration of the period of e-Bid validity, NMRC will notify the successful Bidder in writing, by letter/e-mail/fax, that its e-Bid has been accepted.
- b. The acceptance of NOA will constitute the formation of the contract.

Signing of contract

At the same time as NMRC notifies the successful Bidder that it's e-Bid has been accepted, the successful Bidder shall have to sign the contract agreement with relevant document as mentioned in the RFP. The agreement draft along with other related terms and conditions will be same as furnished in this e-Bid. Any refusal will not be allowed. The Bidder need not download and submit in hard copies of these documents.

NMRC's right to accept any e-Bid and to reject any or all e-Bids

NMRC reserves the right to accept or reject any e-Bid, and to annul the e-Bid process and reject all e- Bids at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers.

4. Section 4: Qualification, Evaluation and Selection Process

Eligibility Criteria

The Bidder's competence and capability is proposed to be established by the following parameters. The Bidder should meet all the criteria given in this section.

- a. Sole proprietorship, registered partnership firm, public limited company or private limited company can submit the Bid. The firms and the companies should be registered in India.
- b. The Bidder should have a minimum experience of having satisfactorily completed similar works during last 7 (seven) years period ending last day of month previous to the one in which the bids are invited should be either of the following:
 - i. One similar completed work costing not less than the amount equal to **Rs. 11.86 Crore** (Rupees Eleven Crore Eighty Six Lakh Only) or
 - ii. Two similar completed works each costing not less than the amount equal to **Rs. 7.42 Crore** (Rupees Seven Crore Fourty Two Lakh only) or
 - iii. Three similar completed works each costing not less than the amount equal to **Rs. 5.93 Crore** (Rupees Five Crore Ninety Three Lakh only)

“**Similar work**” for this contract shall be “Mechanized cleaning and housekeeping works” in Railways / Metros / Airports / Hospitals / Institutes including hostels utilizing Modern machinery, chemicals and manpower.

- c. **Average Annual Turn Over:-** The Bidder should have minimum **average annual turnover of Rs. 2.97 Crore** (Rupees Two Crore Ninety Seven Lakh only) in the last 5 (five) Financial Years (**2017-2018, 2018-2019, 2019- 2020, 2020-21, 2021-22**) preceding the Bid Due Date.
- d. **Net Worth:-** The Bidder should have minimum Net Worth of **Rs. 74.15 Lakh** (Rupees Seventy Four Lakh Fifteen Thousand only) in last audited Financial Year.
- e. **Working Capital:-** The bidder should have minimum working capital(Liquidity) of 52.97 Lakh (Rupees Fifty Two Lakh Ninety Seven Thousand only). In last audited financial year.
- f. The Bidder should have Positive Profit before Tax in at least 2 (two) years, out of the last 5 (five) Financial Years (2017-2018, 2018-2019, 2019-2020, 2020-2021, 2021-2022)

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- g. The Bidder should be registered with Labour Department
- h. The Bidder must have at least 300 personnel and it should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts in India.
- i. The Bidder must have either the Registered Office or the functional Branch Office located in Delhi NCR.
- j. The Bidder should be registered with the Goods and Services Tax Authorities.
- k. The Bidder should not have been blacklisted/ banned/ declared ineligible for corrupt and fraudulent practices by the Government of India/ any State Government/ Government Agency and Supreme court and contracts have been terminated/ foreclosed by any company / department due to non- fulfillment of Contractual obligation in last 5 (five) financial years.

The Bidder shall also furnish the following documentary proof:

- a. For above criteria 4.1a
 - i. Statutory proof of existence as the legal entity
 - ii. PAN certificate as per legal entity

- b. Next page please.

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- i. Form 4: Work Experience with documentary evidence
- c. For above criteria 4.1c, 4.1d and 4.1e and 4.1 f
 - i. Form 5: Financial Capability Details
 - ii .A copy of the Audited balance sheets and Profit and Loss Statements for the last 5 (five) financial years
In case the Financial Statements for the latest financial year are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor/charted accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 4 (four) years preceding the year for which the Audited Financial Statement is not being provided. Also, pertaining to latest financial year, the bidder shall submit an affidavit certifying that “The Annual Accounts have not been audited so far. We are submitting the CA certified provisional accounts, which shall be substantiated by the Audited Accounts, when prepared.”
 - iii. Self attested copy of ITR of last 5 years.
- d. For above criteria 4.1g
 - i. Self-attested copy of certificate of Labour Department
- e. For above criteria 4.1h
 - i. Self-attested copy of ESI and EPF registration certificate
 - ii. Form 13: Personnel Details
 - iii. Self-attested copy of EPF registration number with Challan copy of the EPF submitted for at least 300 personnel; Self-attested copy of ESI registration number with Challan copy of the ESI submitted for at least 300 personnel)
- f. For above criteria 4.1i
 - iv. Proof of Registered Office or the functional Branch Office located in Delhi NCR
- g. For above criteria 4.1j
 - v. Copy of GST registration certificate
- h. For above criteria 4.1k
 - i. Form 13: Undertaking

Bid Capacity Criteria

The Bidders will be qualified only if their available bid capacity is more than the approximate cost of work as per RFP (Refer Form 6: Bid Capacity Information). Available bid capacity will be calculated based on the following formula:

$$\text{Available Bid Capacity} = 2 * A * N - B$$

Where,

A = Maximum of the value of works executed in any one year during the last five financial years (updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year).

N = No. of years prescribed for completion of the work for which bid is invited

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B = Value of existing commitments (as on the last day of the previous month of tender submission) for on-going works during period of 48 months w.e.f. from the first day of the month of tender submission.

In the case of a group, the above formula will be applied to each member to the extent of his proposed participation in the execution of the work. If the proposed % is not provided, equal participation will be assumed.

The tender submission of tenderers, who do not qualify the minimum eligibility criteria & bid capacity criteria stipulated above, shall not be considered for further evaluation and therefore rejected.

Personnel

The Bidder must demonstrate that it has the personnel for the key positions that meet the following requirements as per Form 20: Resume of Proposed Personnel:

Personnel requirement				
Part A – Train Cleaning				
	Position	Number of Personnel	Relevant Experience in similar Work	Description (Educational Qualification – Minimum Required)
1	Team Leader	00	1-2	Graduate & *Certificate course in Housekeeping
2	Manager	01	2	Graduate & *Certificate course in Housekeeping
3	Supervisor	02	2	12th Pass
4	Cleaning Staff	27	1	8h Pass
Part B – Housekeeping Works at Depot Premises				
1	Team Leader	01	1-2	Graduate & *Certificate course in Housekeeping
2	Manager	01	2	Graduate & *Certificate course in Housekeeping
3	Supervisor	4	2	12th Pass
4	Cleaning Staff	64	1	8h Pass

* Proof of having passed certificate course in the cleaning & Housekeeping from British Institute of Cleaning and Hygiene science, Gurgaon for team Leader and Managers deployed to be submitted within reasonable period as per directive of Engineer-In-Charge after issue of NOA.

Compliance with Technical Specifications

The Bidders must comply with the stipulated technical specifications as mentioned in the tender documents

Information of the Technical and Financial Proposal

- a. The Bidder satisfying technical and financial eligibility criteria under Clause 4.1 shall be considered as technically and financially qualified.
- b. The financial proposal of only technically qualified Bidders shall be opened for evaluation.
- c. The Bidder with the lowest quoted price for the RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34 in the financial quote (L1 bidder) shall be selected for the award of contract. The offers received from bidders should indicate the rate of taxes/ duties, etc. as leviable on particular item except GST.

Selection of Bidder

After the above evaluation process, the Technically Qualified Bidder, who is declared as L1 (lowest quoted price) may be declared as the selected Bidder ("Selected Bidder") for the Project.

- a. In case, two or more technically qualified bidders quote the same rate in the Commercial Bid, and become Lowest (i.e. L-1), then the tender would be awarded to the bidder who has the highest / higher Average Annual Turnover from 'Similar Works' (as per Minimum Eligibility Criteria defined in Section 4 under "Definition of Similar Work") during the last 5 years ending on the last day of the month preceding the month in which the tender has been floated. Experience certificate / work completion certificate on client's letter head is mandatory to ascertain the nature, period and value of work which shall be required to be uploaded by the bidder by the last date of tender submission. Prior to the expiry of the period of bid validity, NMRC will notify the successful bidder in writing, either through Notice of Award (NOA), that his bid has been accepted.
- b. Prior to the expiry of the period of bid validity, NMRC will notify the successful bidder in writing, either through Notice of Award (NOA), that his bid has been accepted.
- c. The NOA would be sent in duplicate to the successful bidder, who will return one copy to NMRC duly acknowledged, signed and stamped by the authorized signatory of the bidder, as an unconditional acceptance of the NOA, within 10 (ten) days from the date of issue of NOA.
- d. No correspondence will be entertained by NMRC from the unsuccessful bidders.

Notice of Award and Execution of Contract Agreement

- a. NMRC will notify the Successful Bidder by a NOA that its bid has been accepted.
- b. The Selected Bidder shall, within 10 (ten) days of the receipt of the NOA, sign and return the duplicate copy of the NOA in acknowledgement thereof along with letter of acceptance of NOA. In the event, the duplicate copy of the NOA duly signed by the Selected Bidder and letter of acceptance of NOA is not received by the stipulated date, NMRC may, unless it consents to extension of time for submission thereof, appropriate the Bid Security of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by NMRC on account of failure of the Selected Bidder to acknowledge the NOA
- c. The Successful Bidder shall execute the Contract Agreement within 30 (thirty) days of the letter of acceptance of NOA or such extended period as may be decided by the Corporation.
- d. Failure of the Successful Bidder to comply with the requirement of acknowledgement of NOA shall constitute sufficient grounds for the annulment of the NOA, and forfeiture of the bid security.
- e. The Purchaser reserves the right to increase or decrease the quantity up to 25% of the quantity offered by the successful tenderer. The bidder is bound to accept the increase or decrease in the tendered quantity up to 25% under this clause without any change in unit price.
In case the variation in individual items or the group of items as stipulated above, is more than 25% on plus side, the rate for the varied quantity beyond 25% shall be negotiated between the

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NMRC and the Contractor and mutually agreed rates arrived at before actual execution of the extra quantity. In case the contractor executes the extra quantity without written approval of the NMRC with specific instructions to execute pending the finalization of rates, the payment shall be made at contract rate only. In the event of disagreement, the Engineer shall fix such rates of price as are, in his opinion appropriate and shall notify the Contractor accordingly, with a copy to the Employer. Until such time as rates or prices are agreed or fixed, the Engineer shall determine provisional rates or prices to enable on account payments to the Contractor. Alternatively, in the event of disagreement, the Contractor shall have no claim to execute extra quantities/new items and the Engineer shall be free to get such additional quantities beyond 25% new items executed through any other agency. However, if the Engineer or the Employer so directs the Contractor shall be bound to carry out any such additional quantities beyond the limits stated above original quantities and or new items and the disagreement or the difference regarding rates to be paid for the same shall be settled in the manner laid down under the conditions for the settlement of dispute.

Performance Bank Guarantee / Security Deposit

- a. To fulfil the requirement of performance bank guarantee during the implementation period, the Successful Bidder (herein referred to as the "Contractor") shall deposit 5% of the Contract Price in form of FDR/ DD or unconditional and irrevocable Bank Guarantee bond issued by a scheduled bank in favor of Noida Metro Rail Corporation Limited valid for 5 years within 30 days from Notice of Award. EMD amount of successful bidder shall be adjusted in the performance bank guarantee, if applicable. For unsuccessful bidder, EMD shall be refunded without any interest. In case of extension of tenure by 6 months, the performance bank guarantee shall be extended by 6 months as well.
- b. It is to note that if contract value increases by more than 25% of the original contract value, the performance bank guarantee shall be increased accordingly.
- c. A Contract agreement will have to be signed by the Contractor at his cost on proper stamp paper. Without performance guarantee by Contractor, Contract agreement shall not be signed. If in future NMRC orders to register the agreement in the Sub-Registrar office, then the entire incurred expenditure including stamp paper and govt. fee etc. will have to be borne by the contractor only and no remission will be allowed due to said circumstances.
- d. NMRC reserves the right for deduction of NMRC dues from Contractor's Performance Bank Guarantee/ Security Deposit (interest free) for –
 - (i) Any penalty imposed by NMRC for violation of any terms and conditions of agreement committed by the Contractor.
 - (ii) Any amount which NMRC becomes liable to the Government/Third party due to any default of the Contractor or any of his director/ employees/ representatives/ servant/ agent, etc.
 - (iii) Any payment/ fine made under the order/judgment of any court/consumer forum or law enforcing Contractor or any person duly empowered in his behalf.
 - (iv) Any outstanding payment/ claims of NMRC remained due after completion of relevant actions as per agreement.
- e. Once the amount under above Clause is debited, the Contractor shall replenish the Security Deposit/ Performance Bank Guarantee to the extent the amount is debited within 15 days period, failing which, it shall be treated as Contractor Event of Default and will entitle NMRC to deal with the matter as per the provisions of RFP and Contract Agreement.

Contract during Proposal Evaluation

- a. Proposals shall be deemed to be under consideration immediately after they are opened and until such time NMRC makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain from contacting by any means, NMRC and/ or their employees/ representatives on matters related to the Proposals under consideration till the time Contract is awarded.
- b. Any effort by a Bidder to influence NMRC in its decisions on e-Bid evaluation, e-Bid comparison or contract award may result in rejection of the Bidder's e-Bid.
- c. In the event of any information furnished by the Contractor is found false or fabricated the minimum punishment shall be debarred/ blacklisting and the legal proceeding may also be initiated.
- d. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing. All correspondence/ enquiry should be submitted to the following in writing by fax/ post/courier:

GM (Technical)
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,
Noida -201301
District Gautam Budh Nagar, Uttar Pradesh
Email: nmrcmanoj@gmail.com
- e. No interpretation, revision, or other communication from NMRC regarding this solicitation is valid unless in writing and signed by the competent authority from NMRC.

Other Instruction

- a. Canvassing in connection with the tenders is strictly prohibited and the tenders, submitted by Bidder, who resort to canvassing, are liable to be rejected. EMD will be forfeited of those tenders who will be found non serious and if it is felt by the tender committee that the Bidders submitted their tender only to influence the tendering process.
- b. On acceptance of the tender, the name of the accredited representative of the Contractor, who would be responsible for taking instructions from the NMRC or the official deputed by NMRC, shall be communicated to the NMRC or the official deputed by NMRC in writing.

Project Financial Terms

Payment Terms

- a. The payment will be made based on actual, on monthly basis as per the accepted rates based on the actual work carried out as per the Schedule of work (Bill of Quantity) after satisfactory verified by the users from NMRC Depot.
- b. The payment will be made only for the work actually carried out as per the schedule of work (Bill of Quantity) for the Trains/building handed over to the contractor for the Cleaning & housekeeping. The completed buildings/Premises will be handed over for the cleaning and housekeeping, as and when they are ready. In case, all the buildings/Premises are not ready within the contract period, the Contractor shall not have any claim on the same
- c. Income Tax is deductible at source while effecting payment of bills at the prescribed percentage as per the orders of the government.

