



**ONGC TRIPURA POWER COMPANY LIMITED**

**TECHNICAL SPECIFICATION  
FOR  
FACILITY MANAGEMENT  
AT  
OTPCTOWNSHIP**

**OTPCTOWNSHIP**

**KHILPARA, UDAIPUR, GOMATI DIST. TRIPURA**

(This document is meant for the exclusive purpose of bidding against this specification and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).

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FOR  
FACILITY MANAGEMENT**

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**1 SCOPE OF WORK**

- 1.1 It is clearly understood by the parties that in respect of Services to be provided by the Contractor under the Contract, responsibility of Owner shall be limited to (i) Maintaining Material store for spares (ii) Annual Maintenance Contract for Lifts, Diesel Generators, Fire Alarm system , EPBAX system & CCTV system (iii) Supply of spare parts for Electrical, Mechanical equipment (iv) Operation & maintenance of STP (v) diesel for DG sets and diesel driven fire pumps as detailed elsewhere in the Contract and Contractor shall be responsible for providing all other Services (as defined under the Contract) including supply of all the material (except Spare Parts) hereinafter referred as “Consumables”. For the sake of clarity, the Contractor agrees and acknowledges that Consumables include chemicals, gases, pesticides, insecticides, salts, consumable oils and grease, lubricants, electrical accessories, cleaners, papers, construction material and other materials (except Spare Parts), required from time to time for the operation, maintenance, inspection and testing of the equipment, which will be consumed during operation and maintenance of “OTPC Township “ (hereinafter referred as “**Facility**”) and will then need to be replenished, starting from effective date till expiry of the Term in accordance with the terms and conditions specified in the Contract and this Technical Specification.
- 1.2 In this Technical Specification, capitalized terms used but not defined shall have the meaning assigned to them under the **Contract for Facility Management Service (FMS) at OTPC Township** dated [●] (the “Contract”).
- 1.3 The Contractor shall at its expense shall provide “Facility Management Service” at OTPC Township situated at Khilpara, Udaipur, Gumati , Tripura which shall be including but not limited to the following :
  - 1.3.1 The contractor has to Provide and maintain proper & efficient Facility Management Services (FMS) at OTPC Township premises by deploying sufficient number of trained, experienced and competent technical personnel , craft personnel and other support manpower as per job requirement. The Contractor shall deploy adequate number of manpower under different categories considering job requirement in housekeeping, electrical, Mechanical, Civil & Horticulture job and Security Services.
  - 1.3.2 The Project Manager deployed by the Contractor shall report to the Head of Township maintenance (OTPC representative hereinafter referred as “**Head Township Maintenance**”).
  - 1.3.3 It is clearly understood that all technical & non-technical services have to be provided by the Contractor under the said Contract. Subject to Applicable Laws, provisions of the Contract and Prudent Utility Practices, Contractor shall provide Facility Management Services at Township in accordance with instructions of Head Township Maintenance.
  - 1.3.4 Perform day to day activities which include Operations, maintenance and monitoring of utility services including (i)Electrical Substation (ii) Water Treatment Plant (iii) Fire protection system (iv) DG sets (v) For STP only housekeeping and general supervision to be done by the Contractor (vi) EPABX (vii) CCTV

**2 STANDARD OF PERFORMANCE OF SERVICES**

- 2.1 The Contractor shall perform the Services required under the Contract including those set forth in this Technical Specification in a prudent, efficient and careful manner and in accordance with:

- 2.1.1 the provisions of the Contract;
  - 2.1.2 the Prudent Utility Practices;
  - 2.1.3 the Plan, policies and procedures to be established by the Owner during the Term;
  - 2.1.4 the O&M Plan and Procedures for the Township to be developed by the Contractor and to be approved by Owner;
  - 2.1.5 the O&M Manuals provided by OEM;
  - 2.1.6 all Applicable Laws, Permits, clearances , governmental/municipal Authorizations in relation to Contractor’s obligations under the Contract;
- 2.2 In the event that any of the standards and requirements specified under Clause 2.1 above or elsewhere in the Contract, for the performance of the Services by the Contractor hereunder require a higher level of performance or a greater duty of care or are otherwise more stringent, more restrictive or more onerous than other such standards and requirements, the more stringent, restrictive or onerous of the standards or requirements shall apply to the Contractor’s performance of the Services.

**3 TECHNICAL SPECIFICATION FOR HOUSEKEEPING SERVICE**

- 3.1 Scope of work includes maintaining proper housekeeping, hygiene & cleanliness in the township. The contractor is required to provide Housekeeping Services at OTPC Township which shall be including but not limited to Cleaning Services, supply of all consumables like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, etc.:
- 3.2 Floor cleaning by dry sweeping followed by swabbing of all buildings in Township areas as mentioned. Cleaning includes removal of debris (of web and other dirt) and any other item and daily dusting, cleaning of furniture tables, chairs, almirahs, cabinets, etc. in the above buildings as per the instructions of Head-Township Maintenance.
- 3.3 Cleaning includes collection, carrying of sweeping, garbage daily from all buildings mentioned and dumping at a place outside to be approved by Head Township maintenance
- 3.4 All types of Housekeeping work in residential builds and non-residential buildings including but not limited to sweep cleaning of all floor areas, vacuuming of club house, washroom cleaning, glass surface cleaning, deep cleaning of entire common area, damp and dry cleaning, sanitizing, dusting and wiping, solar panel cleaning and maintenance , trash removal and other housekeeping works at OTPC Township.

(As set out in further detail in the “Part-A - Technical Specification for Housekeeping Service”)

**4 TECHNICAL SPECIFICATION FOR HORTICULTURE SERVICE**

- 4.1 Scope of work includes all type of horticulture development and maintenance work including lawn/ garden, flowerbed, rosary, topiary, shrubbery, hedge, nursery, pest control of plants, intercultural operations tree plantation, supply of materials and other horticultural works at OTPC Township.

- 4.1.1 The quantity given in the BOQ for Horticulture and Civil works is approximate and indicative and may vary on actual requirement, being maintenance nature of work, all the BOQ items may or not be executed in full or part thereof, no claim on these account shall be entertained by OTPC.

(As set out in further detail in the “**Part-B - Technical Specification for Horticulture Service**”)

**5 TECHNICAL SPECIFICATION FOR ELECTRICAL OPERATION & MAINTENANCE SERVICE**

- 5.1 Contractor shall at its expense maintain safe and efficient operation and maintenance of all electrical systems, DGs, Transformers, Electrical Panels, CCTV system, Telephone System etc. Contractor shall conduct, coordinate and supervise the required Maintenance activities and ensure that the same will be carried out for the equipment as per benchmarked maintenance practices / OEM manuals. The Contractor is required to do the Operation and Maintenance Services of above mentioned equipment/systems at OTPC Township which shall be including but not limited to the following:

- 5.1.1 The work includes checking for safe electrical operation at township, their preventive and breakdown maintenance as per BOQ and specifications. The Contractor has to provide efficient Operation, preventive and breakdown maintenance as per BOQ and specifications at OTPC Township premises by deploying sufficient number of trained, experienced and competent technical personnel, craft personnel and other support manpower as per job requirement.

- 5.1.2 The Township is fed through 1 no. 11 KV incoming feeder to 1 no. 11 KV HT Panel. Operation and Maintenance of these feeders, Panels, 2 nos. 11/0.433 KV transformers, Switchgears, power cable network, area lighting at township, Diesel Generators, indoor electrical installations is included in the Scope of work of the Contractor unless otherwise specified.

- 5.1.3 There has to be a separate team of preventive maintenance with qualified supervisor dedicated for safety checking and preventive maintenance work, a separate team each for household complaint attending and a separate team for HT/LT breakdown maintenance works as per the work details mentioned in specifications.

- 5.1.4 Team of preventive maintenance work is suggested to be available during general shift (9 am to 6 pm ) with 1 hr lunch break. Rest teams have to be present round the clock to attend the complaints within the time specified in technical specifications. There shall be deployment of workers for attending complaints of flats and common building and breakdown maintenance of HT/LT system throughout the year, even on public holidays. The contractor has to prepare a timetable such that the manpower is available as said above and requirements as per specifications and labour laws of India are met.

(As set out in further detail in the “**Part-C - Technical Specification for Electrical Operation & Maintenance Service**”)

**6 TECHNICAL SPECIFICATION FOR MECHANICAL OPERATION & MAINTENANCE SERVICE**

- 6.1 Contractor shall at its expense maintain safe and efficient operation and maintenance of (i) water treatment plant comprising of water supply pumps , filters , media filters, mixed bed filters (ii) 4 systems (ii) Fire protection system (iii) 2 nos. Borewell on 24 x 7 basis (iv) 8 nos. Elevators (vi) Solar Water heater etc. Contractor shall conduct, coordinate and supervise the required

Maintenance activities and ensure that the same will be carried out for the equipment as per benchmarked maintenance practices / OEM manuals.

- 6.1.1 The Contractor has to provide efficient Operation, preventive and breakdown maintenance as per BOQ and specifications at OTPC Township premises by deploying sufficient number of trained, experienced and competent technical personnel, craft personnel and other support manpower as per job requirement.
- 6.1.2 There has to be a common team of preventive maintenance work, household complaint attending, breakdown maintenance works as per the work details mentioned in specifications.
- 6.1.3 Team of preventive maintenance work is suggested to be available during general shift (9 am to 6 pm ) with 1 hr lunch break. Rest teams have to be present round the clock to attend the complaints within the time specified in technical specifications. There shall be deployment of workers for attending complaints of flats and common building and breakdown maintenance of water supply system , Fire protection system and lift maintenance throughout the year, even on public holidays. The contractor has to prepare a timetable such that the manpower is available as said above and requirements as per specifications and labour laws of India are met.

(As set out in further detail in the “**Part-D - Technical Specification for Mechanical Operation & Maintenance Service**”)

**7 TECHNICAL SPECIFICATION FOR CIVIL WORKS**

- 7.1 Contractor shall at its expense maintain safe and efficient operation and maintenance of (i) water treatment plant comprising of water supply pumps , filters , media filters, mixed bed filters (ii) 4 systems (ii) Fire protection system (iii) 2 nos. Borewell on 24 x 7 basis (iv) 8 nos. Elevators (vi) Solar Water heater etc. Contractor shall conduct, coordinate and supervise the required

(As set out in further detail in the “**Part-E - Technical Specification for Civil Works**”)

**8 TECHNICAL SPECIFICATION FOR SECURITY SERVICES**

- 8.1 Contractor shall at its expense maintain safe and efficient operation and maintenance of (i) water treatment plant comprising of water supply pumps , filters , media filters, mixed bed filters (ii) 4 systems (ii) Fire protection system (iii) 2 nos. Borewell on 24 x 7 basis (iv) 8 nos. Elevators (vi) Solar Water heater etc. Contractor shall conduct, coordinate and supervise the required

(As set out in further detail in the “**Part-F - Technical Specification for Security Services**”)

**9 TECHNICAL DETAILS**

- 9.1 The details of Township Premises which will be covered under Facility Management Services shall be as per table below:

SL No	Name of Premises	Total No. of flats/Floors	Approximate Floor Area	Ownership Status
1	OTPC Township Khilpara, Udaipur, Gomoti Tripura	82 Nos. Flats at 4 Nos Towers, Clubhouse, Security Building, WTP, STP	18517 Sqm	Owned

9.2 The details of area covered under Facility Mangement shall be as per table below:

Sl.	Type	Floors	Areas (Sqm)
1	Type II	G+5	1320
2	Type III	G+3	1332
3	Type IV	G+8	1245
4	Type V	G+7	1013
5	Club House	G+1	1536
6	ESS Bldg	S	218
7	WTP	S	71
8	STP	S	34
9	Sec Bldg	S	32
10	Roads		8500
11	Pavements		2032

## 10 MANPOWER DEPLOYMENT FOR FACILITY MANAGEMENT SERVICES

10.1 Deploy experienced and trained staff in adequate number including replacement as per the Contract to provide Services under the Contract including temporary labours/manpower, not less than the manpower specified below considering the total work volume to be executed on daily basis.