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- d. GST, if claimed, will be reimbursed only if the GST registration number is mentioned in the invoice. In the absence of GST registration number, GST will not be reimbursed.
- e. Quote Name, Address, PAN and GST with HSN/SAC on all correspondence, Bills, Vouchers and other documents otherwise TDS at higher of the prescribed rate will be deducted.
- f. All payments to the contractors will be made by e-Payment /Account Payee Cheques. Monthly payment shall be made on receipt of the bill complete & correct in all respect along with the supporting documents subject to deduction of statutory charges/taxes/duties/levies etc.
- g. Bills, correct in all respect, shall be submitted to Depot-In-Charge, in duplicate along with supporting documents, who will arrange payment through Departments, NMRC
- h. No advance of any type shall be paid.
- i. TDS on monthly invoice of tenderer is deducted while processing monthly bills as per Govt. Guidelines.
- j. Supporting documents to be submitted by contractor along with monthly bill as detail given in SCC.
- k. No overtime is considered to achieve higher level of safety standards. The tenderer should consider execution of work in shifts as specified in the tender or desired by engineer in charge. The agency must ensure timely payment of salary, PF, ESI, etc. and prompt medical facility to sick/injured and to all staff.

5. Section 5: Special Conditions of Contract (SCC)

SCC Clause	Reference to GCC Sub-Clause No.	Description
1.1	Sub Clause 4.2.1	<p>PERFORMANCE SECURITY</p> <p>The successful tenderer shall furnish to the Employer a security in the form of a bank guarantee for an amount of 05% of the Contract value and bank guarantee will be released on year to year on the basis of successful completion of yearly work followed by issue of performance certificate by the Engineer-In-Charge. If the contractor fails to submit the Performance bank guarantee as specified time limit then as special case for first month only, monthly running bill payment will be released to contractor by deducting 10 % of the payment amount from monthly running bill.</p> <p>If the contract value increases by more than 25% of the original contract value, the Performance security will be increased accordingly.</p>
1.2	Sub-Clause 4.3	<p>REPRESENTATION ON WORKS</p> <p>The contractor's team leader shall be the representative of contractor on site (shall be called team leader). The instructions given by the Engineer-In-charge or Engineer-In-charge's representative to team leader shall be complied immediately. The contractor shall not replace any of the deployed staffs for the work without permission of Engineer-In-charge.</p> <p>The contractor either himself or his nominated representative (senior to the team leader) duly authorized by the contractor shall be responsible to attend any exigency/emergency/attend meetings, to resolve all the issues related to satisfactory execution of the work.</p>
1.3	Sub-Clause 4.5	<p>SUB-CONTRACTOR</p> <p>Sub-contracting of whole work or any part of work shall not be permitted in the contract. If it will come to the notice of employer that the work or part of work has been subcontracted, the contract will be terminated and performance bank guarantee shall be forfeited and punitive action shall be initiated against the contractor.</p>
1.4	Sub-Clause 4.10	<p>SUFFICIENCY OF ACCEPTED CONTRACT AMOUNT</p> <p>The Contractor shall be deemed to have satisfied himself as to the correctness and sufficiency of the Contract Price. Unless otherwise stated in the Contract, the Contract Price shall cover all his obligations under the Contract and all things necessary for Execution and Completion of the Works with High Quality Level.</p> <p>The contractor shall be deemed to have satisfied himself as the sufficiency of contract prices for the payments to employees towards compliance of minimum wages, PF & ESI, etc.</p>
1.5		<p>PENALTY & DEDUCTION</p> <p>a) For poor quality of work in trains and Depot, a penalty up to 50% of concerned activity rate may be imposed by NMRC.</p> <p>b) In addition to the above, additional penalties for accident, staff without uniform, less manpower, defective machines, deficit consumables</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>etc may be imposed separately in case of any violations as under:-</p> <ol style="list-style-type: none"> i. The firm must maintain a “Zero Accident Record”. In case of any major accident /fatality a penalty up to 20% of the bill for the month in which the incidence taken place shall be imposed. ii. If Team Leader, Manager, Supervisor & cleaning staff are found absent or short, a deduction at the rate of equivalent to latest daily minimum wage(inclusive employer PF & ESI) plus Rs. 100/- per employee per day will be charged subject to the actual execution, completion and quality of work. The rate of wages shall be as per minimum wages rate as applicable to each category of staff. iii. If during inspection, the workers are not found in uniform, a penalty of Rs.50 per employee per day may be imposed. iv. If during inspection, the workers are not found in proper PPE (Personnel protective equipment) during critical train relevant cleaning activities, a penalty up to Rs.200/- per employee per day may be imposed. v. In case of non-availability of Chemicals/consumables/cleaning accessories etc. as prescribed in the contract for prescribed usage, penalty up to Rs. 200/- per day will be imposed. vi. In case of any damage to NMRC property done by any of the worker of the contractor, the actual amount will be recovered or the contractor has to repair/replace such damage at his own cost. vii. In case of non-disposal of cleaning waste by the contractor at the prescribed site a penalty of Rs.500/- per day will be imposed. viii. Breakdown time of any machine shall not be more than 48 hours. The penalty of Rs.200 per day per machine beyond breakdown time of 48 hrs will be imposed. If any machine found faulty/defective during surprise inspection then contractor shall replace defective machine with new machine. ix. For imposing penalty on account of ‘poor train cleaning’ methodology of sample inspection of trains shall be followed. Engineer-in-charge will decide methodology in consultation with tenderer after issue of NOA before starting the work. x. In case of Non compliance of any other provisions of labour laws pointed out by Employer /Engineer or their representative penalty Rs.5000/- for each non- compliance informed in writing, under the contract will be imposed and it may lead to termination of the contract. xi. Verification of work shall be done in percentage term considering deployment of manpower, machinery, consumables etc. In case of any work of improper cleaning, due to short supervision, short deployment of man power/equipment/ machinery, consumables etc. as compared to requirement prescribed in the contract, only proportionate amount shall be payable to the contractor as per BOQ. NMRC decision for amount to be deducted for percentage completion

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>of work shall be final.</p> <p>xii. The penalties as prescribed above shall not relieve the contractor from his obligation to execute the works or from any other of his obligations and liabilities under the contract.</p> <p>xiii. Contractor performance shall be evaluated every month as per provision in SCC Clause 12. If contractor performance does not found satisfactory, action will be taken as per provision in SCC. Descision of NMRC will be final.</p> <p>xiv. In case of delay in payment of wages to any workmen, a penalty of Rs.100/- per day per workman will be imposed.</p> <p>xv. Penalty of INR 500 per case will be imposed when the contractor does not perform planned activity as per specified frequency of the scheduled train cleaning activity.</p> <p>xvi. In case of non attendance of complaint, within 24 hrs, Rs.500.00 will be charged for each case.</p> <p>c) It should be clearly understood that if, total penalty and deductions in any one year of the contract exceeds 15% of average annual value of contract, the contractor will be blacklisted from NMRC for participation in the similar category of works.</p>
1.6	Sub-Clause 4.14	<p>PROGRESS REPORTS</p> <p>The contractor shall attend a meeting with Engineer-Incharge every month to elaborate the measures which the contractor proposes to take in order to improve the quality of work, efficiency, progress of the action items, progress of work, compliance of safety audit report etc with release of MOM. The Contractor shall also submit to the Engineer-In-charge such other reports as may reasonably be required by him or any relevant authority or public body.</p>
1.7	Sub Clause 4.15	<p>EQUIPMENTS, MACHINERY</p> <p>Tenderer shall use machine of same make and model no. as specified in Tender Documents. Tenderer may note that no tools, machinery, plant and equipment shall be supplied by the employer. The tenderer has to arrange all tools, equipment and machinery as required for the work under the contract.</p> <p>The plant, machinery and equipments brought for the execution of work,</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>unless otherwise specified, shall be under ownership of tenderer. Tenderer shall not remove above plant, machinery and equipments without permission of Engineer-in-charge. The Engineer-in-charge shall not, at any time, be liable for the loss or damage to any of the contractor's Plant, Machinery, Temporary Works or materials.</p> <p>The contractor shall ensure comprehensive AMC of all plant & machinery supplied for the subject work. The necessary documentary proof of the AMC of the plant & machinery shall be provided by the contractor as specified in the tender. If, The contractor has not done AMC for all machinery and plant then NMRC will do comprehensive AMC of all machinery and plants and cost will be recovered from the contractor. The plant & machinery shall be supplied in working condition.</p>
1.8	Sub Clause 4.16	<p>SAFETY</p> <p>A) SAFETY REQUIRMENTS</p> <p>The premises are having High Voltage Over Head Electric Lines, High Voltage Equipments on Train and Depot, the movement of Trains in the depot, etc which can cause major injury, electrocution, death to the personnel and thus requirements for safety observance are very high.</p> <p>The contractor shall be responsible for ensuring the fitness and safety of all persons employed at work. In this regard, the team leader, manager, and supervisor must ensure the observance of safety requirements by themselves and Cleaning Staff. It shall be the sole responsibility of the contractor to adopt all the safety measures and deploy cleaning personnel who are adequately trained in safety.</p> <p>The contractor is responsible to ensure that necessary and adequate personal protective equipments are all the times available for the service personnel working. Contractor shall ensure to provide the Hi-Visibility/ Reflecting Jackets to all cleaning staff along with supervisor/ manager /team leader.</p> <p>It shall be the contractor's sole responsibility to make aware all his deployed staffs about the safety rules and procedure including Dos' and Don'ts' of working in the vicinity of 25 KV overhead Equipment as per Technical Specification and scope of work for train cleaning.</p> <p>B) ACCIDENTS</p> <p>If any accident occurs due to execution of work or due to negligence on the part of the contractor's personnel it shall be the full responsibility of the Contractor.</p> <p>If any damage occurs to the structures/ material & equipment as well as rolling stock due to cleaning/polishing operations, the cost of damage will be recovered from the contractor's bill.</p> <p>The firm must maintain a "Zero Accident Record". In case of any major accident /fatality a penalty of not exceeding 20% of total contract value will be levied. This penalty will be in addition to other penalties specified under the clause no 1.5 of SCC.</p> <p>C) SAFETY AND DISPLAY OF SIGNAGE</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>Contractor shall adopt the necessary safety procedures to avoid any type of accidents to passengers, Employer's personnel, any other personnel and to avoid damages to employer's assets.</p> <p>The contractor shall display necessary signage with the approval of the Employer or his authorized representative. The type of signage will also be got approved from the Employer or his authorized representative.</p> <p>D) TRAINING ON SAFETY</p> <p>NMRC will provide one day training on safety to Cleaning supervisors and team leaders. Supervisors and Team leaders shall be responsible to provide this safety training to the deputed cleaning staff and obtain their assurance in the format prescribed by Engineer-In-charge. Contractor shall submit the proof of this training and having obtained the assurance of all staff to Engineer-Incharge. Without above training and having obtained proper proof of assurance, no staff will be deputed for work in NMRC.</p> <p>E) SAFETY AUDIT</p> <p>The contractor or contractor's nominated representative shall do the safety audit of the site at least once in a month and shall report to Engineer-In-charge every month through report.</p>
1.9	Sub-Clause 4.17	<p>PROTECTION OF THE ENVIRONMENT</p> <p>The contractor shall use the environment friendly cleaning chemical and material.</p> <p>The disposal of garbage shall be in environment friendly manner with proper segregation of biodegradable and non biodegradable waste.</p> <p>The garbage shall be collected in bags during cleaning and shall be disposed off by the contractor outside the depot area in dedicated disposal yard / scrap yard. Nothing shall be paid extra by Employer for this to the contractor.</p> <p>The Contractor shall, so conduct his cleaning operations, as to prevent any avoidable destruction, scarring or defacing of natural surroundings in the vicinity of work. In respect of ecological balance, the Contractor shall observe the following instructions.</p> <p>Where destruction, scarring, damage or defacing may occur as a result of operations relating to Cleaning activities, the same shall be repaired, replanted or otherwise corrected at Contractor's expense. All work areas shall be smoothed and graded in a manner to confirm to natural appearance of the landscape as directed by the Engineer-In-charge.</p>
1.10	Sub-Clause 4.18	<p>ELECTRICITY AND WATER</p> <p>The Employer shall make arrangements for Water supply and Electricity necessary for the Works.</p> <p>The contractor shall make his own arrangements to tap the Electricity from the nominated sockets / points. The contractor shall tap the Electricity as per IE Rules & IE Act (Latest) duly following all safety precautions. The contractor</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>shall submit full scheme for the requirement of Electricity & water. If scheme mentions Electricity requirement which is beyond the capacity of the Employer, in that case the contractor shall make his own arrangements / alternative arrangements.</p> <p>The Contractor should make his own arrangements to draw the water from the available water point to the working place in such a manner without affecting the premises.</p> <p>The Contractor should make his own arrangements for Electricity and Water if the Employer fails to provide Electricity and Water supply due to technical or any other reasons beyond the control of the Employer.</p>
1.11	Sub-Clause 4.27	<p>SECURITY OF THE SITE</p> <p>The police verification shall be made available by the contractor for each and every staff of contractor within one month of receipt of NOA. Without police verification and proper I-card, no staff shall be permitted to enter the premises.</p> <p>Security arrangements for the work shall be in accordance with general requirements and the Contractor shall confirm to such requirements and shall be held responsible for the action or inaction on the part of his staff, employees.</p> <p>Contractor's employees and representatives shall wear Identification Badges (cards), uniforms, helmets, gum boots, Hi-visibility / Reflecting Jackets and other safety / protection wear as directed by Engineer-In-charge and to be provided by the Contractor. Badges shall identify the Contractor and show the employee's name and number and shall be worn at all times while at site.</p> <p>All vehicles used by the Contractor shall be clearly marked with the Contractor's name or identification mark.</p>
1.12	Sub-Clause 4.28	<p>CONTRACTOR'S OPERATIONS ON SITE</p> <p>All of the contractor's staff, supervisor, manager, and team leaders shall follow the rules and regulations, procedures in the depot premises. The contractor shall make aware all of his staff for the same.</p>
2.1	Sub-Clause 6.2	<p>RATES OF WAGES AND PAYMENT OF WAGES</p> <p>The minimum wages considered in the tender are as per Central Government, from time to time will be compensated by NMRC.</p> <p>The contractor shall pay the staff and labour as per the mentioned reference order. However if the new circular is received from the concerned authorities for revision of minimum wages during the currency or before finalization of the contract, the contractor shall be bound to implement the same immediately. Any variation in the rate of minimum wages/taxes will be dealt as per clause no 5.1, 5.2 & 5.3 of SCC.</p> <p>In case of revision (increase or decrease) either in minimum wages and/or ceiling of Wage/Salary limit for payment of EPF & ESI etc, and/or in the percentage value of contribution towards EPF & ESI etc by government</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>(state/union) then the Same will be compensated by NMRC as per clause 5.3 of SCC and contractor is bound to pay revised statutory charges/wages etc to workmen into without any deduction whatsoever. Any default in payment of wages less than statutory wages etc will be treated as fraudulent practice and action shall be taken against contractor for such fraudulent act in terms of contract/Indian Contract Act/Other applicable Law.</p> <p>The Contractor will ensure to open bank accounts for each worker employed by him and all the payments to workers will be released through bank accounts.</p> <p>In case to meet out any exigency/ emergency the payment to staff shall be made in cash in the presence of Engineer-In-Charge or his nominated representative. Non-compliance of Labour Law will attract penalty as per provision in SCC Clause 1.5(b).</p>
2.2	Sub-Clause 6.4 & 4.1	<p>LABOUR LAW & OBLIGATION OF CONTRACTOR</p> <p>In dealing with labour and employees, the Contractor shall comply fully with all laws and statutory regulations pertaining to engagement, payment and upkeep of the labour in India. Some of the obligation of contractor is as below for the guidance of contractor to follow:</p> <ul style="list-style-type: none"> i Display notices showing rates of wages, hours of work, wage period, date of payment, Name, Address & contact no. of the inspectors/labour officer having the jurisdiction and date of payment of unpaid wages shall be displayed in English and in Hindi. A copy of notice shall be sent to the inspector and wherever any changes occur the same shall be communicated forthwith. ii License for employing contract labour. iii Contractor has to pay Minimum Rates of wages in respect of that category of worker during the entire period of contract applicable time to time by 7th of every month. The minimum rates of wages which is notified by Central Government. Any change in rate shall be considered and the payment shall be made accordingly. iv Compliance of Minimum wages Act by Payment of wages to all staff through Bank Payment. Cash payment to new staff up to 2 month only may be allowed, and it will be made only in the presence of nominated representative of employer. Submit proof of minimum wages payment (Bank statement) on monthly basis to the employer. For initial 2 months of contract period relaxation of bank payment may be given on the above clause to full fill the obligation of opening of bank accounts of new contract labour, but after this initial period, wage payment to maximum staff must be through bank account only. v Fix periods in respect of which such wages shall be payment. However Wages payment period should not exceed one month. vi Wages to be paid without deduction of any kind except those specified in labour law