Sl. No.	Designation	No of Manpower	Qualification
1	Project Manager	1	Graduate/Diploma ,Preferably with technical background(Civil/Electrical/Mechanical) with computer knowledge, Minimum 3 years' experience in relevant field
2	Supervisor	1	Graduate/Diploma/ITI ,Preferably with technical background(Civil/Electrical/Mechanical) with computer knowledge, Minimum 2 years' experience in relevant field
3	Operator (WTP)	1	Minimum 3 years' experience in Relevant field
4	Helper WTP	1	Experienced on relevant field
5	Plumber	1	Minimum 5 years' experience in Relevant field
6	Electrician	4	Minimum 5 years' experience in relevant Field

7	Electrician Helper	2	Minimum 2 years' experience in relevant Field
8	Unskilled Worker (Housekeeping, Sweeping) & garbage removal.	7	Experienced on relevant field
9	Township Security Services	4	Minimum 4 years' experience in relevant field
10	Horticulture	5	Work experienced on relevant field
Total		27	

- 10.2 The Contractor shall engage workers with relevant experience mentioned above. In no case the qualification and experience criteria required for any position shall be relaxed.
- 10.3 Contractor staff shall possess knowledge of the equipment, Tools & Plant and should be technically competent so as to optimize township operation and maintenance.
- 10.4 The Contractor shall provide legal, payroll, accounting and administrative support services with respect to its Staff and make payment to its Staff.
- 10.5 The Contractor shall direct and supervise its Staff while performing Services under the Contract.
- 10.6 The Contractor shall maintain discipline of its Staff. The Contractor shall provide boarding, lodging and make travel arrangements for all the Contractor's Staff engaged in providing Services under the Contract.
- 10.7 The Contractor shall comply with labour rules, regulations and statutes specified in Clause 18.0 of the Contract.
- 10.8 The Contractor shall employ local people under unskilled category.
- 10.9 The Contractor shall give preference to local people in employment of skilled workmen and staff wherever local people with requisite skills are available.
- 10.10 The Contractor shall implement proper attendance system for its Staff.
- 10.11 Any discrepancy brought to Contractor's notice in attendance shall be corrected immediately and Owner shall have right to deduct pro-rata fees as per price schedule in case of absence or following malpractices.
- 10.12 The Contractor shall ensure compliance to all statutory requirements including but not limited to EPF, ESIC/WCA/ Insurance /Minimum wages etc. as per the notification issued by the competent Government authority from time to time.
- 10.13 The Contractor shall have to arrange all tools and tackles and all the safety equipment's required for the performance of services.
- 10.14 The contractor shall also provide required number of PPE's for performance of Services like gumboots/rubber hand gloves, helmets, scrubs, brushes, gunny bags and all other tools and tackles, protective clothing and equipment's as may be required at his own cost.



- 10.15 The contractor shall execute the work as per the schedule and direction of the Head Township Maintenance and to maintain the whole area in absolutely neat and clean condition. Contractor’s staff should report timely and at the end of the day. Non-compliance will be viewed sternly.
- 10.16 If on any day, any place is not found cleaned to the satisfaction of the Head Township Maintenance.
- 10.17 The contractor shall not at any time issue permit to anyone on the township to do anything which shall cause unnecessary disturbance or inconveniences to owner or residents or damage property in general. The contractor personnel/workers shall not misbehave with the residents.
- 10.18 The contractor shall not sublet any portion of the contract without prior approval of accepting authority.

**11 PERFORMANCE AND WORK SUPERVISION**

- 11.1 Over all supervision is to be done by Head Township maintenance (OTPC representative hereinafter referred as “**Head Township Maintenance**”) and shall look after overall coordination. The Project Manager/ Supervisor of the Contractor will report to the Head Township Maintenance on daily basis and appraise of the manpower engagement status and quality of service being rendered. The Contractor shall ensure to provide quality Service at all times.
- 11.2 Regular supervision to be carried out by the Project Manager and monitored by Head Township Maintenance on day to day basis. Accordingly, Contractor or Contractor’s representative have to be available during general shift hours and accessible on round the clock basis to receive information/instruction from Head Township Maintenance.
- 11.3 Staffing plan is attached as **Annexure-A**

**12 EXCLUSION FROM SCOPE OF SERVICES OF CONTRACTOR**

- 12.1 Maintaining Material store for spares;
- 12.2 Annual Maintenance Contract for Lifts, Diesel Generators, Fire Alarm system , EPBAX system & CCTV system shall be obtained by the Owner. However, Coordination for all AMC’s mentioned above shall be in the scope of the Contractor.
- 12.3 Supply of spare parts for Electrical, Mechanical equipment. However, oil and grease required for maintenance shall be in the scope of the Contractor.
- 12.4 Supply of Diesel for DG sets and Diesel operated pumps.
- 12.5 Operation & maintenance of STP.

**13 DUTIES AND RESPOSIBILITIES OF THE CONTRACTOR**

- 13.1 **Personnel**

- 13.1.1 Contractor would always keep minimum nos. of equipment (in working conditions) at site that are needed for Facility Management services and other activities.
- 13.1.2 The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by OTPC and the industry norms.
- 13.1.3 All staff would be in a neat, clean and well-groomed appearance
- 13.1.4 All staff to carry proper ID cards as provided by the Contractor.
- 13.1.5 The staff will ensure wearing respective work masks, safety gloves and belts as and when required.
- 13.1.6 All legal & statutory compliances would be the responsibility of the Contractor
- 13.1.7 Continuous training of the employees would also be the responsibility of the Contractor.
- 13.1.8 Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to OTPC on regular basis.
- 13.2 **Safety**
  - 13.2.1 Contractor must know and follow their duties related to safety for all personnel these guidelines are applicable as well as sub-contractors deployed by them at the site.
  - 13.2.2 All Contractor workmen should be provided with a uniform and shall work within Township premises in their prescribed uniform. They should wear appropriate PPEs during the execution of work and always to wear face mask.
  - 13.2.3 The Contractor shall ensure that no access (passages / access to emergency apparatus /exits) is blocked, unless so authorized by OTPC Township.
  - 13.2.4 The Contractor shall provide prior information to OTPC Township representative about any hazardous material being brought on the site and shall ensure security for storage of such material.
  - 13.2.5 The Contractor must leave work areas in a clean, tidy and safe condition at the end of each working period.
  - 13.2.6 No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by OTPC.
  - 13.2.7 The Contractor must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
  - 13.2.8 The Contractor should ensure that their personnel do not consume any sort of toxic materials during duty hours inside Township premises which are harmful to human body.
- 13.3 **Background Check**

13.3.1 Background check for all employees deployed at OTPC Township is mandatory. None should be deployed at OTPC without police verification report seen and cleared by OTPC Township authorities.

**13.4 Do's for deployed staff**

13.4.1 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.

13.4.2 Be well groomed with short & tidy hair, trimmed nails etc.

13.4.3 Keep spare uniform available to change at short notice.

13.4.4 Be always polite and courteous to staff, residents and guest of OTPC

13.4.5 Answer telephone calls politely.

13.4.6 All safety and security rules regulations of OTPC to be strictly adhered by the staff.

**13.5 Don'ts for deployed staff**

13.5.1 Misbehavior with any OTPC staff, Guest, other Contract personnel of any magnitude.

13.5.2 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.

13.5.3 Group gatherings by them or influenced by any political party/agency, disturbance.

13.5.4 Involvement in any kind of activity at OTPC Township with malafide intentions (including theft), either directly or as a support to any third party.

**13.6 Screening**

13.6.1 Contractor will depute any personnel at OTPC only after intimating, screening and approved by the Head Township Maintenance. Any replacement/change in any personnel will be done only with the approval of Head Township Maintenance.

13.6.2 In case of rejection of any personnel by OTPC, Contractor will provide options till the personnel are approved by OTPC.

13.6.3 If Contractor continues to provide sub-standard personnel which are not approved by OTPC and the work suffers, OTPC will impose penalties as defined below.

**13.7 Management, Co-ordination Reporting and Meetings**

13.7.1 Contractor will be responsible for managing the services as described in the scope of work, Liaison with OTPC and AMC service provider (Lift Maint , DG set Maint ., Fire Alarm system , EPBAX system & CCTV system), reporting to OTPC, providing Value-Adds to OTPC and escalations.

13.7.2 Contractor has to do daily meetings, weekly meetings, and monthly review on 10<sup>th</sup> working day of every month. Quarterly review meeting to appraise OTPC about the Facility Management activities and value-adds.

**13.8 Managing the services**

- 13.8.1 Contractor will take ownership of all the Services as described in this Technical Specification.
- 13.8.2 Contractor will ensure that the Checklists are adhered to with utmost care and regularity.
- 13.8.3 Contractor will ensure that the problems are responded and resolved as per the time frames decided for each type of problem by Head Township Maintenance.
- 13.8.4 Contractor will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- 13.8.5 Contractor's Project Manager will brief Head Township Maintenance (Owner's representative) about operational proceedings on day to day basis.
- 13.8.6 Provide multi-skilled and trained staff like Plumber/fitter with pumps operation & maintenance, electrician with lift and DG operation.
- 13.8.7 The staff should be trained on all the services as mentioned for specified jobs.
- 13.8.8 There should be adequate off-site backup, trained, to ensure 100% service delivery.
- 13.8.9 The Contractor shall ensure that all statutory compliances (PF, ESIC/WCA, Minimum wages, contract labor act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. OTPC reserves the right to terminate the agreement in case there is any willful flouting of the law.

**14 OTHER DUTIES AND RESPOSIBILITIES OF THE CONTRACTOR**

- 14.1 To provide necessary manpower accordingly.
- 14.2 To engage responsible Managers/Supervisors for overall supervision of the aforesaid works.
- 14.3 The Manager/Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contact through his mobile as and when required.
- 14.4 To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.
- 14.5 To ensure proper maintenance and maintain proper inventory of the OTPC property inclusive of furniture, fixtures, electrical appliances and fittings, air-conditioners, vacuum cleaner, carpets, flower pots, decorative items, name plates, portraits etc.
- 14.6 The contractor will supervise the works of inspection and maintenance of plumbing jobs and sanitary fittings and fixtures as and when required.
- 14.7 To maintain complaint book in a conspicuous place.