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>vii Compliance of provisions & facilitate benefit under ESI act 1948 or Workmen compensation Act to the workmen.</p> <p>viii Deposit PF contribution in respect of all its employees up to wage ceiling limit. The PF shall be computed on minimum wages. Splitting of minimum wages will not be allowed. Submit separate ECR along with challan for ESI and PF submission for this contract on monthly basis to the employer before release of payment. Wages shown in ECR sheet should match with wages payment sheet.</p> <p>ix Provide First Aid facilities to contract workers at work sites,</p> <p>x Issue employment card to contract workers in new Form- XII. Submit certificate of compliance for this rule to the employer.</p> <p>xi Issue service certificate in new Form-VIII. Submit certificate of compliance for this rule to the employer.</p> <p>xii Maintain registers under various labour laws rules 2017 i.e. employee Register (Form-A), Wage Register (Form-B), Register of Loan/ Recoveries (Form- C), Attendance Register (Form-D) etc.</p> <p>xiii Submit a return to inspector in new Form -VII within fifteen days of the commencement or completion of each contract work under each contract.</p> <p>xiv File Unified Annual Return online in Form- XIV on the Shram Suvidha Portal on or before the 1st day of February following the end of the year to which it relates.</p> <p>xv Regular internal health check up of contract workers and maintaining health register in prescribed Form under BOCW Act and submit report.</p> <p>xvi To ensure treatment in case of accident/injuries suffered in performance of work including wages and compensation under WC Act.</p> <p>xvii Send Accident report to Regional Labour Commissioner (RLC).</p> <p>xviii Allow its worker a day of rest every week.</p> <p>xix Observance of working hours, weekly rest and overtime payment as per section 28 of BOCW Act.</p> <p>xx Pay overtime at the rate of double the ordinary rate of wages, when a worker works for more than nine hours on any day or for more than 48 hours in any week.</p> <p>xxi Identity card of each employee contains EPF & ESI no.</p> <p>xxii To provide personal protection equipment viz. helmet, boots, safety belt, reflective jackets free of cost.</p> <p>xxiii Issue wages slips to workmen every month in respect of disbursement of individual wages in standardized Performa FORM XIX.</p> <p>xxiv All payment of wages (for cash payment only) shall be made on working day at the work premises and during working time and on date notified in advance and in the case work is completed before expiry of</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>the wage period, final payment shall be made within 48 hours of the last working day.</p> <p>xxv Contractor shall, within seven days of every month, submit to the principal employer a statement showing the recoveries of contributions in respect of employees employed by or through him and shall also furnish to him such information as the principal employer is required to furnish under the provisions of the Commissioner (Sec-36B of the EPF &MP Act)</p> <p>xxvi The contractor shall not harass its workers employed for NMRC's work and shall issue necessary certificate viz. Experience certificate if requested by the workmen.</p> <p>xxvii All the contractor staff shall make their attendance in Biometric machines (using Aadhar based identification). For this contractor shall provide two no. Bimetric machines (Aadhar based) in Depot. In case the individual does not have Aadhar card/ number, it is the contractor's obligation to provide necessary assistance in obtaining the same within one month of deployment of said staff on duty. Submit copy of monthly attendance recorded in Biometric machine along with monthly bill. Counting of available contractor manpower will be done as per record only. The biometric attendance record should match with the Attendance register/ Muster roll maintained by the contractor.</p> <p>xxviii Bonus as per payment of Bonus (Amendment) Act 2015 made by the contractor within 8 months of the closing of accounting year for housekeeping staff/supervisor/manager/Team leader shall be reimbursed to the contractor only after submission of proof of that it has been credited to their accounts. This shall be reimbursed to agency on submission of Form and proof of service of staff including proof of proper payment of bonus, regular EPF contribution and ESI etc. The Bonus shall be credited to employee's accounts. The aforesaid provisions however shall not be liable for complying any other labour laws in force and he shall be liable for compliance of all laws amended time to time.</p>
2.3	Sub-Clause 6.9	<p>PROVISION OF EFFICIENT AND COMPETENT STAFF</p> <p>The personnel deployed for the cleaning operations should be qualified, trained, efficient, competent and quality conscious in the relevant work and have the knowledge of Cleaning and safety procedures.</p> <p>Contractor shall submit the documentary evidence of formal training imparted to staff prior to deputing staff for train cleaning.</p>
2.4	Sub-Clause 6.10	<p>PRESERVATION OF PEACE AND ORDERLY CONDUCT</p> <p>The contractor shall be fully responsible to ensure the discipline, and orderly conduct among the staff deployed for work. Smoking & Consumption of Tobacco in any form is not allowed. The carrying and consumption of intoxicating liquor, drugs or other substances that may affect the proper performance is strictly prohibited in the depots. The Engineer-In-charge may</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		require the Contractor to remove (or cause to be removed) any person employed on the Site or Works, including the Contractor's Representative, who in the opinion of the Engineer-Incharge, persists in any misconduct, is incompetent or negligent in the performance of his duties, fails to conform with any provisions of the Contract, or persists in any conduct which is prejudicial to safety, health, or the protection of the environment. Any claim or dispute arises due to removal of such person shall have to be dealt only by the contractor and employer shall not be the party to such action in any case.
2.5	Sub-Clause 6.11	LABOUR TO BE CONTRACTOR'S EMPLOYEE Labour deployed shall only be the contractor's employee. Deployment of labour hired through sub-contractor is not permitted. If any case of hiring of labour through sub-contractor comes to the notice of employer, then it shall be considered as the sub contracting of contract and action shall be initiated accordingly which may even lead to termination of contract.
3 & 3.1	Sub-Clause 7	WORK EXECUTION AND QUALITY CONTROL MANNER OF EXECUTION The contractor shall comply the schedules, procedures, methodology, work instruction given in technical specification and scope of work. The contractor shall use only the specified material and machines If employer does not give cleaning and housekeeping procedures, the contractor shall give the cleaning and housekeeping procedures and the same shall be got approved by the Engineer-In-charge. Contractor shall submit the detailed Cleaning procedures for all different type of cleaning and housekeeping
3.2	Sub-Clause 7	INSPECTION The contractor supervisor and manager shall supervise and monitor the quality of the work executed and fill up the check sheet and submit to the Engineer-In-charge's representatives. The Engineer-In-charge's representatives shall inspect and cross check the work for the quality and verify the work accordingly. The Engineer-In-charge's representative shall also inspect and check for the compliance of contractor for the availability of proper and specified material, consumable, machinery, tools etc. The Engineer-Incharge representative shall also inspect and check compliance of contractor for the availability of sufficient manpower, all the staff in proper uniform and have the identity card, staff is disciplined, use of protective equipment, observance of safety etc . Any shortcoming noted during such inspection shall be rectified by the contractor immediately failing which the penalty shall be imposed as per clause no. 1.5 of SCC. In this regards tenderers attention is also directed towards monthly performance evaluation criteria prescribed under clause no 12 of SCC .
3.3	Sub-Clause 7	RECORDS Contractor will have to maintain proper records of Cleaning, Wax polishing of Rolling Stock (Trains) and Cleaning & Housekeeping of depot premises for

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>each activity. Similarly, Contractor will have to make a plan for Cleaning & Wax polishing of Rolling Stock and Cleaning & Housekeeping of depot premises as per direction of Engineer-In-charge. Some of the records to be maintained are as follows:</p> <ol style="list-style-type: none"> a. Deployment of manpower per day. b. Availability of Machines/Plants/Equipments. c. Stock details and utilization of Chemicals / Reagents / Detergents/consumables/accessories. d. Check sheets for Details of Cleaning and Wax polishing of Rolling Stock (Trains) and Cleaning, Housekeeping of depot premises activities carried per day as per Cleaning schedule of work. e. Monthly summary of work carried out in as per schedule of work f. Monthly report submission. g. Records as per labour law.
4 & 4.1	Clause 8 & Sub Clause 8.2	<p>TIME MANAGEMENT</p> <p>COMPLETION PERIOD NOA will be given for four years. However, performance of contractor will be evaluated (as per clause no 12 of SCC) for continuation of the contract for 6 months.</p>
4.2	Sub Clause 8.7	<p>SUSPENSION OF WORK</p> <p>The work is of essential service required for the passenger. The suspension of work by the contractor or contractor's staff even for a single day may lead to heavy penalties on the contractor up to termination of contract and forfeiture of bank guarantee.</p>
4.3	Clause 10	<p>DEFECT LIABILITY PERIOD</p> <p>Not Applicable in this contract.</p>
5.1	Sub Clause 11.1	<p>THE CONTRACT PRICE</p> <p>Contract Price, shall be inclusive of all central/state/local taxes (except GST which will be paid extra as applicable), duties, levies, cess, and all other incidental charges required to fulfill the tender conditions including statutory deduction viz., TDS towards Income Tax /GST/Labour Cess etc. GST will be reimbursed to tenderer at prevailing rates on submission of proof of having deposited the same to concerned statutory authorities during the contract execution period.</p>
5.2	Sub Clause 11.1.1 & Sub Clause 11.1.4	<p>DUTIES, TAXES, ROYALTY ETC AND CHANGE IN TAXES/DUTIES</p> <p>A. The rates quoted by the tenderer for all materials, required to be purchased for the satisfactory performance of this contract, shall be deemed to be inclusive of all duties, taxes , octroi, royalties rentals etc. (except GST). The contract shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. He shall submit copies of acknowledgement evidencing filling of tax returns</p>

SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>every year and shall keep Employer fully indemnified against liability of taxes, duties, interest, penalty etc., of the Contractor's in respect thereof, which may arise.</p> <p>B. Change in Taxes Duty</p> <p>a. "Change in Taxes/Duties/Levies" means the occurrence or coming into force of the following, at any time after the date of submission of tender/quotation.</p> <p>i Any new tax which is imposed on composite work contracts applicable on Metro Project.</p> <p>ii Change in the rate of GST on Composite work contract applicable on Metro Project as per GST act.</p> <p>b. The Contract Price shall be adjusted due to any of the above two conditions. Adjustment in contract price will be applicable up to the stipulated date of completion of work including extended period in case it is specifically mentioned that extension is granted with adjustment for changes as stated above.</p> <p>c. If the extension of contract period is on account of contractor's fault, no compensation shall be made towards upwards revision towards "change in Taxes/Duty (taking place during the said extended contract period)" as mentioned at Sl. No. (a) (i)&(ii) above. Any benefit on account of downward revision towards "change in Taxes/Duty" as mentioned at Sl. No. (a) (i)&(ii) above, during the original contract period or extended contract period shall be on employer's account.</p> <p>d. Any other changes (except on account of clause (a) (i)&(ii) above) in existing taxes/new taxes on supply of materials/services/works etc. will not be considered and its impact shall be considered covered in the price variation clause 5.3 of SCC provided in the contract and in contract where price variation clause is not provided, the impact on any other change (except on account of clause (a) (i)&(ii) above) in existing taxes/new taxes on supply of materials/services/works etc. will be deemed to be included in the quoted contract price.</p> <p>e. Also, the contract price shall not be adjusted on account of fluctuations in the rates of exchange between the foreign currencies of the contract and Indian Rupees from the last date of submission of tender.</p>
5.3	Sub Clause 11.1.3	<p>PRICE VARIATION</p> <p>Only revision in minimum wages as notified by the Central Government, from time to time and/or ceiling of Wage/Salary limit for payment of EPF & ESI etc, and/or in the percentage value of contribution towards EPF & ESI etc by government (state/union) then the Same will be compensated by NMRC with price variation formula as below:</p> <p>Total original accepted cost of work of 4 years (without GST) = "TC"</p> <p>Total increased Labour Cost due to escalation in Minimum Wages (Number of staff as per minimum specified in tender) "LC" = [Number of days in 4 years of contract period) x Number of Staff x {Revised Minimum Wage per day- Minimum Wages per day w.e.f. date specified in tender (as on date of issue of NIT)}]*</p> <p>Percentage Increase "P" = (LCx100)/TC</p> <p>Percentage increase (upto two digits) will be considered without any rounding off for third and more digits.</p>

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>Rate of BOQ activities during the entire contract period shall be the accepted rates as in original NOA issued to the contractor at the time of award of contract. Whereas percentage increase “P” shall be applicable w.e.f. the date of escalation in minimum wages.</p> <p>Revised rate of Activities shall be = Accepted rate of BOQ activities + ((Accepted rate of BOQ activities x “P”)/100). The revised rates shall be applicable w.e.f. the date of escalation.</p> <p>(*) Formula shall be applicable for individual categories of manpower separately and “LC” will be the sum of individual values.</p>
5.4	Sub Clause 11.2	<p>ADVANCE No advance shall be paid.</p>
5.5	Sub Clause 11.6	<p>ON ACCOUNT PAYMENT APPLICATION FOR INTERIM PAYMENT CERTIFICATES</p> <p>Payment shall be made monthly on submission of Bills with requisite documents/details as mentioned in clause no. 10 of SCC by contractors separately to concerned Depot and bill will be verified by nominated Engineer-Incharge. The value of all work done in accordance with the Contract, and the amount which is finally due, and For the purpose of On-account payment, the contractor shall submit detailed activities carried out as per BOQ recorded in Measurement sheets, Abstract sheets along with recorded bill for the item actually executed for checking and payment. Payment will be effected based on unit rates as approved in the Bill of Quantities.</p> <p>The contractor shall submit the check sheets, Service Sheets etc duly signed by the Engineer-In-charge’s representative for work done.</p> <p>If any activities are not carried out as per the schedule of work the proportionate amount will be deducted from the bill. If the work carried out through other agency under the intimation to contractor and the charges incurred on it will be deducted from the contractor’s bill. In addition the applicable penalty will be levied as per Special Condition of Contract.</p>
5.6	Sub Clause 11.15	<p>TAX DEDUCTION AT SOURCE</p> <p>Tax deduction at source from each on-account progress bill shall be made by employer as per the provisions of the statutes/acts of statutory bodies/local authorities etc.</p>
5.7	Sub Clause 12.6	<p>PAYMENT IN APPLICABLE CURRENCIES</p> <p>Payment shall be done in INR only.</p>
7.1	Sub Clause 14.1	<p>INDEMNITY</p> <p>Contractor shall submit the indemnity bond such that the contractor’s staff shall not claim any type of payment, employment etc. with employer. After completion of contract the contractor shall withdraw all of his staff from the site without any claim.</p>
7.2	Sub Clause 14.2	<p>USE AND CARE OF SITE</p> <p>The Contractor shall not demolish, remove or alter structures or other facilities on the site without prior approval of the Engineer-In-charge.</p> <p>All surface and sub-soil drains shall be maintained in a clean, sound and</p>