- 14.8 The contractor shall engage only adult (above 18 years), trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works. Medical fitness report of deployed manpower should be submitted within 10 days of deployments. No workers will be recruited beyond 50 years.
- 14.9 Provide protective equipment like safety shoes, gloves, helmet, gumboots, raincoat, umbrella etc as applicable as per the nature of the work to all the Contractor Staff.
- 14.10 The Contractor shall provide distinct uniform to his employees. The uniform should have logo of the Contractor's firm and shall be kept neat, tidy and in a wearable condition.
- 14.11 The contractor will supervise the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
- 14.12 The contractor will give appointment letter with employment terms and conditions as per model standing orders to their contract staff before engagement and keep acknowledge copy for record.
- 14.13 The contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purposes for rendering the services as per laws. Written records for having made these payments will be submitted to OTPC, on monthly basis, for its verification. All payments should be done online or as per labour law.
- 14.14 The agreement will be on the principal to principal basis and the contractor shall not, without the prior written permission of the Owner, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.
- 14.15 The contract is subject to the terms as contained herein. Nothing contained herein shall be considered as creating a tenancy, demises or any interest in their favour in respect of any portion of the building/premises. The contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement or expiry of contract.
- 14.16 In case of any loss or damage to the Owner's property by any persons engaged by contractor, the contractor shall report in writing such loss/damage to the management immediately and recovery of amount shall be made. The Owner may in the event of unsatisfactory performance of the contractor to perform the work, terminate this agreement by giving one month notice in writing for such termination. This will be without prejudice to other rights (i.e. Penalty etc.) Owner may have as specified in the terms & condition.
- 14.17 The contractor shall arrange for round the clock services as and when occasion arises.
- 14.18 The Owner does not take responsibility for the accommodation of the employees of the contractor.
- 14.19 No transport will be provided for employees of the contractor.
- 14.20 The contractor shall be responsible for deployment of sufficient staff so as to ensure smooth service as required. Contractor to ensure that workforce as per terms is available at the designated time for the required period.

14.21 The Owner reserves the right to recover reasonable cost of materials lost or damaged by the contractor or his employees.

14.22 Nothing contained herein above will absolve the contractor of his responsibility of serving the Owner in the best possible way with high standard of quality services.

#### **15 STATUTORY COMPLIANCES**

15.1 The Contractor shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to Liaison with OTPC.

15.2 The contractor shall maintain neatly, completely and legibly registers, records, reports and returns for inspection by various statutory authorities at short notice

#### **16 GENERAL REQUIREMENTS**

16.1 Payment shall be made every month on the basis of actual execution of work and certification thereof by Head Township Maintenance on pro-rata basis of work done. A daily register is certified for this purpose is maintained by the contractor. Inspection and verifications shall be carried out periodically by Head Township Maintenance. Monthly bill passing shall be based on this register certification on work performance and man power deployment. Deductions for Short – supply on daily man power deployment as well as for execution of work shall be done by Head Township Maintenance.

16.2 The contractor shall have to arrange other consumables at his own cost for the mechanical transport to be deployed by him for garbage disposal.

16.3 The rates quoted by the contractor shall be inclusive of complete cost towards cost of manpower, consumables, all T&Ps, all statutory taxes, duties, levies, insurance, contingencies, overheads and profits and all other incidental items not specifically mentioned but reasonably implied and necessary to carryout the job complete according to the Contract.

16.4 The Contractor shall be responsible for welfare of workers and supervisors during the course of their engagement. OTPC shall not be liable in respect of damage to, or compensation of any injury/hazard to them.

16.5 Supervisor provided by the Contractor at his own cost shall report to the concerned Head Township Maintenance on daily basis and monitor all complaints.

16.6 The Contractor will be required to do all sanitation work anywhere at Township and as per direction of Head Township Maintenance. If at any time, it is observed that the agency has not observed and complied with the instructions of Head Township Maintenance, the work will be get done by the Head Township Maintenance at the risk and cost of the Contractor. The Contractor shall ensure that all individual workers attending to flats/utility building shall be equipped with broom and collection drums/bags.

16.7 The contractor will have to carry out the work on Holiday, National Holidays also as per the requirement of OTPC and without any extra cost of OTPC during late hours also. During VIP, visits, contractor will deploy additional manpower as per requirements of OTPC for which payment will be made as per quoted rates. Also during special occasion, like Public

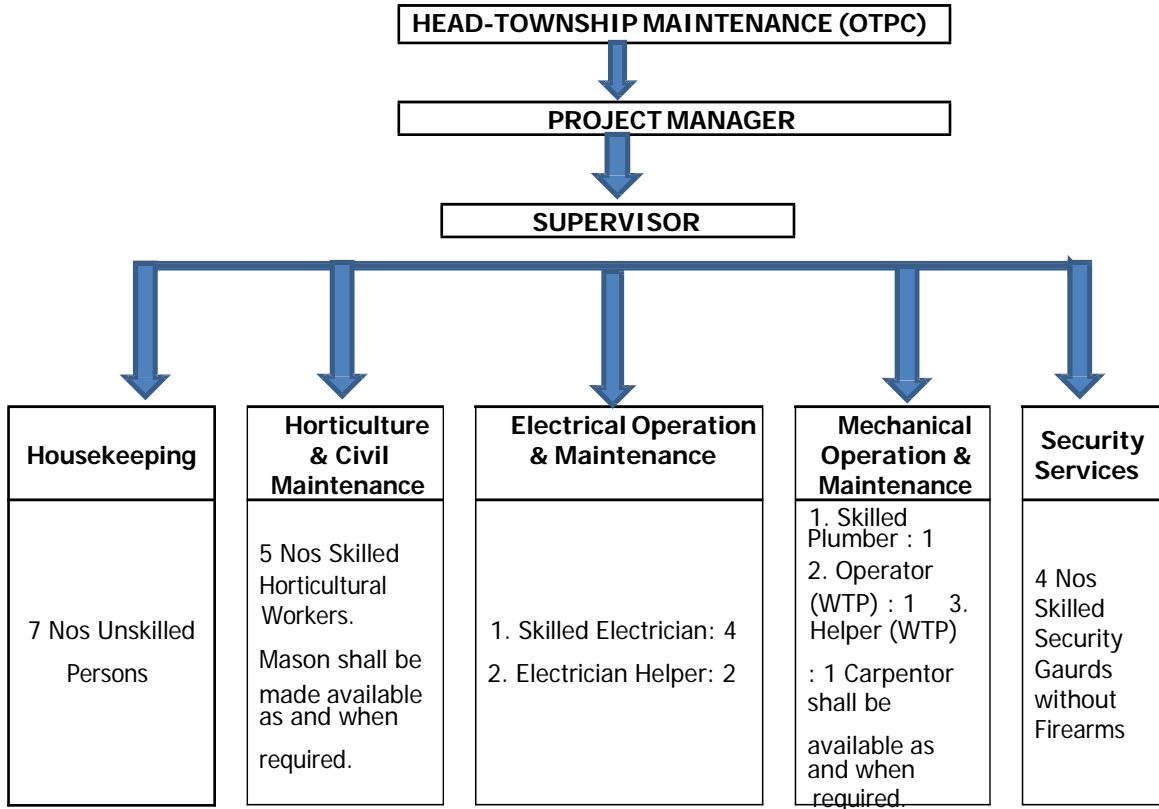
function/Independence Day, flood, heavy rains and at emergency conditions etc., the contractor will extend the services of men and material as per the instructions of Head Township Maintenance. Head Township Maintenance may also advise for extending services for making various arrangements, shifting of furniture and other odd jobs, etc., as per the requirement of company which shall have to be carried out by the contractor to the satisfaction of Head Township Maintenance.

- 16.8 The contractor should engage workmen who are willing to do all kinds of jobs as mentioned in the BOQ including drain cleaning and toilet cleaning.
- 16.9 Contractor shall recruit his own staff for the contract work on his own cost and risk and the contractor shall be responsible for fulfilling all obligation in respect of EPF and FPF Rules. The Contractor shall be responsible for labour laws, as applicable from time to time in the State of Tripura for carrying out the above job. The Contractor shall agree to indemnify OTPC for all payments made by the Contractor to the employees of contractor or to the dependents or legal heirs of contractor's employees under instructions/orders of any competent Court/authority under any of the aforesaid Acts/Laws like; Industrial Disputes Act, ESI Act, Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, etc.
- 16.10 If the Contractor fails to comply with the job assigned to him or any person thereof or neglects to comply with any directions given to him by OTPC, the contract shall be terminated by OTPC without assigning any reason therefore.
- 16.11 If the Contractor fails to complete work or any portion thereof as agreed upon or neglects to comply with any directions given to him, OTPC shall terminate the contract. In such a case, the Contractor shall be liable for any expenses, loss or damage which OTPC may incur or sustain by reason due to Contractors default.
- 16.12 The Contractor will make his own arrangement for accommodation and transport and any other facility for his staff. The Contractor may ensure that suitable accommodation to house the staff is arranged in the vicinity of the OTPC Township.
- 16.13 Contract period may be extended for Six Months on same rates, terms & Conditions, which will be sole decision of OTPC.

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**ANNEXURE –A**

**STAFFING PLAN – FACILITY MANAGEMENT CONTRACT**







ONGC TRIPURA POWER COMPANY LIMITED

TECHNICAL SPECIFICATION

FOR

HOUSEKEEPING SERVICES

AT

OTPC TOWNSHIP

OTPC Township

Khilpara, Udaipur, Gomati Dist. Tripura

(This document is meant for the exclusive purpose of bidding against this specification and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).

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1 SCOPE OF SERVICE

The Contractor shall at its expense maintain proper housekeeping, hygiene & cleanliness in the township. The contractor is required to provide Housekeeping Services at OTPC Township which shall be including but not limited to Cleaning Services, supply of all consumables like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, etc.:

- 1.1 Floor cleaning by dry sweeping followed by swabbing of all Public Buildings in Township areas as mentioned. Cleaning includes removal of debris (cob web and other dirt) and any other item and daily dusting, cleaning of furniture tables, chairs, almirahs, cabinets, etc. in the above buildings as per the instructions of Head-Township Maintenance.
- 1.2 Cleaning includes collection, carrying of sweeping, garbage daily from all buildings mentioned and dumping at a place outside to be approved by Head Township maintenance (OTPC representative hereinafter referred as “Head Township Maintenance”).
- 1.3 Wherever, there is choking of toilets, wash- basins, urinals the same have to be cleared immediately.
- 1.4 Cleaning of all roads, open areas, trenches, staircases, corridors and surroundings of Offices, Public Buildings weekly. It will also include cleaning by lanes as well as open areas around the flats.
- 1.5 Cleaning of all wood- work in the premises such as partitions, ventilators, doors, frames with glasses fixed in the buildings covered in 2.0 below.
- 1.6 Attending to all complaints of choking of drains, drain pipes in all residential and non-residential buildings, offices etc. notified in 2.0 below, Drain pipes and also clearance of choking in main sewage lines. Complaint register will be maintained for this purpose.
- 1.7 Attending to all complaints of choking of drains, drain pipes leading to/connected to Kitchen, wash-basins, WCs in all residential flats. Complaint register will be maintained for this purpose.
- 1.8 Attending to all complaints of choking of drains, drain pipes leading to/ connected to kitchen, wash-basins, WCs in all flats, utility buildings, drains etc. Complaint register will be maintained for this purpose.
- 1.9 Lifting, carrying and disposing the dead animals if found in township area.
- 1.10 Removal of bird dropping and any other dirt made on roads, on buildings, walls or on the foot of ventilators of glasses.
- 1.11 Any other work incidental to conservancy, housekeeping works either in Township or in any other areas as instructed by the Management as and when required.
- 1.12 Terrace cleaning choke removal of all flats, residential and non-residential buildings includes open terrace, door, window slabs, choke removal in their pipe lines, out lets etc.
- 1.13 Jungle cleaning includes sweeping of jungle areas, micro leveling, bushes removal, collection, removal and disposal of sweepings, leaves branches etc. by tractor at specified area.

**2 TECHNICAL DETAILS**

2.1 The details of Township Premises which will be covered under housekeeping shall be as per table below:

SL No	Name of Premises	Total No. of flats/Floors	Approximate Floor Area	Ownership Status
1	OTPC Township Khilpara, Udaipur, Gomoti Tripura	82 Nos. Flats at 4 Nos Towers, Clubhouse, Security Building, WTP, STP	18517 Sqm	Owned

Note: There may be marginal variation in area on either side. No extra claim will be Entertained for variation in area of any buildings.

2.2 The details of area covered under housekeeping shall be as per table below:

Sl.		Type	Floors	Areas (Sqm)	Toilets
1	Housekeeping	Type II	G+5	1320	
2		Type III	G+3	1332	1
3		Type IV	G+8	1245	
4		Type V	G+7	1013	1
5		Club House	G+1	1536	9
6		ESS Bldg	S	218	1
7		WTP	S	71	
8		STP	S	34	
9		Sec Bldg	S	32	
10		Roads		8500	
11		Pavements		2032	

2.3 The technical scope details with frequency of providing the services covered under housekeeping shall be as per table below:

Sl. No	Technical Scope details	Frequency
2.3.1	Cleaning (Approx. 5800 sqm) Sweep clean all floor areas including <ul style="list-style-type: none"> <li>i. Floors shall be free of dirt, mud, sand, footprints, liquid spills, and other debris</li> <li>ii. Sweep cleaning of Tiles, Vitrified floors, Kota / marble floors, staircases, elevators floor, sidewalls and entrance areas.</li> <li>iii. Damp mopping of Tiles, Vitrified floors, Kota / marble floors, staircases, elevators floor, sidewalls (if required) and entrance areas.</li> </ul>	Sweep Cleaning- Daily Damp Mopping- Thrice in a week.

	<ul style="list-style-type: none"> <li>iv. Chairs, trash receptacles, and easily movable items shall be moved to clean underneath.</li> <li>v. During inclement weather, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.</li> <li>vi. After sweeping all floors, areas would be machine scrub cleaned.</li> <li>vii. Sweep Clean of debris from walkways and driveways and hose clean (pressurized water) them during appropriate climatic and water use conditions.</li> <li>viii. Fire extinguishers will be dusted and cleaned on a weekly basis.</li> <li>ix. Ensuring that Fire exit routes are clear without stacking of any material on a daily basis.</li> <li>x. The consumables are to be used as per the clause no 3</li> </ul>	<p>Sweep Cleaning- Daily Damp Mopping- Thrice in a week. Machine scrub- Once in a week.</p>
2.3.2	<p>Vacuuming (Approx. 200 sq. mtr)</p> <ul style="list-style-type: none"> <li>i. Cleaning &amp; Vacuuming the carpets and accessories in club house.</li> <li>ii. Appropriate type of vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.</li> <li>iii. Any chairs, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.</li> </ul>	<p>Daily</p>
2.3.3	<p>Washroom Cleaning (12 Nos)</p> <ul style="list-style-type: none"> <li>i. Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non- abrasive cleaners and disinfectants.</li> <li>ii. All surfaces shall be free of grime, soap, mud and smudges.</li> <li>iii. Cleaning of mirrors, glass windows, etc.</li> <li>iv. Replacement/Refilling of paper towels, toilet paper, and soap dispenser in all bathrooms shall be performed in Club House and 4 Nos. Flats at Type-V, All Common Toilets as required.</li> <li>v. Scrubbing of all floor areas with scrubbing machines.</li> </ul>	<p>Daily</p>
2.3.4	<p>Glass Surface Cleaning</p> <ul style="list-style-type: none"> <li>i. All doors &amp; window glasses, Stairways, Lift Lobbies, Stilt Floors forming a part of common area</li> <li>ii. Club House, 4 Flats in Type V, All Common Areas, ESS, Generator Rooms, WTP, STP, Security Buildings, etc. of the premises would be cleaned using damp and dry method.</li> <li>iii. Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned.</li> <li>iv. Removal of grease marks or fingerprints from glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or</li> </ul>	<p>Daily</p>

	<p>paper towels.</p> <ul style="list-style-type: none"> <li>v. Interior &amp; Exterior glass will be cleaned on both sides, throughout the building as mentioned in point (i &amp; ii). Safety devices to be used for cleaning at the height.</li> <li>vi. Exterior cleaning of the glasses where accessible / at reachable height (up to 10 ft.) to be done on a weekly basis and beyond 10 ft. height needs to be cleaned once in a month.</li> <li>vii. Dusting window- sills and blinds.</li> </ul>	
2.3.5	<p>Deep Cleaning of entire common area:</p> <ul style="list-style-type: none"> <li>i. Stairways, Lift Lobbies, Stilt Floors, Surrounding Club House, 4 Flats in Type V, All Common Areas, Terraces, ESS Generator Rooms, WTP, STP, Security Buildings, Car Parking's, etc.</li> <li>ii. Ceilings, Walls, Partitions, Toilets and Washrooms etc.</li> <li>iii. The consumables are to be used as per the clause no 4.2.12</li> </ul>	As and when required
2.3.6	<p>Damp &amp; Dry Cleaning</p> <ul style="list-style-type: none"> <li>i. Wipe clean all furniture, table tops of workstations, cubicles and other furniture and fixtures.</li> <li>ii. Wipe clean all furniture, table tops, kitchen counters etc. in 4 nos. of flats at Type-V.</li> </ul>	Twice a Week
2.3.7	<p>Sanitizing (100 sq. mtr.)</p> <ul style="list-style-type: none"> <li>i. Office Desk paper bins would be cleaned and sanitized</li> <li>ii. All washroom dustbins would be thoroughly cleaned and sanitized.</li> <li>iii. All telephone instruments would be sanitized using disinfectants.</li> <li>iv. Waste Bins from Pantry and cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.</li> <li>v. Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectant.</li> </ul>	Daily
2.3.8	<p>Dusting &amp; Wiping</p> <ul style="list-style-type: none"> <li>i. Dusting &amp; wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks.</li> <li>ii. Mansion Polish of furniture and other wooden fixtures in club house and in 4 nos. of flats at Type-V.</li> <li>iii. Applying suitable polishes to accessories or door handles, hand railings, lift walls, etc. wherever applicable.</li> </ul>	Thrice a Month

2.3.9	<p>Common Area Cleaning:</p> <ul style="list-style-type: none"> <li>i. Entrances, car parking, paving, paths, roads within the campus, grounds and the outside Premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.</li> <li>ii. Cleaning of Terrace (thorough cleaning of dirt, dust &amp; bird dropping).</li> <li>iii. Empty all waste bins and replace in their original locations</li> <li>iv. Clearing and cleaning of all Sewage &amp; Storm Water Manholes, Litter picking, Drains etc. as required.</li> <li>v. All hard paved areas to be cleaned periodically through appropriate mechanized machinery.</li> </ul>	Twice in a week
2.3.10	<p>Solar panels cleaning and maintenance:</p> <ul style="list-style-type: none"> <li>i. All solar panels for water heating will be cleaned (thorough cleaning of dirt, dust &amp; bird dropping). regularly and properly maintained.</li> <li>ii. Supervisors should monitor activities of their staff to ensure for housekeeping of solar panel.</li> <li>iii. In case of solar panels found to be not operating or in damaged conditions, these to be notified to the vendors for rectification with communication to Owner.</li> <li>iv. In case if any damage to the panel is observed which is attributable to the Contractor then appropriate amount of panel will be deducted or Contractor has to replace / repair at their cost and if not it will be done by Owner at the risk and cost of Contractor.</li> </ul>	Once in week
2.3.11	<p>Trash Removal Collect household waste/garbage from 82 no's of Flats, Club House and other utility buildings. Washing or wiping of dustbin with damp cloth, replacing dustbin located in common area and club house with plastic bag.</p>	Daily basis
2.3.12	<p>Garbage and Waste (Trash) generated from household should be removed from Township. Contractor to arrange for transport to dump the trash at a location approved by local Municipality. Washing and cleaning of containers collecting the daily household trash from all flats and utilities also falls under Contractor scope of Service.</p>	Thrice in a week

3 HOUSEKEEPING EQUIPMENT & CONSUMABLES:

3.1 The Contractor shall procure, supply, package, transport from supplier's works/warehouse, obtain marine insurance, receive, inspect, store, preserve, use and manage consumable including but not limited to those specified herein below.

CHEMICAL & CONSUMABLE				
Sl. No.	Description	Uses	Brand	Tentative consumption Qty. per month

1.	Bathroom cleaner	Bathroom cleaner - cum Sanitizer Concentrate	Harpic/Lizol	3 Litre
2.	Surface Cleaner	Hygienic hard Surface cleaner Concentrate	Harpic/Lizol	3 Litre
3.	Glass cleaner	Glass cleaner concentrate	Colin	2 Litre
4.	Furniture polishing	Furniture maintainer	Reputed make	2 Litre
5.	Air fresheners	Air Freshener	Airwick, Aer, Ambi Pur	10 nos.
6.	Toilet cleaner	Toilet Bowl cleaner	Harpic	2 Litre
7.	Floor cleaner	Floor cleaner concentrate	Harpic/Lizol	2 Litre
8.	Tissue Paper	For Toilet use	Softouch	50 Rolls
9.	Toilet Roll	For Toilet use	Softouch	50 Rolls
10	Garbage Bag Big Size	For Garbage collection	Reputed brand	30 packets
11	Garbage Bag Small Size	For Garbage collection	Reputed brand	100 packets
12	Toilet Brush	To clean Toilet	Reputed brand	15 no's
13	Choke Clear pump	To clean stuck water pipe line		5 no's
14	Rubber Gloves	PPE for cleaner	Reputed brand	15 no's
15	Mask	PPE for cleaner	Reputed brand	15 no's
16	Glass Squeezer	Clean Glasses	Reputed brand	10 no's
17	Hand wash	Self-Cleaning		15 bottles of 250 ml.
18	Spray for Toilet Freshener	For ambient		20 no's
19	Naphthalene ball	For ambient		10 packets
20	Black hit	For fumigation		5 no's
21	Red hit	For fumigation		5 no's
22	Room Freshener	For good ambient		5 no's
23	Carbolic Acid bottle	Precaution for rattle		50 no's
24	Mosquito Repellent m/c+ refill	For fumigation		15 no's
25	Hand Sanitizer (500 ml)	For self-cleaning		10 bottles
Minimum quantity of the following items to be maintained at all times during the Term of the Contract				
26	Bucket	Cleaning purpose		10 no's
27	Mug	Cleaning purpose		10 no's
28	Dry Mop	Cleaning purpose		15 no's
29	Floor Wiper	Cleaning purpose		10 no's
30	Dust Pan	Cleaning purpose		10 no's
31	Broom hard	Cleaning purpose		10 no's
32	broom Soft	Cleaning purpose		10 no's
33	Bedsheet and Pillow	For use in Guest House at Type V	Bombay dyeing/ Raymond	8 no's
34	White Towel	For use in Guest House at Type V	Bombay dyeing/ Raymond	8 no's



The above mentioned monthly quantities of chemical and consumables are to be procured by the Contractor before start of the month and has to get these verified by the Owner. Any items/consumables which are not mentioned in the list and if required during the course of contract period, shall have to be provided by the Contractor without any additional cost to Owner. All the consumables are in the scope of Contractor.