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>satisfactory state of performance.</p> <p>All Electrical and Electronic equipments shall be cleaned under the supervision of an authorized representative of NMRC.</p> <p>The contractor shall clean only these areas of the Electrical / Electronic & other specified equipments which are either mentioned in the specifications or are permitted by the Employer or mentioned by the authorized representative of the Employer.</p>
8.1	Sub Clause 15.3	<p>THIRD PARTY INSURANCE</p> <p>The Contractor shall insure against liability to third parties in the joint names of the Employer, the Contractor and Subcontractors, (wherever applicable) for any loss, damage, death or bodily injury which may occur to any physical property (except things insured otherwise) or to any person (except persons insured by the employer, staff of other contractors working in the premises, contractor staff under Sub-Clause 8.2), which may arise out of the performance of the Contract. The insurance shall be at least for the amount Rs. 7.5 Lakhs for each incidents with number of incident unlimited.</p>
8.2	Sub Clause 15.4	<p>INSURANCE (IN PLACE OF GCC CLAUSE 15)</p> <p>INSURANCE FOR WORKERS</p> <p>All of the contractor staff shall have to be covered under ESI. The contractor shall take insurance policy as specified in the workmen's compensation act for the contractor's staffs those are not covered by the ESI.</p>
9	Additional	<p>GENERAL CONDITIONS OF CONTRACT</p> <p>a. This contract will be governed by NMRC's General Conditions of Contract and Special Conditions of Contract. The later will have priority over the earlier one in case of any ambiguity in any of the clause.</p> <p>b. All conditions mentioned in the General Conditions of Contract (GCC) will be applicable in addition to above.</p>
10	Additional	<p>SUBMISSION BY CONTRACTOR ALONG WITH MONTHLY BILL</p> <p>a. Labour Law Registers: Maintain registers under various labour laws rules 2017 i.e. employee Register (Form-A), Wage Register (Form-B), Register of Loan/ Recoveries (Form- C), Attendance Register (Form-D) etc. And show all these registers to Engineer Incharge.</p> <p>b. Proof of Compliance of provision of EPF: EPF should be ensured on all workers, for this separate Electronic-Challan-Cum-Receipt (ECR) for this contract shall be furnished by contractor along with challan.</p> <p>c. Proof of Compliance of provision of ESI & Workmen compensation act etc.: ESI should be ensured on all workers, for this Electronic-Challan-Cum-Receipt (ECR) shall be furnished by contractor along with challan for this contract. Copy of the ESI card of all workers will be submitted within time specified in Form 21: Obligation/ Compliance to be ensured by Contractor.</p>

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>d. Proof of Compliance of Minimum wages act: Compliance of minimum wages is of prime importance, for this muster roll to be maintained as per actual available manpower on each day. Accordingly wage register to be maintained after considering the latest minimum wages of each category of staff. The wages of every person employed against the contract shall be paid before expiry of the 7th (Seventh) day of the wage period. For this muster roll, wage register & proof of payment of wages shall be submitted along with each monthly bill.</p> <p>e. Proof of Compliance of provision of insurance policies as per SCC clause 8.1 & 8.2.</p> <p>f. Certificates by contractor for compliance of labour laws on desired format</p> <p>g. Monthly Summary of Train Cleaning Activities.</p> <p>h. Monthly Summary of House Keeping Activities.</p> <p>i. Month wise activities verified by building authority.</p> <p>j. Material consumption detail.</p> <p>k. Daily checklist of train cleaning activities.</p> <p>l. Daily checklist of Housekeeping activities.</p> <p>m. Certificate for Safety training of staff.</p> <p>n. GST declaration on desired format of NMRC.</p> <p>o. Other documents as desired by NMRC time to time.</p> <p>Note: All the above documents to be submitted on the formats as desired by NMRC. Formats may be changed any time on the discretion of NMRC to suit the requirement.</p>
11.1	Additional	<p>MATERIALS</p> <p>The contractor shall use the materials, cleaning chemicals, and consumables as specified in the technical specification and scope of work. The Contractor has to arrange all materials, cleaning reagents and consumables required for the work. The Contractor shall propose the make/sources for supply of all required cleaning reagents/consumable/accessories and get them approved by the Engineer-In-charge before putting them in to use. Contractor shall preferably have a rate contract or agreement with the suppliers of chemicals/consumables/cleaning accessories during the execution of contract of approved/prescribed brand. The Tenderer shall submit the samples of all cleaning accessories to the Engineer-In-charge for approval and shall use them only after the samples are approved. Approved samples for all the cleaning accessories/consumables shall be kept on display and the same should be open for verification.</p> <p>Nothing extra shall be payable to the Contractor on this account. Contractor shall submit all cleaning chemicals and consumables to Custody store along with challan on monthly basis or as per requirement given by NMRC and it will be used for cleaning only after issue from Custody store.</p>

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

SCC Clause	Reference to GCC Sub-Clause No.	Description
11.2	Additional	<p>POLICE VERIFICATION</p> <p>The contractor shall carryout antecedent check and the police verification of all of the staff and shall submit the same before deploying the staff. No justification of the contractor not submitting the police verification on account of delay by the police authority or otherwise shall be entertained and no relaxation will be granted on this issue.</p>
11.3	Additional	<p>UNIFORMS</p> <p>All Managers, Supervisors, Cleaning and representative of contractor shall wear neat and smart Uniform (Shirt, Pant, shoes) with Firm's logo. The Uniform shall be distributed by the contractor twice a year to each employee. The personnel without uniform shall not be permitted in the premises and penalties shall be imposed on the contractor (as per SCC clause. 1.5-iii)</p>
11.4	Additional	<p>SITE OFFICE AND STORE</p> <p>The contractor shall be provided room in depot for making site office and for storage of contractor's material. However, suitable furnishing of the rooms as required will be the responsibility of tenderer. If the space provided by the employer is insufficient, It shall be the responsibility of the Contractor to arrange at his own expense the required office or store room. The office and store room such provided/constructed shall only be used for site requirement not for any other purpose.</p> <p>The contractor shall provide free access to the Engineer In-charge and the Engineer-In-charge's Representative who will have right of inspection including that of instructing the Contractor to remove a particular material from the stores and not to use the same on the Works.</p>
11.5	Additional	<p>PHOTO IDENTITY CARDS</p> <p>The contractor shall provide the photo identity cards to all of the contractor's staff (Contractor's Representative, Team Leaders, Managers, Supervisors, and Cleaning Staff). Before deputing the staff for cleaning a copy of the photo identity card will be submitted to the EngineerIn-charge. Staff without identity card shall not be permitted to enter in the premises. The photo I-card shall also mention PF and ESIC number of respective employee.</p> <p>Identity card shall only be signed by the either contractor himself or contractor's representative and shall have the contractor's stamp. The identity card signed by any other person shall not be valid.</p> <p>The photo has to be printed along with the other details on the paper and then laminated. The identity card having pasted photo shall not be valid. Before deputing the staff for cleaning a copy of the photo identity card will be submitted to the Employer.</p>
11.6	Additional	<p>ENTRY EXIT PASS</p> <p>The Engineer-In-charge shall provide the photo entry exit pass to the staff deputed after submittal of antecedent check, police verification, contractor's photo identity card and indemnity bond by the contractor.</p>

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

SCC Clause	Reference to GCC Sub-Clause No.	Description
		<p>Centralised cell of NMRC shall provide the photo entry/exit pass to the outsourced/contractor staff deputed for contract work in NMRC premises. Hence Contractors are requested to submit the C & A verification form of all staff engaged in NMRC immediately after issue of the 'NOA', to the office of NMRC.</p> <p>Verification and for the purpose of issue of entry exit pass from NMRC before start of work.</p>
11.7	Additional	<p>COMMUNICATION FACILITIES TO STAFF</p> <p>The contractor shall provide the mobile phone communication facilities to contractor's Team Leader, Manager and Supervisors and the mobile number shall be provided to Engineer-In-charge.</p>
11.8	Additional	<p>DEPOT PREMISES WORK TIMINGS</p> <p>The tentative shift timings of Depot are as follows: -</p> <ol style="list-style-type: none"> 1) General shift : 09.30 hrs to 17.30 hrs 2) Morning Shift : 06.00 hrs. to 14.00 hrs. 3) Evening Shift : 14.00 hrs. to 22.00 hrs. 4) Night Shift : 22.00 hrs. to 06.00 hrs. <p>However based on actual need, contractor may need to work in one or more shifts and payments shall be made accordingly. The shift timings may be different for different buildings/ Premises. Similarly different buildings may work in one or more shifts.</p> <p>In the case of morning shifts, the major portion of the cleaning should be completed by 9.00 hrs.</p>
11.9	Additional	<p>TRAIN CLEANING AND WAX POLISHING TIMING</p> <p>The normal working hours for contractor for most of the all cleaning activities of the rolling stock i.e. Daily cleaning, Internal/External heavy cleaning, wax polishing, Roof cleaning, Floor polishing, etc. in depot are expected to be from 22.00 hrs. to 06.00 hrs daily.</p> <p>Some of the activities shall also be done during day time depending upon the availability of train.</p> <p>The working Hrs can be changed by NMRC on Sunday or holiday or other working days for cleaning/wax polishing of Rolling Stock after giving 8-hour prior intimation to the contractors.</p>
12	Additional	<p>EVALUATION SYSTEM FOR PERFORMANCE OF CLEANING CONTRACTOR AS PER CHECKSHEET GIVEN BELOW:</p>

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

CHECK SHEET FOR EVALUATION SYSTEM FOR PERFORMANCE OF CLEANING CONTRACTOR:

MONTH		MONTH/ YEAR			
S.N.	Parameters	Conditions	Max. Marks	Penalty clause (Marks awarded to Contractor)	Maximum marks Obtained
1.	Payment of minimum wage	Payment should be given on or before 7th of every month in the presence of nominated representative of employer or sent directly to each worker account for the compliance of minimum wages act.	10	Note: 1 mark to be deducted for delay of each day	
2.	ESI facility	Details submission of ESI (Employer & Employee) contribution of each Employee	10	Note: 1 mark to be deducted for every 10% employees found, without ESI card during each check.	
3.	EPF facility to Staff	Details submission of EPF (Employer & Employee) contribution of each Employee	10	Note: 1 mark to be deducted for every 10% employees found, without monthly EPF contribution during each check.	
4.	One time supply of all chemicals and consumable for each month (By 15 of every month or as mutually decided)	Supply of chemicals and consumables for schedule activities of train cleaning on or before due date	10	Note: 1 mark to be deducted for delay of each day	
5.	Quality of work	Spotless neat and clean train required after all type of cleaning activities.	10	Note: at least 20% trains shall be checked and marks shall be Deducted proportionally for	

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MONTH		MONTH/ YEAR			
S.N.	Parameters	Conditions	Max. Marks	Penalty clause (Marks awarded to Contractor)	Maximum marks Obtained
				each train reported "not up to the mark" during depot sample check.	
6.	Response of Official correspondence	Time bound Response of official correspondence at all occasions (Within 7 working days)	10	Note: 1 mark to be deducted for delay of each working day	
7.	Provide first aid facilities to workers	As prescribed by NMRC	10	Note: 1 mark to be deducted for any shortage during each inspection.	
8.	Submission of monthly bill duly enclosing all documents as per contract	By 10th of every month	10	Note: 1 mark to be deducted for delay of each day	
9.	Maintenance of all registers and compliance regarding to labour laws	Maintain registers under various labour laws rules 2017 i.e. employee Register (Form-A), Wage Register (Form-B), Register of Loan/ Recoveries (Form- C), Attendance Register (Form-D) etc.	10	Note: 1 mark to be deducted, if any register is not found up to date during any inspection check	
10.	Depot cleanliness	General cleanliness of Depot, maintenance of dustbins with garbage bag, disposal of garbage at nominate sites.	10	Note: 1 mark to be Deducted for each instance of non compliance.	

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Overall performance shall be judged on the marks obtained by contractor

Note:

A. Minimum 05 marks have to be obtained in all above activities in every month (Except quality of work at Sr.No 05)

B. Minimum 06 marks have to be obtained in “Quality of work” in each month at Sr.No5.

S.N.	Marks Obtained	Overall Performance clause
1	Upto 50 % - On three consecutive Months	Poor – Depot to issue warning letter to the contractor at the end of first month for improvement. If, no improvement for next two months then depot shall issue” contract termination notice ” and prepare for new contract.
2	Above 50% and up to 80% -On three consecutive Months	Good- Depot to issue warning to contractor to improve. Three successive warnings will be considered as poor performance of contractor and action as per overall performance clause (Sr.No. 1) shall be taken.
3	Above 80% - On 80% of contract period	Very Good- Contractor is recommended to continue to work for next one year.

6. Section 6: Technical Specifications

Part A - Technical Specifications for Train Cleaning

a. Specifications for Machines

The make and model of the machine and requirements are specified. However, if contractor desires to use similar or equivalent machines, prior approval of NMRC would be required. The capacity of the machine is to be adequate cater the cleaning services. The list is mentioned in Depot Housekeeping.

b. Specifications for Train Cleaning Reagent

S. N.	Name of chemicals/ Reagents	Make	Area of application
1	Tasky R2 /3 M General purpose cleaner-P2	Johnson Diversey/ 3M	Body Panel, Ceiling, Route Map, Stickers, PIB Screen
2	Tasky R3 /3M glass cleanerP3	Johnson Diversey/ 3M	Window Glass
3	Tasky Spriral F11 /3 M General purpose cleaner-P2	Johnson Diversey/ 3M	Floor, Stainless Steel, Train Roof & Body
4	Johntec Resitol F2J / 3M R2D2 Polish & protector	Johnson Diversey/ 3M	Floor polishing
5	3M Foam Polish Pad Glaze Perfect IT	3M	Body Side Interior Painted Surface
6	D 7 SUMA INOX/ Glow side	Johnson Diversey/3M	Stainless Steel Grab Pole and Bar, Seat
7	3M SS Cleaner & polish	3M	Stainless Steel Parts viz. Grab Pole and Bar, Seat
8	Degreaser DE128/ Gum Remover/ 3M sharpshooter	Johnson Diversey/ 3M	For chewing gum

c. Specifications for Hand Tools and Cleaning Appliances

The hand tools and cleaning appliances shall be branded and of high quality and specification in general to be followed as mentioned in Form 9: List of Specified Chemicals and Consumables required for Train Cleaning. Engineer-In-Charge may reject the proposed consumable by the contractor and direct contractor a particular item at his discretion, the contractor shall follow the Engineer-In-Charge direction.

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Part B - Technical Specifications for Depot Housekeeping

a. Machinery & Equipment (Depot and Train Cleaning)

S.No.	Type of Equipment required for the work	Details of Machine/ equipment to be used	
		Minimum no. required for the work	Make
1	Industrial Wet & Dry Vacuum Cleaners (Adequate to depot premises cleaning).	2	M/s. Johnson diversy or M/s. Karcher
2	Portable type Wet & Dry Vacuum cleaner (Adequate to cater train cleaning and for workshop floor/office cleaning)	8	M/s. Johnson diversy or M/s. Karcher
3	Single Disc Mini Scrubber (Adequate to cater train cleaning).	3	M/s. Johnson diversy or M/s. Karcher
4	Wax Polishing Machines (Adequate to cater wax polishing in train).	2	M/s. Johnson diversy or M/s. Karcher or M/s Bosch
5	Two Bucket Trolley System (for depot premises cleaning).	8	M/s. Johnson diversy or M/s. Karcher
6	Sprinkler (sprayer) battery and manual operated Approx 15-20 Ltr tank)(for train cleaning)	5	Reputed company
7	Industrial Drier cum Scrubber (Adequate to cater depot premises cleaning).	4	M/s. Johnson diversy -455E or M/s. Karcher
8	Walk Behind sweeper(Adequate to cater depot premises cleaning).	1	M/s. Johnson diversy- Picobello151M/s. Karcher
9	Battery operated Industrial Vacuum Sweeper with imported battery charger & battery (Adequate to cater depot premises cleaning).	1	M/s. Johnson diversy -Kobra 550 or M/s. Karcher
10	High pressure cleaners (Adequate to cater train cleaning).	1	M/s. Johnson diversy or M/s. Karcher or Labor /Danubio 1211 LP
11	High rise ladders (FRP)	10	Reputed company

Note:

The quantities shown above are the minimum required for the work. No Deviation from the minimum quantity as mentioned above shall be acceptable. Tenderer may note that in case of any shortfall during the course of execution of work penalty as specified in the SCC clause 1.5 will be applicable.

Contractor shall use all machines of capacity/size as specified in above table after approval from NMRC Engineer In-Charge. Contractor may also note that he will be required to submit comprehensive AMC of all the equipments/Machinery above from OEM/ authorized dealer of OEM within one month of issue of NOA for the duration of the contract.

b. Specifications for Depot Cleaning Consumable

The consumable shall be branded and of high quality and specification in general to be followed as mentioned in Form 10: List of Specified Chemicals and Consumables required for Depot Housekeeping. Engineer-in-charge may reject the proposed consumable by the contractor and direct contractor a particular item at his discretion, the contractor shall follow the engineer-in-charge direction. The quantity shall be as desired by the engineer-in-charge according to site and work requirement.

c. Safety Do's and Don't's

The premises are having High Voltage Over Head Electric Lines, High Voltage Equipment on Train and Depot, the movement of Trains in the depot, Rail Track, Sophisticated Equipment etc which can cause major injury, electrocution, death to the personnel and thus requirements for safety observance are very high.

The following rules /guidelines must be followed to ensure personal safety as well as depot safety:

While moving in the Depot

- Wear neat and clean uniform and safety shoes.
- Do not cross the track, always use the walkway provided adjacent to the track for accessing the Stabling Lines
- Do not cross in front of energized train (when it head light is glowing)
- Do not put your leg or other body part in between of any points
- Do not move idle on track
- Do not move under high tension line with long bar and rods
- Be careful of high tension overhead line
- Be careful of movement of points while crossing the track near point machine
- Be careful of uneven way due to spreading of ballast
- Always response to horn (whenever heard of horn just check around)
- Do not work on train when it is moving.
- Report any damage arising from cleaning work to the authorized representative of Employer.
- While cleaning and washing the roof, proper safety to be taken and safety belts to be used.

DO'S AND DON'T FOR WORKING IN THE ELECTRIFIED AREA:

DO'S FOR HOUSEKEEPING STAFF/CONTRACTOR STAFF

- In case of fire/anything unusual noticed in electrical traction equipment or wire, inform the Inspection/PPIO Incharge.
- Always maintain a distance more than 2 mtr. From charged traction wire(OHE) unless power block has been taken and OHE has been earthed.
- Before taking up any work within 2 mtr. From 25 KV AC line and on a line running parallel to 25 KV AC line, the line/lines shall be de-energized and earthed on both sides. Ensure that the distance between the two earths use for protection does not generally exceed 1 KM.
- Keep clear of the track and avoid contact with the rails when electric train is within 250 mtr.
- Special care should be taken while carrying long pipes, poles or ladders so that it should not come in contact with/within 2mtr. of live OHE.
- In spite of cleaning of floor, cleaning of pillars, beams and other raised structure should be done during shadow power block.

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- Whenever working or cleaning, using water jets, hose etc. at platform level, must taken shadow power block.
- Cases of electric shock arising out of contact with 25KV traction equipment shall be reported immediately Inspection/PPIO Incharge.
- All the Housekeepers/Supervisors should be counseled by the team leader regarding Do's and Don'ts for working in the electrified area and in train. If ever a new staff (housekeeper/supervisor) joins the housekeeping agency it will be the duty of team leader to convey this instruction to them.

DON'TS FOR HOUSEKEEPING STAFF

- Don't approach within 2 mtr of any traction wire.
- Don't direct water jet at the electric wire under any circumstances.
- Don't work near traction wire unless they are made dead, earthed and shut down notice/ PTW obtained.
- Don't touch any article, if it is in contact with live traction wire. Remove the article only after power supply switched off and earthed.
- Don't touch any traction wire hanging from the mast or fallen on the ground and do not permit anybody else to touch it and report immediately to Inspection/PPIO Incharge.
- Cleaning work with conducting material like aluminium/ steel rod should be avoided at all times when power block is not availed.
- Don't lift or raise your tools towards traction wire.
- Don't damage the plinth continuity, connection to BEC, OPC and Hand rail continuity.
- Don't use steel tape or metallic tape or tape with woven metal reinforcement in electrified area.
- Don't carry out any cleaning activity by using telescopic rod when OHE is in charged condition.
- Don't work within 2mtr. From OHE without ensuring that OHE has been deenergised and earthed as per procedure and written permission from Inspection/PPIO Incharge for work has been obtained.

7. Section 7: Draft Contract Agreement

THIS AGREEMENT made on theday of 2022 at Noida, District Gautam Budh Nagar, Uttar Pradesh Between **Noida Metro Rail Corporation Limited** (Hereafter referred to as "NMRC"), a company incorporated under Companies Act 2013, vide corporate identification Number: U60231UP2014SGC066849 and having its registered office at **Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301, District Gautam Budh Nagar, Uttar Pradesh, India** represented byof the company, by virtue of his designation and authorization by **Shri, Managing Director, NMRC** (hereinafter called as the "Employer"), which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the one part,

AND

..... having its registered office at represented by (herein after called the "**Contractor**", which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the other part. WHEREAS the Employer desires that the Works known as the "....." should be executed by the Contractor, and has accepted a contract by the Contractor for the execution and completion of these Works.

The Employer and the Contractor agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement -

Reference:

- (i) Tender No. Dated
- (ii) Bid Documents duly accepted and submitted by dated
- (iii) The Bidding Documents which include all the Sections specified below:
 - a. Section 1: General Information
 - b. Section 2: Terms of Reference
 - c. Section 3: Instructions to Bidders
 - d. Section 4: Qualification, Evaluation and Selection Process
 - e. Section 5: Special Conditions of Contract
 - f. Section 6: Technical Specifications
 - g. Section 7: Draft Contract Agreement
 - h. Section 8: Appendix of Forms and Forms
 - i. General Conditions of Contract (GCC)
 - j. Safety, Health and Environment Management (SHE)
 - k. Amendment/ Modification, if any
- (iv) Notice of Award (... ..) issued by NMRC
- (v) Letter of Acceptance of NOA (... ..) given by to NMRC
- (vi) Any other admitted correspondence documents between NMRC and the Bidder.

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3. Duration of Contract

The Corporation intends to appoint a Contractor to NMRC for a period of 4 (four) years, which may be extended for a further period of 6 (six) months after evaluating and reviewing the performance of the Contractor and depending upon the requirement and administrative convenience of NMRC in mutual agreement with the Bidder.

4. Price Schedule

NMRC shall consider the following Total Contract Price, as quoted by the Contractor as part of financial bid.

5. The courts at District Gautam Budh Nagar, Uttar Pradesh shall have the exclusive jurisdiction to try all disputes arising out of this agreement between the parties.
6. In consideration of the payments to be made by the Employer to the Contractor as specified in this Agreement, the Contractor hereby covenants with the Employer to execute the Works and to remedy defects therein in conformity in all respects with the provisions of the Contract and Notice of Award issued. **“Any conditions, deviation, assumption, exclusion, suggestion of alternative clauses, request of amendments in conditions & specifications of work submitted by bidders along with his Technical Bid or Financial bid, which is different from the Tender Document, Corrigendum, Addendum uploaded by NMRC on the E-Tender Portal (<http://etender.up.nic.in>) or www.nmrcnoida.com and any other correspondence in this regard, shall not be treated as a part of the contract Agreement & shall not be binding upon NMRC in anyway whatsoever at any stage of work during execution or thereafter.”**
7. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract and NOA.

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year specified above.

For and on behalf of the Contractor
Signature of the authorized official

For and on behalf of the Employer
Signature of the authorized official

Name of the official

Name of the official

Stamp/Seal of the contractor

Stamp/Seal of the Employer

In the presence of:

In the presence of:

Sign of Witness 1_____

Sign of Witness 1_____

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Name_____

Name_____

Address_____

Address_____

Sign of Witness 2_____

Sign of Witness 2_____

Name_____

Name_____

Address_____

Address_____

8. Section 8: Appendix of Forms and Forms of Tender

Appendix 1: Metro Alignment

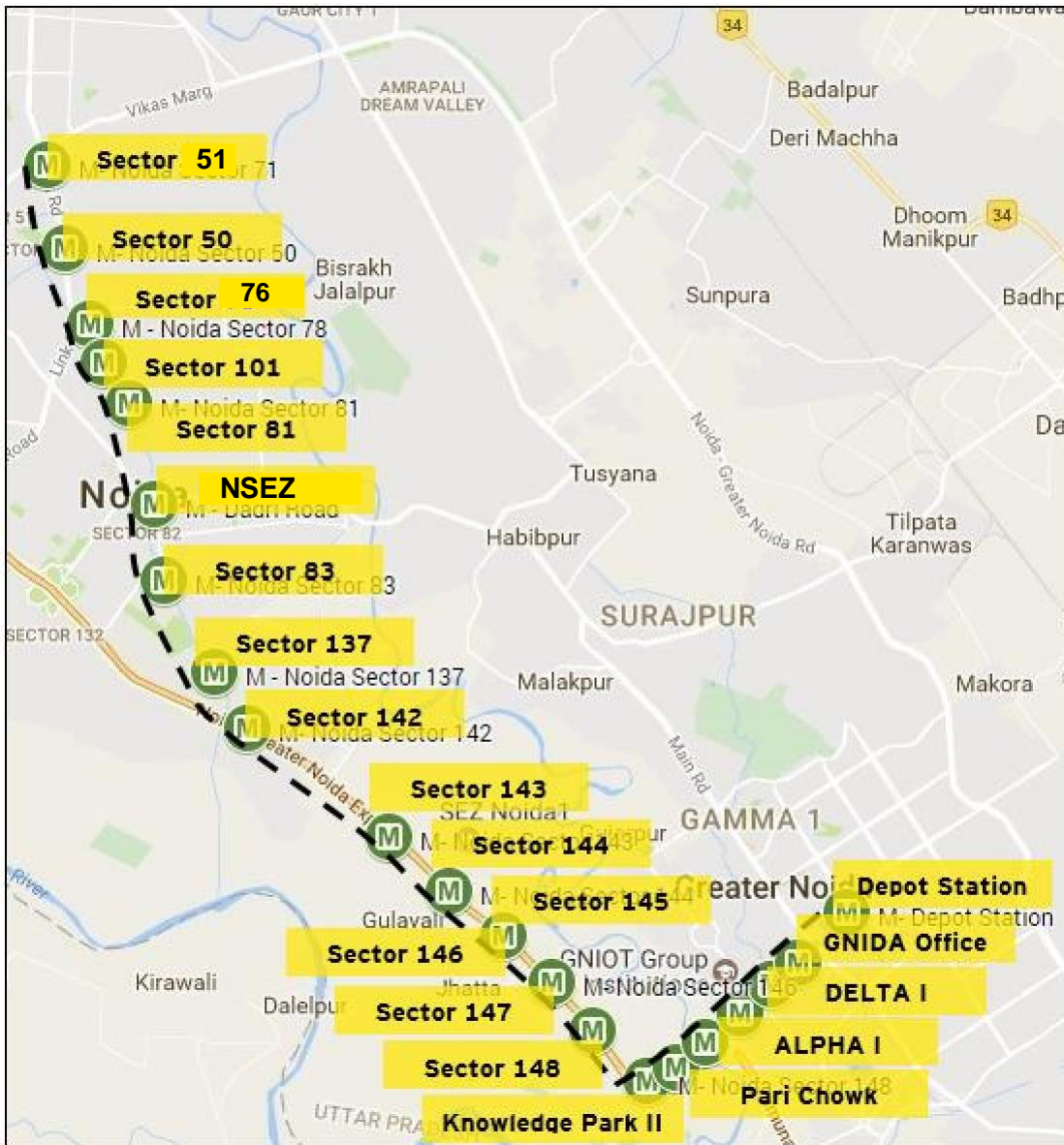


Fig: The Upcoming Metro Line

Please Note: The map shown above is indicative (not to scale)

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S.NO.	Name of the Station
1.	Sector 51 Station
2.	Sector 50 Station
3.	Sector 76 Station
4.	Sector 101 Station
5.	Sector 81 Station
6.	NSEZ Station
7.	Sector 83 Station
8.	Sector 137 Station
9.	Sector 142 Station
10.	Sector 143 Station
11.	Sector 144 Station
12.	Sector 145 Station
13.	Sector 146 Station
14.	Sector 147 Station
15.	Sector 148 Station
16.	Knowledge Park II Station
17.	Pari Chowk Station
18.	ALPHA I Station
19.	DELTA I Station
20.	GNIDA Office Station
21.	Depot Station

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Form 1: Letter of Proposal Submission

[Location, Date]

To

GM (Technical)
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,
Noida -201301
District Gautam Budh Nagar, Uttar Pradesh

Subject: Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Dear Sir,

We, the undersigned, offer to provide Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34 in accordance with your RFP Document dated [Insert Date] and our Proposal. We are hereby submitting our Technical and Financial Proposal, in a sealed envelope. We confirm that we have read the RFP Document in totality and abide by the terms and conditions stated in the document.

We acknowledge that we have

- Studied and analyzed and satisfied ourselves about all the requirement of the tender including but not limited to market and market conditions
- Carefully assessed the commerciality of Project and that we will be fully responsible for all its assessment in this regard.
- Seen / visited / assessed the potential locations and fully understand and comprehend the technical, financial, commercial and investment requirements.

We confirm and declare that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this Contract and declare that no agency commission or any payment which may be construed as an agency commission has been, or will be, paid and that the tender price will not include any such amount.

We have filled the complete information correctly in **Form 23**.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. Our Proposal is binding upon us.