3.2 Following Equipment are to be maintained by the contractor at all times during the term of the contract.

- 3.2.1 Housekeeping Trolley : 05 nos.
- 3.2.2 Wet Floor caution board : 8 nos.
- 3.2.3 Floor Scrubber Machine (Single disc) : 02 nos.
- 3.2.4 Dry and wet Vacuum Cleaner : 02 nos.
- 3.2.5 Color Coded dustbins : As per requirement (Approx. 100 nos.)
- 3.2.6 Liquid soap dispenser : as per requirement (Approx. 20 nos.)
- 3.2.7 Peddle Dustbin : As per requirement (Approx. 15 nos.)
- 3.2.8 Wringer Trolley : 3 nos.
- 3.2.9 Carpet Shampooing Machine : As per requirement (Approx. 1 No.)

4 MANPOWER DEPLOYMENT FOR HOUSEKEEPING SERVICES

4.1 Deploy experienced and trained staff in adequate number including replacement as per the Contract to provide Services under the Contract including temporary labours/manpower, not less than the manpower specified below considering the total work volume to be executed on daily basis.

Sl No	Designation	No of Manpower	Qualification
1	Unskilled Worker (Housekeeping & Garbage removal)	7	Minimum experienced of 5 years in relevant field

- 4.2 The Contractor shall engage workers with relevant experience mentioned above. In no case the qualification and experience criteria required for any position shall be relaxed.
- 4.3 Contractor staff shall possess knowledge of the equipment, Tools & Plant and should be technically competent so as to optimize township operation and maintenance.
- 4.4 The Contractor shall provide legal, payroll, accounting and administrative support services with respect to its Staff and make payment to its Staff.
- 4.5 The Contractor shall direct and supervise its Staff while performing Services under the Contract.
- 4.6 The Contractor shall maintain discipline of its Staff. The Contractor shall provide boarding, lodging and make travel arrangements for all the Contractor’s Staff engaged in providing Services under the Contract.
- 4.7 The Contractor shall comply with labour rules, regulations and statutes specified the Contract.
- 4.8 The Contractor shall employ local people under unskilled category.
- 4.9 The Contractor shall give preference to local people in employment of skilled workmen and staff wherever local people with requisite skills are available.

- 4.10 The Contractor shall implement proper attendance system for its Staff.
- 4.11 Any discrepancy brought to Contractor's notice in attendance shall be corrected immediately and Owner shall have right to deduct pro-rata fees as per price schedule in case of absence or following malpractices.
- 4.12 The Contractor shall ensure compliance to all statutory requirements including but not limited to EPF, ESIC/WCA/ Insurance /Minimum wages etc. as per the notification issued by the competent Government authority from time to time.
- 4.13 The Contractor shall have to arrange all tools and tackles like broom sticks, drain cleaning rods, choke removers, kolchi, spades and all the safety equipment's required for the removal of sewerage/any type of blockage and cleaning of manholes, sewer lines, drain lines etc. The contractor shall also provide required number of gumboots/rubber hand gloves, helmets, scrubs, brushes, gunny bags and all other tools and tackles, protective clothing and equipment's as may be required for sanitation work at his own cost.
- 4.14 The contractor shall execute the work as per the schedule and direction of the Head Township Maintenance and to maintain the whole area in absolutely neat and clean condition. Care takers should report timely and at the end of the day. Non-compliance will be viewed sternly.
- 4.15 If on any day, any place is not found cleaned to the satisfaction of the Head Township Maintenance, material obtained from manholes/drains/cleaning of running sewer lines, etc. not disposed off, suitable deductions by way of liquidated damages shall be made from the bill as per the decision of the Head Township Maintenance.
- 4.16 In case there is non-execution of garbage cleaning/collecting work including its disposal, there will be deduction as per the decision of Head Township Maintenance.
- 4.17 Materials required for cleaning such as Vim, Phenyl, Napthalene balls, sanitation/ Harpik cleaning and washing powder, odonil, toilet soap, etc., to be used at common area and use to the satisfaction of the Head Township Maintenance.
- 4.18 The contractor shall not at any time issue permit to anyone on the township to do anything which shall cause unnecessary disturbance or inconveniences to owner or residents or damage property in general. The contractor personnel/workers shall not misbehave with the residents.
- 4.19 The contractor shall provide adequate volunteers as and when required to take care of any exigency along with tools and tackles. The same volunteers shall be adjusted against deployment of regular volunteers.
- 4.20 The contractor shall not sublet any portion of the contract without prior approval of accepting authority.

## 5 PERFORMANCE AND WORK SUPERVISION

- 5.1 Over all supervision is to be done by Head Township maintenance (OTPC representative hereinafter referred as "Head Township Maintenance") and shall look after overall coordination. The Project Manager/ Supervisor of the Contractor will report to the Head Township Maintenance on daily basis and appraise of the manpower engagement status and quality of service being rendered. The Contractor shall ensure to provide quality Service at all times.

5.2 Regular supervision to be carried out by the Project Manager and monitored by Head Township Maintenance on day to day basis. Accordingly, Contractor or Contractor's representative have to be available during general shift hours and accessible on round the clock basis to receive information/instruction from Head Township Maintenance.

6 EXCLUSION FROM SCOPE OF SERVICES OF CONTRACTOR

6.1 Maintaining Material store for spares;

6.2 Annual Maintenance Contract for Lifts, Diesel Generators, Fire Alarm system , EPBAX system & CCTV system shall be obtained by the Owner. However, Coordination for all AMC's mentioned above shall be in the scope of the Contractor.

6.3 Supply of spare parts for Electrical, Mechanical equipment. However, oil and grease required for maintenance shall be in the scope of the Contractor.

6.4 Operation & maintenance of STP.

7 DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

7.1 Personnel

7.1.1 Contractor would always keep minimum nos. of equipment (in working conditions) at site that are needed for housekeeping and other activities.

7.1.2 The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by OTPC and the industry norms.

7.1.3 All staff would be in a neat, clean and well-groomed appearance

7.1.4 All staff to carry proper ID cards as provided by the Contractor.

7.1.5 The staff will ensure wearing respective work masks, safety gloves and belts as and when required.

7.1.6 All legal & statutory compliances would be the responsibility of the Contractor

7.1.7 Continuous training of the employees would also be the responsibility of the Contractor.

7.1.8 Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to OTPC on regular basis.

7.2 Safety

7.2.1 Contractor must know and follow their duties related to safety for all personnel these guidelines are applicable as well as sub-contractors deployed by them at the site.

7.2.2 All Contractor workmen should be provided with a uniform and shall work within Township premises in their prescribed uniform. They should wear appropriate PPEs during the execution of work and always to wear face mask.

7.2.3 The Contractor shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by OTPC Township.

- 7.2.4 The Contractor shall provide prior information to OTPC Township representative about any hazardous material being brought on the site and shall ensure security for storage of such material.
- 7.2.5 The Contractor must leave work areas in a clean, tidy and safe condition at the end of each working period.
- 7.2.6 No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by OTPC.
- 7.2.7 The Contractor must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- 7.2.8 The Contractor should ensure that their personnel do not consume any sort of toxic materials during duty hours inside Township premises which are harmful to human body.
- 7.3 Background Check
  - 7.3.1 Background check for all employees deployed at OTPC Township is mandatory. None should be deployed at OTPC without police verification report seen and cleared by OTPC Township authorities.
- 7.4 Do's for deployed staff
  - 7.4.1 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
  - 7.4.2 Be well groomed with short & tidy hair, trimmed nails etc.
  - 7.4.3 Keep spare uniform available to change at short notice.
  - 7.4.4 Be always polite and courteous to staff, residents and guest of OTPC
  - 7.4.5 Answer telephone calls politely.
  - 7.4.6 All safety and security rules regulations of OTPC to be strictly adhered by the staff.
- 7.5 Don'ts for deployed staff
  - 7.5.1 Misbehavior with any OTPC staff, Guest, other Contract personnel of any magnitude.
  - 7.5.2 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.
  - 7.5.3 Group gatherings by them or influenced by any political party/agency, disturbance.
  - 7.5.4 Involvement in any kind of activity at OTPC Township with malafide intentions (including theft), either directly or as a support to any third party.
- 7.6 Screening
  - 7.6.1 Contractor will depute any personnel at OTPC only after intimating, screening and approved by the Head Township Maintenance. Any replacement/change in any personnel will be done only with the approval of Head Township Maintenance.

- 7.6.2 In case of rejection of any personnel by OTPC, Contractor will provide options till the personnel are approved by OTPC.
- 7.6.3 If Contractor continues to provide sub-standard personnel which are not approved by OTPC and the work suffers, OTPC will impose penalties as defined below.
- 7.7 Management, Co-ordination Reporting and Meetings
  - 7.7.1 Contractor will be responsible for managing the services as described in the scope of work, Liaison with OTPC and AMC service provider (Lift Maint , DG set Maint ., Fire Alarm system , EPBAX system & CCTV system), reporting to OTPC, providing Value-Adds to OTPC and escalations.
  - 7.7.2 Contractor has to do daily meetings, weekly meetings, and monthly review on 10<sup>th</sup> working day of every month. Quarterly review meeting to appraise OTPC about the Facility Management activities and value-adds.
- 7.8 Managing the services
  - 7.8.1 Contractor will take ownership of all the Services as described in this Scope of Work.
  - 7.8.2 Contractor will ensure that the Checklists are adhered to with utmost care and regularity.
  - 7.8.3 Contractor will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem by Head Township Maintenance.
  - 7.8.4 Contractor will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
  - 7.8.5 Contractor's Project Manager will brief Head Township Maintenance (Owner's representative) about operational proceedings on day to day basis.
  - 7.8.6 Provide multi-skilled and trained staff like Plumber/fitter with pumps operation & maintenance, electrician with lift and DG operation.
  - 7.8.7 The staff should be trained on all the services as mentioned for specified jobs.
  - 7.8.8 There should be adequate off-site backup, trained, to ensure 100% service delivery.
  - 7.8.9 The Contractor shall ensure that all statutory compliances (PF, ESIC/WCA, Minimum wages, contract labor act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. OTPC reserves the right to terminate the agreement in case there is any willful flouting of the law.
- 8 OTHER DUTIES AND RESPOSIBILITIES OF THE CONTRACTOR
  - 8.1 To provide necessary manpower accordingly.
  - 8.2 To engage responsible Managers/Supervisors for overall supervision of the aforesaid works.
  - 8.3 The Manager/Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contact through his mobile as and when required.