We understand you are not bound to accept any Bid you receive.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name and address of Firm:

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 2: Firm Details

1.	<p>Title and name of the Project: Comprehensive cleaning, wax polishing & floor polishing of Rolling Stock (Metro Train Coaches) and housekeeping of Depot Premises at Depot in Greater Noida Sector-34.</p>																			
2.	<p>State the structure of the Bidder's organization (Bidders to complete/delete as appropriate) Sole Bidder</p>																			
3.	<p>For Bidders who are individual companies or firms, state the following: Name of Company or firm: Legal status: (e.g. incorporated private company, proprietorship, etc.) Registered address: Year of incorporation..... Principal place of business: Contact person: Contact person's title: Address, telephone, facsimile number and e-mail ID of contact person: </p>																			
4.	<p>In case of a consortium, state the following (JV Not Allowed)</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">Names of members (Lead member first):</th> <th style="width: 15%;">Legal Status</th> <th style="width: 20%;">Registered address and principal place or business</th> <th style="width: 15%;">Percentage participation (equity)</th> <th style="width: 35%;">Contact Details (Name, Mobile No., Email Address)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">a.</td> <td colspan="4" style="text-align: center; vertical-align: middle;">Not Applicable</td> </tr> <tr> <td style="text-align: center;">b.</td> <td colspan="4" style="text-align: center; vertical-align: middle;">Not Applicable</td> </tr> </tbody> </table>					Names of members (Lead member first):	Legal Status	Registered address and principal place or business	Percentage participation (equity)	Contact Details (Name, Mobile No., Email Address)	a.	Not Applicable				b.	Not Applicable			
Names of members (Lead member first):	Legal Status	Registered address and principal place or business	Percentage participation (equity)	Contact Details (Name, Mobile No., Email Address)																
a.	Not Applicable																			
b.	Not Applicable																			
5.	Employee Provident Fund No. (attach documentary Proof)-																			
6	Employee state insurance Acts in India No. (attach documentary proof)-																			
7	GST Registration Certificate No. (attach documentary proof)																			
8	PAN (attach documentary proof)-																			

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 3: Capability Statement

It is Compulsory for the bidder to fill this statement and the bidder must upload those document that support this statement

Tender Reference No : _____

Name of Work : _____

Name of Bidder: _____

S.No.	<u>ELIGIBILITY CRITERIA</u>	(To be filled by the Bidder)
1	Sole proprietorship, registered partnership firm, public limited company, or private limited company can submit the Bidder. The firms and the companies should be registered in India.	Yes/ No
2	<p>The Bidder should have a minimum experience of having satisfactorily completed similar works during last 7 (seven) years period ending last day of month previous to the one in which the bids are invited should be either of the following</p> <ul style="list-style-type: none"> i. One similar completed work costing not less than the amount equal to Rs. 11.86 Crore (Rupees Eleven Crore Eighty Six Lakh only) or ii. Two similar completed works each costing not less than the amount equal to Rs. 7.42 Crore (Rupees Seven Crore Fourty Two Lakh only) or iii. Three similar completed works each costing not less than the amount equal to Rs. 5.93 Crore (Rupees Five Crore Ninety Three Lakh only) 	7 Years

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

S.No.	ELIGIBILITY CRITERIA	(To be filled by the Bidder)
3	<p>The Bidder should have in the last 5 (five) Financial Years preceding the Bid Due Date -</p> <p>i. Minimum average annual turnover of Rs. 2.97 Crore (Rupees Two Crore Ninety seven Lakh only)</p>	
FY 2017-2018		
FY 2018-2019		
FY 2019-2020		
FY 2020-2021		
FY 2021-2022		
Total Average Annual T.O.		
4	<p>The Bidder should have</p> <p>i. Minimum Net Worth of Rs. 74.15 Lakh (Rupees Seventy Four Lakh Fifteen Thousands only) in last audited Financial Year.</p>	
FY		
5	<p>The Bidder should have Positive Profit before Tax in at least 2 (two) years, out of the last 5 (five) Financial Years (2017-18, 2018-19, 2019-2020, 2020-21, 2021-22)</p>	
6	<p>The Bidder should have minimum working Capital (Liquidity) of Rs. 52.97 Lakh (Rupees Fifty Two Lakhs Ninety Seven Thousand only) in last audited financial year.</p>	
7	<p>The Bidder should be registered with Labour Department</p>	
8	<p>The Bidder must have at least 300 personnel and it should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts in India.</p>	
9	<p>The Bidder must have either the Registered Office or the functional Branch Office located in Delhi NCR.</p>	
10	<p>The Bidder should be registered with the Goods and Services Tax Authorities.</p>	
11	<p>The Bidder should neither be a black listed/ debarred firm nor should its contracts have been terminated/ foreclosed by any company / department during the last 5 (five) Financial Years due to non-fulfilment of Contractual obligations.</p>	

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 4: Work Experience

The following format shall be used for statement of experience of Bidder:

S.	Similar Contract description	Contract Identification Number	Award date & Completion date	Employer's Name, address, telephone number, e-mail etc	Role in contract		If in JV/consortium then % participation	Completion cost	Value of similar work in completed work
					Individual	JV/ Consortium			
1									
2									
3									
4									
Add required number of rows									

Authorized signatory

Name:

Date:

Name of the Bidder with seal

NOTE:

1. Only the value of contract as executed by the applicant/member in his own name should be indicated. Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence (Experience Certificate/Work Completion Certificate on Client's Letter Head will only be considered) which clearly mentioned the amount for the "Housekeeping" work.
2. The tenderer shall upload details of work executed by them in the prescribed format for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be uploaded. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final/ last bill paid by the client should be uploaded. The offers submitted without this documentary proof will not be evaluated.
3. Value of successfully completed portion of any ongoing work up to the last day of the previous month of tender submission will also be considered for qualification of work experience criteria.
4. For completed works, value of work done shall be updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.
5. If the above work(s) comprise(s) other works also, then client's certificate clearly indicating the amount of work done in respect of the "similar work" shall be furnished by the tenderer in support of work experience along-with their tender submissions.

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 5: Financial Capability Details

Bidder should submit their financial details as per the following:

This is to certify that the Average Annual Turnover, Net Worth working Capital and Profitability of M/s

.....

having registered office at

....., as applicable, is as below:

S.No.	Financial year	Name of the Bidder	Turnover from previous work
1.	2021-22		
2.	2020-21		
3.	2019-20		
4.	2018-19		
5.	2017-18		
	Average Annual Turnover		

S.No.	Financial year	Name of the Bidder	Net Worth
1.	2021-2022		

S.No.	Financial year	Name of the Bidder	Profitability
1.	2022-21		
2.	2021-20		
3.	2019-20		
4.	2018-19		
5.	2017-18		

S.No.	Financial year	Name of the Bidder	Liquidity
1.	2021-2022		

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Certificate of the Chartered Accountants/Statutory Auditors

Based on Audited Accounts and other relevant documents of _____ (Name of Bidder), we M/s _____, Chartered Accountants/ Statutory Auditors, certify that the above information pertaining to FY 2017-18, 2018-19, 2019-20, 2020-21 and FY 2021-22 is correct.

Signature and Seal of
Chartered Accountants/Statutory Auditors
(with membership no.)

UDIN

Authorised Signatory

(Name & Designation of Authorised Signatory)

In case the Financial Statements for the latest financial year are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor/charted accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 4 (four) years preceding the year for which the Audited Financial Statement is not being provided. Also, pertaining to latest financial year, the bidder shall submit an affidavit certifying that "The Annual Accounts have not been audited so far. We are submitting the CA certified provisional accounts, which shall be substantiated by the Audited Accounts, when prepared."

NOTE:

1. All such documents reflect the financial data of the bidder and not that of sister or parent company.
2. The financial data in above prescribed format shall be certified by CA/ Company Auditor under his signature and stamp in original along with membership no and UDIN
3. The Bidder shall provide the audited annual financial statements as required.

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 6: Bid Capacity Information

Name and brief particulars of contract (Clearly indicate the part of the work assigned to the applicant(s))	Name of client with telephone number and fax number	Contract Value In Rupees Equivalent (Give only the value of work assigned to the applicant(s))	Value of balance work yet to be done in Rupee equivalent as on last day of the previous month of tender submission	Date of Completion as per Contract Agreement	Expected Completion Date	Delay if any, with reason	Value of work to be done during next 48 months with effect from the first day of the month of tender submission
Total							

S.No.	Financial year	Total Value of Works done as per audited financial statements
1.	2021-22	
2.	2020-21	
3.	2019-20	
4.	2018-19	
5.	2017-18	

Bid Capacity (Bidder shall calculate, mention his bid capacity and enclose the supporting calculation) and documents

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A = Rs.

N =years

B = Rs.

Assessed available bid capacity = $2*A*N - B = Rs$

Certificate of the Chartered Accountants / Company Auditor

We, M/s _____, Chartered Accountants/ Company Auditors, certify that the above information is correct.

Name of Chartered Accountants / Company Auditor

Signature and Seal of Chartered Accountants/ Company Auditor

Membership Number of Chartered Accountants/ Company Auditor

UDIN

Authorised Signatory

(Name & Designation of Authorised Signatory)

NOTE:

1. The financial data in above prescribed format shall be certified by Chartered Accountant/ Company Auditor in original under his signature & stamp and UDIN along with audited financial statements with UDIN
2. Value of existing commitments for on-going works during period of 48 months w.e.f. from the first day of the month of tender submission has to be uploaded by the tenderer in Form. These data shall be certified by the Chartered Accountant with his stamp and signature in original with membership number _____ and _____ UDIN

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 7: Resource Proposed for the Works

Sl. No.	Designation	Min. No. of Personnel required for cleaning train per day	Min. No. of Personnel proposed to be deployed for cleaning train per day	Min. No. of Personnel required (for Depot House keeping per day)	Min No of Personnel proposed to be deployed(for Depot House keeping per day)	Educational Qualification		Relevant Years of Experience in cleaning & house keeping	
						Minimum Required	Proposed	Minimum Required (Yrs)	Proposed
1	Team Leader (Skilled)	00		01		Graduate & *Certificate course in Housekeeping		1-2	
2	Manager (Skilled)	01		01		Graduate & *Certificate course in Housekeeping		2	
3	Supervisor (Skilled)	02		04		12th Pass		2	
4	Cleaning Staff (Unskilled)	27		64		8th Pass		1	

* Proof of having passed certificate course in the cleaning & Housekeeping from British Institute of Cleaning and Hygiene science, Gurgaon for team Leader and Managers deployed to be submitted within reasonable period as per directive of Engineer-In-Charge after issue of NOA.

Note:

- a. No Deviation in the deployment of min. no. of personnel for Train Cleaning, Depot Housekeeping shall be acceptable. If, any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be rejected.
- b. The cleaning personnel shall be required to be deployed by the contractor in proportion to actual no. of trains offered for cleaning after issue of NOA.
- c. In order to achieve a very high standard of Train cleaning & Housekeeping, if required, more no. of personnel than the min. no. of personnel as mentioned above can be deployed. However, the Deployment of personnel shall never be less than the min. no. of personnel to be deployed as mentioned above.
- d. The Min. no. of personnel as mentioned above are required to be deployed on a daily basis in various shifts of the day as specified in this Tender.
- e. Any Personnel required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the contractor as per the Statutory norms or rules etc. as applicable.
- f. Team leader is common for Train cleaning, Depot housekeeping work.
- g. The CVs of the Team Leader, Managers & Supervisors are to be submitted along with the

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Tender. All CVs are to be signed by the proposed personnel and shall be verified by the Tenderer.

- h. NMRC may increase/decrease the no. of trains during the execution of contract. The Mini. No. of Personnel required may increase or decrease proportionately.
- i. All the Staff to be deployed only after given the safety training and police verification
- j. The personnel deputed to NMRC shall not be changed by the Bidder without taking prior approval of NMRC. The Bidder shall provide a substitute well in advance pertaining to same. The payment pertaining to this overlapping period of the substitute shall be the responsibility of the Agency.

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 8: Machinery and Equipment Proposed for the Works

S.No.	Type of Equipment required for the work	Details of Machine/ equipment to be used		Details of Machine/equipment proposed by tenderer			Remarks if any
		Minimum no. required for the work	Make	Minimum no proposed for the work	Make	Model No./ Capacity / Size	
1	Industrial Wet & Dry Vacuum Cleaners (Adequate to depot premises cleaning).	2	M/s. Johnson diversy or M/s. Karcher				
2	Portable type Wet & Dry Vacuum cleaner (Adequate to cater train cleaning and for workshop floor/office cleaning)	8	M/s. Johnson diversy or M/s. Karcher				
3	Single Disc Mini Scrubber (Adequate to cater train cleaning).	3	M/s. Johnson diversy or M/s. Karcher				
4	Wax Polishing Machines (Adequate to cater wax polishing in train).	2	M/s. Johnson diversy or M/s. Karcher or M/s Bosch				
5	Two Bucket Trolley System (for depot premises cleaning).	8	M/s. Johnson diversy or M/s. Karcher				
6	Sprinkler (sprayer) battery and manual operated Approx 15-20 Ltr tank)(for train cleaning)	5	Reputed company				
7	Industrial Drier cum Scrubber (Adequate to cater depot premises cleaning).	4	M/s. Johnson diversy -455E or M/s. Karcher				
8	Walk Behind sweeper(Adequate to cater depot premises cleaning).	1	M/s. Johnson diversy- Picobello151M/s. Karcher				
9	Battery operated Industrial Vacuum Sweeper with imported battery charger & battery (Adequate to cater depot premises cleaning).	1	M/s. Johnson diversy -Kobra 550 or M/s. Karcher				
10	High pressure cleaners (Adequate to cater train cleaning).	1	M/s. Johnson diversy or M/s. Karcher or Labor /Danubio 1211 LP				

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

S.No.	Type of Equipment required for the work	Details of Machine/ equipment to be used		Details of Machine/equipment proposed by tenderer			Remarks if any
		Minimum no. required for the work	Make	Minimum no proposed for the work	Make	Model No./ Capacity / Size	
11	High rise ladders (FRP)	10	Reputed company				

Note:

- The quantities shown above are the minimum required for the work. No Deviation from the minimum quantity as mentioned above shall be acceptable. Tenderer may note that in case of any shortfall during the course of execution of work penalty as specified in the SCC will be applicable.
- Contractor shall use all machines of capacity/size as specified in above table after approval from NMRC Engineer In-Charge. Contractor may also note that he will be required to submit comprehensive AMC of all the equipment/Machinery above from OEM/ authorized dealer of OEM within one month of issue of NOA for the duration of the contract.