- 8.4 To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.
- 8.5 To ensure proper maintenance and maintain proper inventory of the OTPC property inclusive of furniture, fixtures, electrical appliances and fittings, air-conditioners, vacuum cleaner, carpets, flower pots, decorative items, name plates, portraits etc.
- 8.6 The contractor will supervise the works of inspection and maintenance of plumbing jobs and sanitary fittings and fixtures as and when required.
- 8.7 Servicing of air-conditioners will be done by Owner's engaged agencies. In case of non-functioning of air-conditioners, the contractor is to inform the OTPC representative for repair and restoration. In case of breakdown of any electrical appliances or fittings, the contractor is to bring to the immediate notice of the department and initiate repair and restoration works till completion. Same procedure is to be followed for any civil maintenance job.
- 8.8 To maintain complaint book in a conspicuous place.
- 8.9 The contractor shall engage only adult (above 18 years), trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works. Medical fitness report of deployed manpower should be submitted within 10 days of deployments. No workers will be recruited beyond 50 years.
- 8.10 Provide protective equipment like safety shoes, gloves, helmet, gumboots, raincoat, umbrella etc as applicable as per the nature of the work to all the Contractor Staff.
- 8.11 The Contractor shall provide distinct uniform to his employees. The uniform should have logo of the Contractor's firm and shall be kept neat, tidy and in a wearable condition.
- 8.12 The contractor will supervise the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
- 8.13 The contractor will give appointment letter with employment terms and conditions as per model standing orders to their contract staff before engagement and keep acknowledge copy for record.
- 8.14 The contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purposes for rendering the services as per laws. Written records for having made these payments will be submitted to OTPC, on monthly basis, for its verification. All payments should be done online or as per labour law.
- 8.15 The agreement will be on the principal to principal basis and the contractor shall not, without the prior written permission of the Owner, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.
- 8.16 The contract is subject to the terms as contained herein. Nothing contained herein shall be considered as creating a tenancy, demises or any interest in their favour in respect of any portion of the building/premises. The contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement or expiry of contract.
- 8.17 In case of any loss or damage to the Owner's property by any persons engaged by contractor, the contractor shall report in writing such loss/damage to the management immediately and recovery of

amount shall be made. The Owner may in the event of unsatisfactory performance of the contractor to perform the work, terminate this agreement by giving one month notice in writing for such termination. This will be without prejudice to other rights (i.e. Penalty etc.) Owner may have as specified in the terms & condition.

- 8.18 The contractor shall arrange for round the clock services as and when occasion arises.
- 8.19 The Owner does not take responsibility for the accommodation of the employees of the contractor.
- 8.20 No transport will be provided for employees of the contractor.
- 8.21 The contractor shall be responsible for deployment of sufficient staff so as to ensure smooth service as required. Contractor to ensure that workforce as per terms is available at the designated time for the required period.
- 8.22 The Owner reserves the right to recover reasonable cost of materials lost or damaged by the contractor or his employees.
- 8.23 Nothing contained herein above will absolve the contractor of his responsibility of serving the Owner in the best possible way with high standard of quality services.

9 STATUTORY COMPLIANCES

- 9.1 The Contractor shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to Liaison with OTPC.
- 9.2 The contractor shall maintain neatly, completely and legibly registers, records, reports and returns for inspection by various statutory authorities at short notice

10 PENALTY

- 10.1 If on inspection, any rooms, buildings, open spaces, Cafeteria, kitchen, open area in and around the building furniture, fittings & fixtures, wash basins, mirrors, walls, window-panes, buckets & mugs, utensils, tumblers, jugs, and all related items & equipment's etc. are not found properly cleaned in accordance with relevant clause of the T&C (terms conditions) contractor can be penalized up to Rs. 2000/- in each case at the discretion of the management.
- 10.2 Any deficiency in following general instruction and meeting to the requirement of quality, quantity services of the job affecting the required and adequate standards can be penalized in each case up to Rs. 2500/- at the discretion of the management.
- 10.3 Any advice, instructions and statutory obligations if not met as per the notifications within the time frame, as the case may be, contractor can be penalized in each case up to Rs. 2500/- depending upon the extent of damages assessed/determined at the discretion of the management.
- 10.4 Penalty will be also be levied for the following, which is not exhaustive.

SL. No	Description	Penalty
1	Damage to OTPC assets or equipment's etc., caused by the contractors staff	Cost of assets will be levied as penalty

SL. No	Description	Penalty
2	Misbehavior like quarreling, abusing etc., between the staff employed by the agency, causing disturbance in the premises:	Rs.500/- per occasion with removal of staff
3	Staffs not reporting in Uniform and I-card	Rs.100/- per person per occasion
4	Failure to keep polished furniture's throughout the year	Rs. 100/- per occasion
5	Any staff deputed by the contractor found smoking and/or chewing tobacco in the OTPC Campus	Rs.500/- per occasion with removal of staff
6	In case the Agency does not fulfill the contractual obligation to related to availability of manpower, items/ consumables as per clause	Rs. 500/- per occasion for items & consumables and Rs. 500/- per day for manpower
7	Failure to carry out any of the weekly services on time	Rs.500/- per occasion
8	If the contractor fails to comply with the orders assigned to him or any portion thereof as agreed upon or neglects to comply with any directions, deductions shall be made from his bills on pro rata work done basis, besides penalty.	Rs.500/- per occasion plus

10.5 In the cases, Contractor does not improve performance to the satisfaction of OTPC, the Contract shall be terminated by OTPC without assigning any reason.

#### 11 GENERAL REQUIREMENTS

11.1 Payment shall be made every month on the basis of actual execution of work and certification thereof by Head Township Maintenance on pro-rata basis of work done. A daily register is certified for this purpose is maintained by the contractor. Inspection and verifications shall be carried out periodically by Head Township Maintenance. Monthly bill passing shall be based on this register certification on work performance and man power deployment. Deductions for Short – supply on daily man power deployment as well as for execution of work shall be done by Head Township Maintenance.

11.2 The contractor shall have to arrange other consumables at his own cost for themechanical transport to be deployed by him for garbage disposal.

11.3 The rates quoted by the contractor shall be inclusive of complete cost towards cost of manpower, consumables, all T&Ps, all statutory taxes, duties, levies, insurance, contingencies, overheads and profits and all other incidental items not specifically mentioned but reasonably implied and necessary to carryout the job complete according to the Contract.

11.4 The Contractor shall be responsible for welfare of workers and supervisors during the course of their engagement. OTPC shall not be liable in respect of damage to, or compensation of any injury/hazard to them.

11.5 Supervisor provided by the Contractor at his own cost shall report to theconcerned Head Township Maintenance on daily basis and monitor all complaints.

11.6 The Contractor will be required to do all sanitation work anywhere at Township and as per direction of



Head Township Maintenance. If at any time, it is observed that the agency has not observed and complied with the instructions of Head Township Maintenance, the work will be get done by the Head Township Maintenance at the risk and cost of the Contractor. The Contractor shall ensure that all individual workers attending to flats/utility building shall be equipped with broom and collection drums/bags.

- 11.7 The contractor will have to carry out the work on Holiday, National Holidays also as per the requirement of OTPC and without any extra cost of OTPC during late hours also. During VIP, visits, contractor will deploy additional manpower as per requirements of OTPC for which payment will be made as per quoted rates. Also during special occasion, like Public function/Independence Day, flood, heavy rains and at emergency conditions etc., the contractor will extend the services of men and material as per the instructions of Head Township Maintenance. Head Township Maintenance may also advise for extending services for making various arrangements, shifting of furniture and other odd jobs, etc., as per the requirement of company which shall have to be carried out by the contractor to the satisfaction of Head Township Maintenance.
- 11.8 The contractor should engage workmen who are willing to do all kinds of jobs as mentioned in the BOQ including drain cleaning and toilet cleaning.
- 11.9 Contractor shall recruit his own staff for the contract work on his own cost and risk and the contractor shall be responsible for fulfilling all obligation in respect of EPF and FPF Rules. The Contractor shall be responsible for labour laws, as applicable from time to time in the State of Tripura for carrying out the above job. The Contractor shall agree to indemnify OTPC for all payments made by the Contractor to the employees of contractor or to the dependents or legal heirs of contractor's employees under instructions/orders of any competent Court/authority under any of the aforesaid Acts/Laws like; Industrial Disputes Act, ESI Act, Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, etc.
- 11.10 The Contractor has to abide by the rules and regulations laid down under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act (POSH Act, 2013) to create and maintain safe work environment which is free from sexual harassment.
- 11.11 The contractor has to comply the aspects of equality of women in the workplace, gender-specific violence, and unwelcome sexually colored behavior and adopted them to come out with a strong legislature.
- 11.12 If the Contractor fails to comply with the job assigned to him or any person thereof or neglects to comply with any directions given to him by OTPC, the contract shall be terminated by OTPC without assigning any reason therefore.
- 11.13 If the Contractor fails to complete work or any portion thereof as agreed upon or neglects to comply with any directions given to him, OTPC shall terminate the contract. In such a case, the Contractor shall be liable for any expenses, loss or damage which OTPC may incur or sustain by reason due to Contractors default.
- 11.14 The Contractor will make his own arrangement for accommodation and transport and any other facility for his staff. The Contractor may ensure that suitable accommodation to house the staff is arranged in the vicinity of the OTPC Township.
- 11.15 The contractor shall employ only adult labour for his work.

11.16 Contract period may be extended for Six Months on same rates, terms & Conditions, which will be sole decision of OTPC.

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ONGC TRIPURA POWER COMPANY LIMITED

TECHNICAL SPECIFICATION  
FOR  
HOTRICULTURE SERVICES  
AT  
OTPC TOWNSHIP

OTPC Township  
Khilpara, Udaipur, Gomati Dist. Tripura

(This document is meant for the exclusive purpose of bidding against this specification and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).

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1 SCOPE OF SERVICES

Scope of Services includes all type of horticulture development and maintenance work including lawn/ garden, flowerbed, rosary, topiary, shrubbery, hedge, nursery, pest control of plants, intercultural operations tree plantation, supply of materials and other horticultural works at OTPC Township area of Khilpara

The quantity given in the BOQ is approximate and indicative and may vary on actual requirement, being maintenance nature of work, all the BOQ items may or not be executed in full or part thereof, no claim on these account shall be entertained by OTPC.

- 1.1 Maintenance of lawn having different type of grass (Mexican grass/ Selection-1 grass) including watering, de-weeding, edge cutting, mowing and top dressing with good earth, manure, bio compost, vermi compost, spraying of insecticide & pesticide, repair of patch by preparation of soil by digging, levelling and planting of new grass of the same variety and cleaning of area daily including removal and disposal of all types of cuttings with all labour, tools and tackles, complete as per direction of Project Manager (price shall include supply of manure, fertilizers, good earth, gypsum, insecticide and pesticide).
- 1.2 Regular maintenance of In-door Potted Plants like foliage, exotic, seasonal plants etc. including all horticulture operations like renewing the earth, manure, fertilizers, insecticides, pesticides, seeds, saplings, watering, weeding out all undesirable growth, forking for survival and healthy growth of plants, cutting, pruning etc. complete with all tools and tackles, labour, transportation etc. as per direction of Head-Township Maintenance.
- 1.3 Regular maintenance of Out-door Potted Plants like foliage, exotic, seasonal plants etc. including all horticulture operations like renewing the earth, manure, fertilizers, insecticides, pesticides, seeds, saplings, watering, weeding out all undesirable growth, forking for survival and healthy growth of plants, cutting, pruning etc. complete with all tools and tackles, labour, transportation etc. as per direction of Head-Township Maintenance.
- 1.4 Development and maintenance of rose flower bed at selective location (All Season) including preparation of soil by digging minimum 1 ft deep, removal of vegetation and unwanted growth, brick bats etc including breaking of clods, mixing manure, fertilizers, gypsum, levelling, dressing to the required level, removal of existing soil wherever required and filling it back with good loam soil mixed with FYM / gypsum etc., planting of hedge, seeding & sapling of flowers of different varieties, watering, hoeing, spraying of insecticides, pesticides, fungicides, sticking of flowering plants, trimming, disbudding, disbranching, with all labour, tools and tackles as per direction of Project Manager (price shall be inclusive of supply of flower saplings & seeding, stick material, manure, fertilizers, good earth, insecticides, pesticides, fungicides etc).
- 1.5 Development of new lawn, land and land profile development by grassing with selection no. 1 grass or Drub or Mexican grass in rows 7.5 cm apart in either direction including watering and maintenance of the lawn for 30 days or more till the grass forms a thick lawn free from weeds and fit for mowing including supplying good earth if required (good earth shall be paid separately). Supply of Garden soil - Good Loam Soil mixed with FYM / gypsum, river sand, organic manure & vermi compost, Urea, DAP and Super phosphate.

- 1.6 Supply and planting trees, bushes, hedges etc. as mentioned from 1.6.1 to 1.6.6. of desired height and size as per the direction of Head-Township Maintenance. Cost shall include maintenance and watering for three months from the date of plantation. If any plant dies within 3 months of plantation, new plant shall be planted at Contractor’s own cost. After Survival of the plants regular maintenance will be done as per item no 1.1.

  - 1.6.1 Cycas/ficus plants.
  - 1.6.2 Royal Palm of 6 feet height
  - 1.6.3 Rongon tree
  - 1.6.4 Bougainvillea Tree
  - 1.6.5 Hibiscus- Hybrid Multi variety
  - 1.6.6 Alamonda

- 1.7 Supply of well rooted potted fresh decorative foliage plants in earthen pots of selected varieties of good shape and size (height not less than 450 mm) in good condition including transportation and placing plants in position including all labour and materials as per direction of Head-Township Maintenance.
- 1.8 Supplying and planting paved quality hedge plants by cobbing in rows of 15 cm apart in staggered way in three rows including preparation of earth and mixing of manure as per job specification and direction of Head-Township Maintenance.
- 1.9 Deployment of Skilled Worker for supervising the work.
- 1.10 Providing and installation of appropriate weather protected name plate with painting, name writing in complete as per direction of Head-Township Maintenance.

2 TECHNICAL DETAILS

- 2.1 The details of Township Premises which will be covered under Facility Management services shall be as per table below:

SL No	Name of Premises	Total No. of flats/Floors	Approximate Floor Area	Ownership Status
1	OTPC Township Khilpara, Udaipur, Gomati Tripura	82 Nos. Flats at 4 Nos Towers, Clubhouse, Security Building, WTP, STP	18517 Sqm	Owned

Note: There may be marginal variation in area on either side. No extra claim will be Entertained for variation in area of any buildings.

- 2.2 The details of area covered under horticulture shall be as per table below:

Sl. No.	Description	Unit	Area
1	Maintenance of lawn having different type of grass (Mexican grass/ Selection-1 grass) including watering, de-weeding, edge cutting, mowing and top dressing with good earth, manure, bio compost, vermi compost, spraying of insecticide & pesticide, repair of patch by preparation of soil by digging, levelling and planting of new grass of the same	Sq.ft.	106840 (Maintenance services to be provided in each month)

	variety and cleaning of area daily including removal and disposal of all types of cuttings with all labour, tools and tackles, complete as per direction of Head-Township maintenance (price shall include supply of manure, fertilizers, good earth, gypsum, insecticide and pesticide)		
2	Regular maintenance of In-door Potted Plants like foliage, exotic, seasonal plants etc including all horticulture operations like renewing the earth, manure, fertilizers, insecticides, pesticides, seeds, saplings, watering, weeding out all undesirable growth, forking for survival and healthy growth of plants, cutting, pruning etc complete with all tools and tackles, labour, transportation etc as per direction of Project Manager.	nos.	50
3	Regular maintenance of Out-door Plants like foliage, exotic, seasonal plants, fruit bearing trees, herbal gardens etc including all horticulture operations like renewing the earth, manure, fertilizers, insecticides, pesticides, seeds, saplings, watering, weeding out all undesirable growth, forking for survival and healthy growth of plants, cutting, pruning etc complete with all tools and tackles, labour, transportation etc as per direction of Project Manager.	nos.	100.00
4	Circular type seasonal flower bed (Size 16ft in dia)	nos.	10
5	Development and maintenance of rose flower bed at selective location (All Season) including preparation of soil by digging minimum 1 ft deep, removal of vegetation and unwanted growth, brick bats etc including breaking of clods, mixing manure, fertilizers, gypsum, levelling, dressing to the required level, removal of existing soil wherever required and filling it back with good loam soil mixed with FYM / gypsum etc., planting of hedge, seeding & sapling of flowers of different varieties, watering, hoeing, spraying of insecticides, pesticides, fungicides, sticking of flowering plants, trimming, disbudding, disbranching, with all labour, tools and tackles as per direction of Project Manager (price shall be inclusive of supply of flower saplings & seeding, stick material, manure, fertilizers, good earth, insecticides, pesticides, fungicides etc)		
	Circular type rose flower bed (Size 20 ft in dia)	nos.	10
6	Development of new lawn, land and land profile development by grassing with selection no. 1 grass or Drub or Mexican grass in rows 7.5 cm apart in either direction including watering and maintenance of the lawn for 30 days or more till the grass forms a thick lawn free from weeds and fit for mowing including supplying good earth including the supply of all materials like Urea, DAP, Super phosphate, Garden soil-Good Loam Soil mixed with FYM / gypsum, River sand, Organic manure & vermi compost etc. as and where required	Sq. ft.	1000

7	Supply and planting trees, bushes, hedges etc. of desired height and size. Cost shall include maintenance and watering for three months from the date of plantation. If any plant dies within 3 months of plantation, new plant shall be planted at Contractor's own cost. After Survival of the plants regular maintenance will be done as per item no 1.1		
	Cycas/ficus plants	nos.	5
	Royal Palm of 6 feet height	nos.	20
	Rongon tree	nos.	10
	Bougainvillea Tree	nos.	10
	Hibiscus- Hybrid Multi variety	nos.	20
	Alamonda	nos.	30
8	Supplying and planting paved quality hedge plants by cobbing in rows of 15 cm apart in staggered way in three rows including preparation of earth and mixing of manure as per job specification and direction of Head-Township maintenance.	Sq.ft.	300

- 2.3 The technical scope details with frequency of providing the services covered under horticulture shall be as per table below:

Sl. No	Technical Scope details	Frequency
<b>Maintenance</b>		
i	Watering, De-weeding Cultivation and cutting of hedges, Pruning and clipping of hedges etc. Mowing, Top dressing with good earth, manure etc., Sweeping, Applying manure and fertilizers; Spraying pesticides and insecticides; Repair of patches by preparation of soil by digging, leveling and planting new, grass of same variety; Disposal of refuse / waste; Stacking, preparation and planting of seasonal flowers, making basins of tree pits	Watering to be done on Daily basis and other activities are to be done Thrice a week
ii	Prepare and maintain indoor and outdoor plants in pots at designated locations, Plant trees, shrubs etc., Protection from pests and diseases as and when required. Maintenance of existing flower beds including alteration wherever required by planting summer and winter seasonal flowers and perennial flowers	As & When
iii	Routine maintenance activities of landscapes in respect of existing garden features which includes, without limitation, lawn, beds, topiary, perennial beds, rockeries, erecters, climbers, shrubs, trees, self-grown trees and complete removal of rank vegetation and bushes etc. It shall include all minor repairs of the garden features damaged due to digging in the area, natural calamity or any other reason.	Daily



iv	Adequate watering of all garden features, trees, hedges, shrubs etc using sprinklers or hose pipes. Contractor shall make his own arrangement of water pumps, hose pipes etc wherever and whenever required. Contractor shall ensure that unnecessary wastage of water does not occur at any time and shall protect the irrigation fittings / hydrants and irrigation system installed. Any damage to existing irrigation system due to negligence by Contractor shall be made good by the Contractor at his own cost.	Daily
v	Manure and fertilizers as and when required in sufficient quantum shall be applied under the directions of Head-Township Maintenance. Cost of manure and fertilizers is included in Contract Price.	As and when
vi	Provide protective equipment's like safety shoes, gloves, helmet, gumboots etc. as applicable as per the nature of the work to all the Contractor Staff.	As and when
vii	Provide all tools, tackles, instruments, materials etc. required for horticulture and landscaping maintenance work.	Daily
viii	Prepare an inventory of trees and plants at the start of work, number the trees and display identification placards (Bengali & English) for each tree within 30 days from the Effective date.	On Annual basis.
ix	Cultivate seasonal flower of at least six (6) variety in each season and make flower beds at the Plant.	As & When
x	Lawn mowing, hedge cutting and hedge shaping as per the direction of Project Manager but in no case less than once in every 15 days i.e. two times in a month. Lawn mowing, hedge cutting and hedge shaping shall be done in such a manner to give lawn and hedge neat, clean, tidy and even look.	Twice in Month
xi	Clipping and trimming of hedges and edges, trimming of shrub plant, trees, creepers etc. at regularly at intervals as directed by Head-Township Maintenance.	Twice in Week
xii	Periodic check for pests and diseases. In the event of infestation, prompt spraying of appropriate insecticides, fungicides and pesticides shall be performed so as to completely eradicate the infestation. Cost of insecticides, fungicides and pesticides is included in Contract Price.	Thrice in Week
Landscaping		
i	Apply at least 225 mm garden soil for lawn area and farm yard manure as per the Recommendation of Head-Township Maintenance;	As & When
ii	Level the ground, Mix earth, sand and manure in proportion as specified;	As & When
iii	Provide and spread good earth and manure in required thickness;	As & When
iv	Treat the soil with chemicals including pesticides, fungicides etc and control soil Pests;	As & When
v	Provide and plant Korean/Bufalow/Doob / Selection-1 grass;	As & When

vi	Maintain the grass so as to form a thick lawn free from weeds and fit for movement;	As & When
vii	Prepare bed for planting hedge and shrubs by excavating to specified depth and trenching the excavated base to a further depth of 30 cm, refilling it with good earth mixed with manure in the ratio specified, flooding with water, leveling, fine dressing, disposing surplus material, spreading & leveling surplus earth within a lead of 50 mtr and lift up to 1.5 mtr;	As & When
viii	Prepare land for planting trees by digging pits in ordinary soil and refilling the same with good earth mixed with manure in the ratio as specified, flooding with water, dressing including removal of rubbish and surplus earth, if any, with all leads and lifts. Trees shall be planted in a pit size of 60 cm x 60 cm and shall be stacked properly;	As & When
ix	Provide and plant best quality container grown healthy trees and plants of specified height, shrubs, creepers, hedge plants etc as approved by Head-Township Maintenance	As & When

### 3 HORTICULTURE EQUIPMENTS:

Following Equipment are to be maintained by the contractor at all times during the term of the contract.