Signature of authorized signatory of Tenderer

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 9: List of Specified Chemicals and Consumables required for Train Cleaning

S. No.	Activity	Make/ Brand	Unit	Minimum Qty required per Year for 38 Units as per Tender
1	Daily Cleaning Internal (Daily)			
i	Taski Spiral (F11)/3M General purpose cleaner-P2	Johnson Diversey/3M	Ltr.	3468
ii	Taski R3/ 3M Glass Cleaner-P3	Johnson Diversey/3M	Ltr.	694
iii	Taski R2/3M General purpose cleaner-P2	Johnson Diversey/3M	Ltr.	694
iv	Gum Remover/Degreaser DE128/ 3M sharp shooter	Johnson Diversey/3M	Ltr.	69
2	Cleaning of Roof (Monthly)			
i	Taski Spiral (F11)/3M General purpose cleaner-P2	Johnson Diversey/3M	Ltr.	456
3	Heavy Cleaning Internal (Monthly)			
i	Taski R3/ 3M Glass Cleaner-P3	Johnson Diversey/3M	Ltr.	46
ii	Taski R2/3M General purpose cleaner-P2	Johnson Diversey/3M	Ltr.	342
iii	Taski Spiral (F11)/3M General purpose cleaner-P2	Johnson Diversey/3M	Ltr.	456
iv	D7 Suma Inox/Glow side	Johnson Diversey/3M	Ltr.	114
v	3M SS Cleaner & polish	Johnson Diversey/3M	Ltr.	23
4	Wax Polishing (Six Monthly)			
i	3M Foam Polish Pad Glaze Perfect IT	Johnson Diversey/3M	Ltr.	38
5	Heavy Cleaning External (Monthly)			
i	Taski R3/ 3M Glass Cleaner-P3	Johnson Diversey/3M	Ltr.	34
ii	Taski Spiral (F11)/3M General purpose cleaner-P2	Johnson Diversey/3M	Ltr.	456
6	Floor polishing (01 coat) (Monthly)			
i	Johntec resitol F2J/ 3M R2D2 Polish & Protector	Johnson Diversey/3M	Ltr.	912
ii	Taski Spiral (F11)/3M General purpose cleaner-P2	Johnson Diversey/3M	Ltr.	114

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

S. No.	Activity	Brand	Life (in Days)	Minimum Qty required per Year for 38 Units as per Tender	Unit
1	Daily Cleaning Internal (Daily)				
i	Floor duster (Poccha)	Branded and High Quality	1	6,935	Nos
ii	Industrial wiper	Branded and High Quality	14	248	Nos
iii	Normal wiper	Branded and High Quality	21	165	Nos
iv	Glass wiper	Branded and High Quality	30	116	Nos
v	Taski frame for damp mop	TASKI/DIVERSY	45	77	Nos
vi	Taski by diversey aluminium handle for dry/damp mop & window washer	TASKI/DIVERSY	30	116	Nos
vii	Taski Dry mop with frame set	TASKI/DIVERSY	14	248	Nos
viii	Taski standard pro Damp Mop	TASKI/DIVERSY	14	248	Nos
ix	Plastic Big bucket 20 Ltr.	Neel Kamal /Flora/cello	60	58	Nos
x	Plastic Small bucket 10 Ltr.	Neel Kamal /Flora/cello	60	58	Nos
xi	Hand brush with long handle	Branded and High Quality	30	58	Nos
xii	Plastic Mug	Neel Kamal /Flora/cello	60	58	Nos
xiii	Bamboo brush	Branded and High Quality	14	248	Nos
xiv	Taski Micro fibre cloth Red Color	TASKI/DIVERSY	14	248	Nos
xv	Taski Micro fibre cloth Green/Blue Color	TASKI/DIVERSY	14	248	Nos
xvi	Taski Micro fibre cloth Yellow Color	TASKI/DIVERSY	14	248	Nos
xvii	Taski Micro fibre cloth White Color	TASKI/DIVERSY	14	248	Nos
xviii	Hockey /toilet brush	Branded and High Quality	30	58	Nos
xix	Telescopic PVA Mop	TASKI/DIVERSY	60	87	Nos
xx	Window Spray gun	Branded and High Quality	180	39	Nos
2	Cleaning of Roof (Monthly)				
i	Plastic pipe heavy duty	Branded and High Quality	90	253	mtr
ii	Plastic Big bucket 20 Ltr.	Neel Kamal /Flora/cello	60	8	Nos
iii	Hand brush	Branded and High Quality	30	15	Nos
iv	Plastic Mug	Neel Kamal /Flora/cello	60	8	Nos

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

v	Helmet	Branded and High Quality	365	5	Nos
vi	Safety Belt	Branded and High Quality	365	5	Nos
vii	Scotch bright	Branded and High Quality	1	456	Nos
3	Heavy Cleaning Internal (Monthly)				
i	Floor duster (Poccha)	Branded and High Quality	1	1,140	Nos
ii	Industrial wiper	Branded and High Quality	14	33	Nos
iii	Normal wiper	Branded and High Quality	21	22	Nos
iv	Glass wiper	Branded and High Quality	30	8	Nos
v	Taski by diversey aluminium handle for dry/damp mop & window washer	TASKI/DIVERSY	30	4	Nos
vi	Taski Dry mop with frame set	TASKI/DIVERSY	21	5	Nos
vii	Plastic Big bucket 20 Ltr.	Neel Kamal /Flora/cello	60	8	Nos
viii	Plastic Small bucket 10 Ltr.	Neel Kamal /Flora/cello	60	8	Nos
ix	Hand brush	Branded and High Quality	30	15	Nos
x	Plastic Mug	Neel Kamal /Flora/cello	60	15	Nos
xi	Bamboo brush	Branded and High Quality	14	65	Nos
xii	Taski Micro fibre cloth Red Color	TASKI/DIVERSY	14	65	Nos
xiii	Taski Micro fibre cloth Green/Blue Color	TASKI/DIVERSY	14	65	Nos
xiv	Taski Micro fibre cloth Yellow Color	TASKI/DIVERSY	14	65	Nos
xv	Taski Micro fibre cloth White Color	TASKI/DIVERSY	14	65	Nos
xvi	Hockey /toilet brush	Branded and High Quality	30	15	Nos
xvii	Telescopic PVA Mop	TASKI/DIVERSY	60	15	Nos
xviii	Hand brush with long handle	Branded and High Quality	30	15	Nos
xix	Window Spray gun	Branded and High Quality	180	1	Nos
4	Wax Polishing (Six Monthly)				
i	Clean cloth	Branded and High Quality	1	76	Nos
ii	Foam pad	Branded and High Quality	1	76	Nos
5	Heavy Cleaning External (Monthly)				

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

i	Taski Micro fibre cloth Green/Blue Color	TASKI/DIVERSY	14	65	Nos
ii	Taski Micro fibre cloth Yellow Color	TASKI/DIVERSY	14	65	Nos
iii	Industrial wiper	Branded and High Quality	14	33	Nos
iv	Taski window washer, 35 cm	TASKI/DIVERSY	14	16	Nos
v	Taski by diversey aluminium handle for dry/damp mop & window washer	TASKI/DIVERSY	30	4	Nos
vi	Plastic Big bucket 20 Ltr.	Neel Kamal /Flora/cello	60	8	Nos
vii	Plastic Small bucket 10 Ltr.	Neel Kamal /Flora/cello	60	8	Nos
viii	Plastic Mug	Neel Kamal /Flora/cello	60	8	Nos

Note:

1. Tenderer shall have to use all Train cleaning chemicals & consumables of brand prescribed in tender only.
2. Qty of all chemicals & consumables mentioned in above table is tentative whereas if more quantity of chemicals & consumables are required to maintain the proper cleaning then contractor is bound to supply more chemical/consumable without any extra cost. Supply of materials by contractor is supplied as directed by NMRC Engineer In-Charge, in this regard the tenderer is required to note the requirement of rate contract as specified in tender (Form 21: Obligation/ Compliance to be ensured by Contractor)

Signature of authorized signatory of Tenderer

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 10: List of Specified Chemicals and Consumables required for Depot Housekeeping

S.No	Description of Chemicals & Consumables	Brand	Unit	Minimum Qty Req'd. Per Year
1	Liquid Hand Wash	Dettol/Lifebuoy	Ltr	2823
2	Toilet Roll	Vertis/Windsoft/Boardwalk/Daycare/Daffodil	Nos.	1283
3	Tissue Paper box	Vertis/SoftTouch/Windsoft/ Boardwalk	Nos.	1283
4	White Phenyl	Domex/Lizol/Trishul	Ltr	1027
5	Air/Room Freshener spray type	Yardley/Park Avenue/Airvic/Odonil	Nos.	428
6	Odoniser50gms/AER Pocket30gm/Toilet air freshener	Odonil/Dabur/ Godrej	Nos.	770
7	Toilet Cleaner	Harpic/Mr. Muscle/R6	Ltr	770
8	Urinal cube (100 gm)/Urinal Screen Mat	Odonil /Metropol or equivalent	Nos.	1283
9	Colin-500ml	Colin	Nos.	821
10	Floor cleaning chemical	Johnson Diversy/Easy bang	Ltr	1155
11	Scotch bright	Scotch bright	Nos.	770
12	Hand brush	Branded and High Quality	Nos.	308
13	Dust pan	Branded and High Quality	Nos.	214
14	Mug	Neel Kamal /Flora/cello	Nos.	171
15	Small Dust Bin with flap& paddle 10ltr	Neel Kamal /Flora/cello	Nos.	154
16	Large Dust Bin swing 60ltr	Neel Kamal /Flora/cello	Nos.	86
17	Buckets (20ltrs)	Neel Kamal /Flora/cello	Nos.	257
18	Soap Dispenser (Wall Mounted)	Branded and High Quality	Nos.	86

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

19	Helmets	Branded and High Quality	Nos.	21
20	Safety Belts	Branded and High Quality	Nos.	21
21	cotton towel small	Branded and High Quality	Nos.	385
22	Floor Duster (Mops)	Branded and High Quality	Doz	278
23	White Duster	Branded and High Quality	Doz	128
24	Yellow Duster	Branded and High Quality	Doz	128
25	Soft Broom	Branded and High Quality	Nos.	856
26	Dust control mop	Branded and High Quality	Nos.	205
27	Bamboo brush	Branded and High Quality	Nos.	193
28	Seekh broom	Branded and High Quality	Nos.	257
29	Road broom	Branded and High Quality	Nos.	193
30	Glass wiper	Branded and High Quality	Nos.	257
31	Toilet Brush/ Hockey Brush	Branded and High Quality	Nos.	385
32	Pressure pump	Branded and High Quality	Nos.	385
33	Disposable bags for dustbins (Small & Big)	High Quality	Kg.	770
34	Hand Gloves	Branded and High Quality	Pair	128
35	Industrial wiper big	Branded and High Quality	Nos.	385
36	Industrial wiper small	Branded and High Quality	Nos.	257
37	Cobweb brush	Branded and High Quality	Nos.	51

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

38	Misc. Consumables for Machinery i.e. Scrubbing pad, dust bags, brushes etc.	Branded and High Quality	lums ump	26
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Note:

3. Tenderer shall have to use all Depot Housekeeping cleaning chemicals & consumables of brand prescribed in tender only.
4. Qty of all chemicals & consumables mentioned in above table is tentative whereas If more quantity of chemicals & consumables are required to maintain the proper cleaning then contractor is bound to supply more chemical/consumable without any extra cost. Supply of materials by contractor is supplied as directed by NMRC Engineer In-Charge, in this regard the tenderer is required to note the requirement of rate contract as specified in tender (Form 22: Proforma for Clarifications / Amendments on the RFP).

Signature of authorized signatory of Tenderer

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 11: Memorandum

Name of Work: Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

I/We agree to keep the quoted rate open for acceptance for 180 days from the due date of submission thereof and not make any modification in its terms and conditions.

I/We hereby declare that I/We shall treat the quotation documents, drawings and other records connected with the works as secret/ confidential documents and shall not communicate information derived there from to any person other than the information in any manner prejudicial to the safety of NMRC.

Signature of the bidder with seal

Dated:

Witness:

Address:

Occupation

Form 12: Undertaking

I confirm that We , _____

- a. Have not been banned /declared ineligible for corrupt and fraudulent practices by any government/government-undertaking/ semi-government/ govt. controlled institutions, any court of law having jurisdiction in India for the past 5 (five) years.
- b. Do not have any pending litigation & non-performing contracts during last 5 (five) years. Further, has not been barred by any government/government-undertaking/ semi-government/ govt. controlled institutions
- c. Have not abandoned any work in last 5 (five) years.
- d. Have not delayed in similar work completion during orders executed in last 5 (five) years.
- e. Do not ever been terminated due to poor performance.
- f. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.
- g. Have not been blacklisted/debarred by any organization.
- h. Neither penalised with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any "Housekeeping Works" of value more than 10% of NIT cost of work, during 5 (five) years.
- i. Have not been put on defaulter's list of EPF/ESI/GST/Labour Deptt. etc during the last 5 (five) years.
- j. Have not been be involved in any illegal activity and/or has not been charge sheeted for any criminal act during the last 5 (five) years.
- k. Have not submitted any misleading information in the Bid.
- l. Are financially sound to perform the work.

Authorized signatory

Name:

Date:

Name of the Bidder with seal

Form 13: Power of Attorney

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

Power of Attorney to be provided by the Bidding Company in favour of its representative as evidence of authorized signatory's authority.

Know all men by these presents, We(name and address of the registered office of the Bidding Company) do hereby constitute, appoint and authorize Mr./Ms.....(name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to submission of our Bid for **Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34** in response to the RFP Document dated _____ issued by Noida Metro Rail Corporation ("NMRC" or "the Corporation"), including signing and submission of the Bid and all other documents related to the Bid, including but not limited to undertakings, letters, certificates, acceptances, clarifications, guarantees or any other document which the Corporation may require us to submit. The aforesaid Attorney is further authorized for making representations to the NMRC or any other authority, and providing information / responses to the NMRC, representing us in all matters before the NMRC, and generally dealing with the Corporation in all matters in connection with our Bid till the completion of the bidding process as per the terms of the RFP Document and further till the Contract is entered into with the NMRC and thereafter till the expiry of the Contract.

We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall be binding on us and shall always be deemed to have been done by us.

All the terms used herein but not defined shall have the meaning ascribed to such terms under the RFP Document.

Signed by the within named
.....[Insert the name of the executant company]
through the hand of
Mr.
duly authorized by the Board to issue such Power of Attorney
Dated this day of

Accepted
.....
Signature of Attorney
(Name, designation and address of the Attorney)

Attested
.....
(Signature of the executant)
(Name, designation and address of the executant)

.....
Signature and stamp of Notary of the place of execution

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Common seal of has been affixed in my/our presence pursuant to Board of Director's Resolution dated.....

WITNESS

1.
(Signature)
Name

Designation.....

2.
(Signature)
Name

Designation.....

Notes:

- (1) The mode of execution of the power of attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and the same should be under common seal of the executants affixed in accordance with the applicable procedure. Further, the person whose signatures are to be provided on the power of attorney shall be duly authorized by the executant(s) in this regard.
- (2) In the event, power of attorney has been executed outside India, the same needs to be duly notarized by a notary public of the jurisdiction where it is executed.
- (3) Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a board resolution / power of attorney, in favour of the person executing this power of attorney for delegation of power hereunder on behalf of the executant(s).

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

.....

(Name & Title)

For

(Signature)

.....

(Name & Title)

Witnesses:

1.

2.

.....

(Executants)

(To be executed by all the Members of the Consortium)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder..*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Appostille certificate*

Form 15: Consortium Agreement / Memorandum of Understanding (Not Applicable)

(To be executed on Stamp paper of appropriate value)

This Consortium Agreement/Memorandum of Agreement is executed at _____ on this _____ day of _____, 2018.

BETWEEN

Mr. _____ R/o _____ OR M/s _____, a Company incorporated under the Companies Act, 1956 and having its registered Office at _____ acting through its _____ duly authorized by a resolution of the Board of Directors dated _____ (hereinafter referred to as the 'LEAD MEMBER' which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the ONE Part;

AND

Mr. _____ R/o _____ OR M/s _____, a Company incorporated under the Companies Act, 2013 and having its Registered Office at _____ and acting through its _____, duly authorized by a resolution of the Board of Directors dated _____ (hereinafter referred to as the ('Participant member') which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the OTHER/SECOND PART

AND

Mr. _____ R/o _____ OR M/s _____, a Company incorporated under the Companies Act, 2013 and having its Registered Office at _____ and acting through its _____, duly authorized by a resolution of the Board of Directors dated _____ (hereinafter referred to as the ('Participant member') which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the third PART]

Whereas Noida Metro Rail Corporation Limited (hereinafter referred to as 'NMRC') has invited Bids for the Licensing of _____ in terms of the RFP documents issued for the said purpose and the eligibility conditions required that the Bidders bidding for the same should meet the conditions stipulated by NMRC for participating in the bid by the Consortium for which the Bid has been floated by NMRC.

AND WHEREAS in terms of the bid documents all the parties jointly satisfy the eligibility criteria laid down for a bidder for participating in the bid process by forming a Consortium between themselves.

AND WHEREAS all the parties hereto have discussed and agreed to form a Consortium for participating in the aforesaid bid and have decided to reduce the agreed terms to writing.

NOW THIS CONSORTIUM AGREEMENT/MEMORANDUM OF AGREEMENT HEREBY WITNESSES:

1. That in the premises contained herein the Lead Member and the Participant Member having decided to pool their technical know-how, working experiences and financial resources, have formed themselves into a Consortium to participate in the Bid process for Licensing of _____ in terms of the Bid invited by Noida Metro Rail Corporation Ltd., (NMRC).

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

2. That all the members of the Consortium have represented and assured each other that they shall abide by and be bound by the terms and conditions stipulated by NMRC for awarding the Bid to the Consortium so that the Consortium may take up the aforesaid license, in case the Consortium turns out to be the successful bidder in the bid being invited by NMRC for the said purpose.
3. That all the members of the Consortium have satisfied themselves that by pooling their technical know-how and technical and financial resources, the Consortium fulfils the pre-qualification/eligibility criteria stipulated for a bidder, to participate in the bid for the said Bid process for _____.
4. That the Consortium have agreed to nominate any one of _____, _____ and _____ as the common representative who shall be authorized to represent the Consortium for all intents and purposes for dealing with the Government and for submitting the bid as well as doing all other acts and things necessary for submission of bid documents such as Bid Application Form etc., Mandatory Information, Financial Bid. etc. and such other documents as may be necessary for this purpose.
5. That the shareholding of the members of the Consortium for this specified purpose shall be as follows:
 - I. The Lead Member shall have _____ per cent (____%) of shareholding with reference to the Consortium for this specified license agreement.
 - II. The Participant Member shall have _____ (____%) of shareholding with reference to the Consortium for this specified license agreement.

That in case to meet the requirements of bid documents or any other stipulations of NMRC, it becomes necessary to execute and record any other documents amongst the members of the Consortium, they undertake to do the needful and to participate in the same for the purpose of the said project.

That it is clarified by and between the members of the Consortium that execution to this Consortium Agreement/Memorandum of Agreement by the members of the Consortium does not constitute any type of partnership for the purposes of provisions of the Indian Partnership Act and that the members of the Consortium shall otherwise be free to carry on their independent business or commercial activities for their own respective benefits under their own respective names and styles. This Consortium Agreement is limited in its operation to the specified project.

That the Members of the Consortium undertake to specify their respective roles and responsibilities for the purposes of implementation of this Consortium Agreement and the said project if awarded to the Consortium in the Memorandum to meet the requirements and stipulations of NMRC.

IN FAITH AND TESTIMONY WHEREOF THE PARTIES HERETO HAVE SIGNED THESE PRESENTS ON THE DATE, MONTH AND YEAR FIRST ABOVE WRITTEN.

1.(_____) 2.(_____) 3.(_____)
Authorized Signatory Authorized Signatory Authorized Signatory
(_____) (_____) (_____)
For (Name of company) For (Name of company) For (Name of company)

Enclosure: Board resolution of each of the Consortium Members authorizing:

- (i) Execution of the Consortium Agreement, and (ii) Appointing the authorized signatory for such purpose

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 16: Personnel Details

Name of Work: Mechanized Cleaning and Housekeeping Works at NMRC Stations

Month/Year	Personnel and Grade	Number of Personnel	Proof (ESI/PPF challans)

Authorized signatory

Name:

Date:

Name of the Bidder with seal

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 18: Saleable Form for Tender Document

Job No.

The required fee of tender form has been deposited in _____ Bank A/c No. _____ RTGS/NEFT and the scanned copy of UTR receipt with Transaction Id is being enclosed with E-tender documents. If the copy of UTR receipt is not uploaded with the E-tender the tender shall be rejected.

DETAILS OF EARNEST MONEY ATTACHED

The required amount of Earnest money has been deposited in _____ Bank A/c No. _____ RTGS/NEFT and the scanned copy of UTR receipt with transaction Id is being enclosed with E-tender documents. If the copy of UTR receipt is not uploaded with the E-tender the tender shall be rejected.

BIDDER

Form 19: Resume of Proposed Personnel



NAME :

FATHER'S NAME :

DATE OF BIRTH :

PERMANENT ADDRESS :

.....

RESIDENTIAL ADDRESS :

.....

MARITAL STATUS :

EDUCATIONAL QUALIFICATION :



TECHNICAL QUALIFICATION :

EXPERIENCE :

LANGUAGE KNOWN :

NATIONALITY :

CATEGORY :

DATE:  

PLACE: **Thumb impression** **SIGNATURE**

Designation of staff :

(To be filled by contractor)

Attested by authorised person:

Note: CV of Team Leader, Managers & Supervisors to be submitted with the bid.

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 20: Obligation/ Compliance to be ensured by Contractor

S.N.	Items	Compliance of Contractor (To be filled by Contractor)	
		YES	NO
1	License for employing contract labour		
2	Contractor has to pay Minimum Rates of wages in respect of that category of worker during the entire period of contract applicable time to time by 7 th of every month. The minimum rates of wages shall be as per Central Government in respect of that category of worker.		
3	Compliance of Minimum wages Act by Payment of wages to all staff through Bank Payment. Cash payment to new staff up to 2 month only may be allowed, and it will be made only in the presence of nominated representative of employer. Submit proof of minimum wages payment (Bank statement) on monthly basis to the employer.		
4	Wages payment period should not exceed one month		
5	Wages to be paid without deduction of any kind except those specified in labour law provisions.		
6	Compliance of provisions of ESI, PF and Workmen compensation Act as per contract provisions. Submit separate ECR along with challan for this contract on monthly basis to the employer. Wages shown in ECR sheet should match with wages payment sheet.		
7	To ensure treatment in case of accident / injuries suffered in performance of work including wages and compensation under ESIC/WC Act.		
8	Send Accident report to Regional Labour Commissioner (RLC) with a copy to Engineer-In-Charge.		
9	Observance of working hours, weekly rest and overtime payment		
10	Overtime should be paid at the double rate of normal wages		
11	Identity cards of each employee contains EPF & ESI no.		
12	Maintain Register of Workmen employed, Muster Roll, Wage Register, Deduction for Damage or Loss Register, Fines Register, Advances Register and Overtime Register etc. as per contract labour laws		
13	Provide First Aid facilities to contract workers at work sites as approved by Engineer In-charge.		
14	Issue wage slips to workmen as per actual disbursement of wages in standardized Performa		
15	Maintain individual Attendance Cards for all employees		
16	UAN and ESIC card to be submitted for the staff deployed within three months.		
17	Proof of having passed certificate course in the cleaning and housekeeping for the Team Leader and Mangers deployed to be submitted within reasonable period as directed by Engineer-In-Charge after issue of NOA		
18	Contractor to enter into the rate contract for the supply of chemicals and consumables as per direction of Engineer In-Charge and submit the same within the given period after the issuance of NOA.		

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

S.N.	Items	Compliance of Contractor (To be filled by Contractor)	
		YES	NO
19	AMC of the machines to be submitted within one Month of issuance of NOA.		
20	Bonus paid by the contractor within 8 months of the closing of accounting year for housekeeping staff/supervisor/manager/Team leader shall be reimbursed to the contractor only after submission of proof of that it has been credited to their accounts. This shall be reimbursed to agency on submission of Form and proof of service of staff including proof of proper payment of bonus, regular EPF contribution		

Note: Entry must be made against all items. Non-filling or “No” entry in any of above items in the “Compliance of Contractor” column by tenderer will lead to non-eligibility of tender or next stage of tender evaluation process.

Signature of authorized signatory of Tenderer

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 21: Proforma for Clarifications / Amendments on the RFP

Sl. No.	Document	Clause No. and Existing Provision	Clarification required	Suggested Text for the Amendment	Rationale for the Clarification or Amendment

Authorized signatory

Name:

Date:

Name of the Bidder with seal

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 22: Bid Offer/ BOQ (Format)

To

GM Technical

Noida Metro Rail Corporation (NMRC) Limited

Block-III, 3rd Floor, Ganga Shopping Complex

Sector-29

Noida -201301,

District Gautam Budh Nagar, Uttar Pradesh

THIS FORM IS NOT TO BE FILLED. THE BIDDERS ARE REQUIRED TO FILL THE FINANCIAL PROPOSAL IN XLS FORMAT AFTER DOWNLOADING THE FORM FROM THE E-PROCUREMENT WEBSITE FOR THIS TENDER DOCUMENT

Sub: Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Dear Sir,

I/we have read and examined the RFP document, general terms and conditions.

I/we hereby quote for the Total Price for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34 as specified below, payable by NMRC.

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Price Schedule

Sl. No.	Item Description	Quantity	Units	Rate (Per Annum)	Total Amount for 4 Years	Quoted Rate by Bidder (Per Annum) (In Figures)	Quoted Amount by Bidder for 4 Years (In Figures)	Quoted Amount by Bidder for 4 Years (In Words)
		a	b	c	d=a*c			
1.01	Supply of Manpower as per the Tender Document (For Train Cleaning and Housekeeping of Depot)	4.00	Per Annum	31561036.73	126244146			
1.02	Provision Charges for cleaning chemicals required for Train Cleaning	4.00	LS Per Annum	1337056.88	5348227.52			
1.03	Provision Charges for cleaning consumables required for Train Cleaning	4.00	LS Per Annum	1823259.38	7293037.52			
1.04	Machinery required for Train cleaning & Housekeeping of Depot premises	4.00	LS Per Annum	410233.36	1640933.44			
1.05	Provision Charges for cleaning chemicals and consumables required for housekeeping of Depot Premises	4.00	LS Per Annum	1944810.00	7779240.00			
Total in Figures								

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Sl.No.	Description	Man days	Minimum daily Man Power required for Train cleaning	Minimum daily Man Power required for Housekeeping of Depot	Total daily Man Power required for Housekeeping of Depot & Train cleaning	Rate (minimum statutory requirement)				Total amount for Train cleaning per year (In Rs.)	Total amount for Depot Housekeeping per year (In Rs.)	Total amount for Train cleaning & Depot Housekeeping per year (In Rs.)
						(In Rupees)						
						Minimum wage /day w.e.f. 01.10.2022	PF Cont. @ 13% Per Day	ESI Cont. @ 3.25% Per Day	Total wage /day including PF+ESI			
a	b	c	d=b+c	e	f	g	h=e+f+g	i=a*b*h	j=a*c*h	k=i+j		
a	Team Leader (Skilled)	365	0	1	1	806	75	28.145	969.145	0.00	353738	353738
b	Manager (Skilled)	365	1	1	2	806	75	28.145	969.145	353738	353738	707476
c	Supervisor (Skilled)	365	2	4	6	806	75	28.145	969.145	707476	1414951.70	2122427.7
d	Cleaning Staff for Cleaning of Metro Train Coaches (Un-Skilled)	365	27	0	27	663	75	23.1075	809.107	7973749	0.00	7973749
e	Cleaning Staff for Housekeeping of Depot premises (Un-Skilled)	365	0	64	64	663	75	23.1075	809.107	0.00	18900739.52	18900739.52
f	Total (a+b+c+d+e)		30	70	100					9034963	21023167.22	30058130.22
g	Miscellaneous charges								5%	451748.15	1051158.36	1502906.51
i	Total Cost of Man Power per year (f+g)									9486711.15	22074325.58	31561036.73

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

1. **The tenderer shall mention Quoted Amount (for 4 years) In Figures. If a tenderer quotes 'below/ at Par' than the estimated rate i.e. offers rebate/concession/ discount for SI No. 1.01 - Supply of Manpower as per the Tender Document, then his Financial Bid shall be treated as non-responsive and will not be considered and EMD will be forfeited. For SI No. 1.02, 1.03, 1.04, 1.05, bidder may quote above/below/at par.**
2. The Amount Arrived at from Quoted Rate in the Commercial Bid, would be treated as complete in all respect. It will be deemed to include all incidental charges, supervision, transport, contractor's profit and establishment/overheads, all risks & insurance liabilities, compliance of labour laws and other obligations set out or implied in the contract.
3. **The total 04 year payment due to contractor shall be inclusive of all taxes (except GST), Tender Requirements, Statutory Contributions, etc.**
4. In case of revision (increase or decrease) either in minimum wages and/or ceiling of Wage/Salary limit for payment of EPF & ESI etc, and/or in the percentage value of contribution towards EPF & ESI etc by government (state/union) then the contractor will be reimbursed revised statutory charges/wages etc (i.e. SI No. 1.01 of BOQ will be suitably modified). All payments that are statutory are paid with the provision that they are transferred to workmen in toto without any deduction whatsoever. Any default in payment of wages less than statutory wages etc. and claim of such wages etc. from NMRC will be treated as fraudulent practice and action shall be taken against contractor for such fraudulent act in terms of contract/Indian Contract Act/Other applicable Law.
5. For supply of the manpower minimum wages of has been adopted as per Central Government.
6. The payment against the PF and ESI contributions made by the Contractor for Housekeeping staff/Supervisors/Manager/ Team leader shall be reimbursed to the Contractor only after submission of proof that it has been credited to their PF/ESI accounts.
7. The GST will be reimbursed based on the invoice of GST paid to the concerned authority by the contractor.
8. The rates and prices tendered in the priced bill of quantities are for complete work and complete in all respects. It will be deemed to include all plant, labour, supervision, materials, cleaning chemicals transport, including all leads, lifts, ascents, descants, crossing of Rly. tracks and any other obstructions etc. unloading, loading, handling, re-handling, taxes (except GST), royalty and compensation etc. all temporary works, erection, maintenance, contractor's profit and establishment/ over heads, together with all general risks, insurance liabilities and obligations set out or implied in the contract.
9. We have completely read and understood the Bid Document. The Financial Tender submitted is unconditional and fulfils all the requirements of the Tender Document.
10. Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

Signature and Name of the Authorized Person

NAME OF THE BIDDER AND SEAL

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

Form 24: Bid Details

The following list is intended to help the tenderers in submitting offer which are complete. An incomplete offer is liable to be rejected. Tenderers are advised to go through the list carefully and take necessary action.

S.No.	Particulars	Attached Yes / No / Not Applicable	Page no. (Mandatory)
1	Bid Processing Fees		
2	Earnest Money Deposit		
3	Form 1: Letter of Proposal Submission		
4	Form 2: Firm Details		
5	Form 3: Capability Statement		
6	Form 4: Work Experience		
7	Form 5: Financial Capability Details		
8	Form 6: Bid Capacity Information		
9	Form 7: Resource Proposed for the Works (CV need to be attached for Team Leader, Managers and Supervisors)		
10	Form 8: Machinery and Equipment Proposed for the Works		
11	Form 9: List of Specified Chemicals and Consumables required for Train Cleaning		
12	Form 10: List of Specified Chemicals and Consumables required for Depot Housekeeping		
13	Form 11: Memorandum		
14	Form 12: Undertaking		
15	Form 13: Power of Attorney		
16	Form 14: Power of Attorney for Lead Member of Consortium (Not Applicable)		
17	Form 15 Consortium Agreement / Memorandum of Understanding (Not Applicable)		
18	Form 16: Personnel Details		
19	Form 17 Salable Form for Tender Document		
20	Form 18: Declaration of Refund of Earnest Money		
21	Form 19 Resume of Proposed Personnel		
22	Form 20: Obligation/ Compliance to be ensured by Contractor		
23	Form 21: Proforma for Clarifications / Amendments on the RFP		
24	Form 23: Bid Details		
25	Statutory proof of existence as the legal entity		
26	PAN certificate as per legal entity		
27	A copy of the Audited balance sheets and Profit and Loss Statements for the last 5 (five) financial years		
28	Self attested copy of ITR		
29	Self-attested copy of certificate of Labour Department		
30	Self-attested copy of ESI and EPF registration		

RFP for Comprehensive Cleaning, Wax Polishing & Floor polishing of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Depot in Greater Noida Sector-34

S.No.	Particulars	Attached Yes / No / Not Applicable	Page no. (Mandatory)
	certificate		
31	Proof of Registered Office or the functional Branch Office located in Delhi NCR		
32	Copy of GST registration certificate		
33	Any other document asked by the Employer if submitted, specify the documents Or Any other document which the Tenderer considers relevant		