- 3.1.1 Petrol operated Lawn mower machine (Honda/Yamaha)- 03 nos.
- 3.1.2 Petrol operated Bush cutter machine (Honda/Yamaha)- 03 nos.
- 3.1.3 Material handling trolley- 05 nos.
- 3.1.4 Nirani - 05 nos.
- 3.1.5 Spade & Shovel- 05 nos.
- 3.1.6 Hedge cutter- 02 nos.
- 3.1.7 Trowel- 3 nos.
- 3.1.8 Fork- 03 nos.
- 3.1.9 Rake- 03 nos.
- 3.1.10 Pruning shears- 02 nos.
- 3.1.11 Sickle- 05 nos.
- 3.1.12 Chopper & cutlass- 05 nos.
- 3.1.13 Watering pot- 05 nos.
- 3.1.14 Small hand tractor-01(on requirement basis)
- 3.1.15 Crowbar- 01 nos.
- 3.1.16 Rose cutter – 3 numbers.
- 3.1.17 Watering pipe & pump as per requirement.
- 3.1.18 Others as per the requirement.

### 4 MANPOWER DEPLOYMENT FOR HORTICULTURE SERVICES

4.1 The Contractor shall provide efficient, trained, experienced and competent technical personnel and workmen in sufficient numbers including temporary labours/manpower not less than the manpower specified below considering the total work volume to be executed on daily basis.

Sl No	Designation	No of Manpower	Qualification
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1	Workmen suitably skilled for Horticulture service	5	Experienced in horticulture activities.
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- 4.2 The Contractor shall engage workers with relevant experience mentioned above. In no case the qualification and experience criteria required for any position shall be relaxed.
- 4.3 Contractor staff shall possess knowledge of the equipment, Tools & Plant and should be technically competent so as to optimize township operation and maintenance.
- 4.4 The Contractor shall provide legal, payroll, accounting and administrative support services with respect to its Staff and make payment to its Staff.
- 4.5 The Contractor shall direct and supervise its Staff while performing Services under the Contract.
- 4.6 The Contractor shall maintain discipline of its Staff. The Contractor shall provide boarding, lodging and make travel arrangements for all the Contractor's Staff engaged in providing Services under the Contract.
- 4.7 The Contractor shall comply with labour rules, regulations and statutes specified in Clause 18.0 of the Contract.
- 4.8 The Contractor shall employ local people with suitable skills of horticultural activities.
- 4.9 The Contractor shall give preference to local people in employment of adequately skilled workmen and staff wherever local people with requisite skills are available.
- 4.10 The Contractor shall implement proper attendance system for its Staff.
- 4.11 Any discrepancy brought to Contractor's notice in attendance shall be corrected immediately and Owner shall have right to deduct pro-rata fees as per price schedule in case of absence or following malpractices.
- 4.12 The Contractor shall ensure compliance to all statutory requirements including but not limited to EPF, ESIC/WCA/ Insurance /Minimum wages etc. as per the notification issued by the competent Government authority from time to time.
- 4.13 The Contractor shall have to arrange all tools and tackles, kolchi, spades etc. and all the safety equipment's required for horticulture work. The contractor shall also provide required number of gumboots/rubber hand gloves, helmets, scrubs, brushes, gunny bags and all other tools and tackles, protective clothing and equipment's as may be required for horticulture work at his own cost.
- 4.14 The contractor shall execute the work as per the schedule and direction of the Head Township Maintenance and to maintain the whole area in absolutely neat and clean condition. Project Manager should report timely and at the end of the day. Non-compliance will be viewed sternly.
- 4.15 If on any day, any place is not found cleaned/maintained to the satisfaction of the Head Township Maintenance, material obtained from horticulture not disposed off, suitable deductions by way of liquidated damages shall be made from the bill as per the decision of the Head Township Maintenance.
- 4.16 In case there is non-execution of horticulture waste cleaning/collecting work including its disposal, there will be deduction as per the decision of Head Township Maintenance.

- 4.17 Manure, pesticide, insecticide & fungicide required for horticulture work to be used to the satisfaction of the Head Township Maintenance.
- 4.18 The contractor shall not at any time issue permit to anyone on the township to do anything which shall cause unnecessary disturbance or inconveniences to owner or residents or damage property in general. The contractor personnel/workers shall not misbehave with the residents.
- 4.19 The contractor shall provide adequate worker as and when required to take care of any exigency along with tools and tackles. The same worker shall be adjusted against deployment of regular worker.
- 4.20 The contractor shall not sublet any portion of the contract without prior approval of accepting authority.

5 PERFORMANCE AND WORK SUPERVISION

- 5.1 Over all supervision is to be done by Head Township maintenance (OTPC representative hereinafter referred as “Head Township Maintenance”) and shall look after overall coordination. The Project Manager/ Supervisor of the Contractor will report to the Head Township Maintenance on daily basis and appraise of the manpower engagement status and quality of service being rendered. The Contractor shall ensure to provide quality Service at all times.
- 5.2 Regular supervision to be carried out by the Project Manager and monitored by Head Township Maintenance on day to day basis. Accordingly, Contractor or Contractor’s representative have to be available during general shift hours and accessible on round the clock basis to receive information/instruction from Head Township Maintenance.

6 EXCLUSION FROM SCOPE OF SERVICES OF CONTRACTOR

- 6.1 Space for Material store for horticultural activities (equipment, chemicals, fertilizers, manure etc.)

7 DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

7.1 Personnel

- 7.1.1 Contractor would always keep minimum nos. of equipment (in working conditions) at site that are needed for horticulture and other related activities.
- 7.1.2 The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by OTPC and the industry norms.
- 7.1.3 All staff would be in a neat, clean and well-groomed appearance
- 7.1.4 All staff to carry proper ID cards as provided by the Contractor.
- 7.1.5 The staff will ensure wearing respective work masks, safety gloves and belts as and when required.
- 7.1.6 All legal & statutory compliances would be the responsibility of the Contractor
- 7.1.7 Continuous training of the employees would also be the responsibility of the Contractor.
- 7.1.8 Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to OTPC on regular basis.

## 7.2 Safety

- 7.2.1 Contractor must know and follow their duties related to safety for all personnel these guidelines are applicable as well as sub-contractors deployed by them at the site.
- 7.2.2 All Contractor workmen should be provided with a uniform and shall work within Township premises in their prescribed uniform. They should wear appropriate PPEs during the execution of work and always to wear face mask.
- 7.2.3 The Contractor shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by OTPC Township.
- 7.2.4 The Contractor shall provide prior information to Head-Township Maintenance about any hazardous material being brought on the site and shall ensure security for storage of such material.
- 7.2.5 The Contractor must leave work areas in a clean, tidy and safe condition at the end of each working period.
- 7.2.6 No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by OTPC.
- 7.2.7 The Contractor must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- 7.2.8 The Contractor should ensure that their personnel do not consume any sort of toxic materials during duty hours inside Township premises which are harmful to human body.

## 7.3 Background Check

- 7.3.1 Background check for all employees deployed at OTPC Township is mandatory. None should be deployed at OTPC without police verification report seen and cleared by OTPC Township authorities.

## 7.4 Do's for deployed staff

- 7.4.1 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
- 7.4.2 Be well groomed with short & tidy hair, trimmed nails etc.
- 7.4.3 Keep spare uniform available to change at short notice.
- 7.4.4 Be always polite and courteous to staff, residents and guest of OTPC
- 7.4.5 The Project Manager shall respond to any telephone calls politely.
- 7.4.6 All safety and security rules regulations of OTPC to be strictly adhered by the staff.

## 7.5 Don'ts for deployed staff

- 7.5.1 Misbehavior with any OTPC staff, Guest, other Contract personnel of any magnitude.
- 7.5.2 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.

- 7.5.3 Group gatherings by them or influenced by any political party/agency, disturbance.
- 7.5.4 Involvement in any kind of activity at OTPC Township with malafide intentions (including theft), either directly or as a support to any third party.
- 7.6 Screening
  - 7.6.1 Contractor will depute any personnel at OTPC only after intimating, screening and approved by the Head Township Maintenance. Any replacement/change in any personnel will be done only with the approval of Head Township Maintenance.
  - 7.6.2 In case of rejection of any personnel by OTPC, Contractor will provide options till the personnel are approved by OTPC.
  - 7.6.3 If Contractor continues to provide sub-standard personnel which are not approved by OTPC and the work suffers, OTPC will impose penalties as defined below.
- 7.7 Management, Co-ordination Reporting and Meetings
  - 7.7.1 Contractor will be responsible for managing the services as described in the scope of work, Liaison with OTPC and other service provider working OTPC Township, providing Value-Adds to OTPC and escalations.
  - 7.7.2 Contractor has to do daily meetings, weekly meetings, and monthly review on 10<sup>th</sup> working day of every month. Quarterly review meeting to appraise OTPC about the Facility Management activities and value-adds.
- 7.8 Managing the services
  - 7.8.1 Contractor will take ownership of all the Services as described in this Scope of Work.
  - 7.8.2 Contractor will ensure that the Checklists are adhered to with utmost care and regularity.
  - 7.8.3 Contractor will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem by Head Township Maintenance.
  - 7.8.4 Contractor will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
  - 7.8.5 Contractor's Project Manager will brief Head Township Maintenance (Owner's representative) about operational proceedings on day to day basis.
  - 7.8.6 Provide multi-skilled and trained staff for horticulture and related work.
  - 7.8.7 The staff should be trained on all the services as mentioned for specified jobs.
  - 7.8.8 There should be adequate off-site backup, trained, to ensure 100% service delivery.
  - 7.8.9 The Contractor shall ensure that all statutory compliances (PF, ESIC/WCA, Minimum wages, contract labor act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. OTPC reserves the right to terminate the agreement in case there is any willful flouting of the law.

8 OTHER DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

- 8.1 To provide necessary manpower accordingly.
- 8.2 To engage responsible Managers/Supervisors for overall supervision of the aforesaid works.
- 8.3 The Manager/Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contact through his mobile as and when required.
- 8.4 To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.
- 8.5 To ensure proper maintenance and maintain proper inventory of the OTPC property.
- 8.6 The contractor will supervise the works of inspection and maintenance of horticulture as a routine work and also as and when required.
- 8.7 To maintain complaint book in a conspicuous place.
- 8.8 The contractor shall engage only adult (above 18 years), trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works. Medical fitness report of deployed manpower should be submitted within 10 days of deployments. No workers will be recruited beyond 50 years.
- 8.9 Provide protective equipment like safety shoes, gloves, helmet, gumboots, raincoat, umbrella etc as applicable as per the nature of the work to all the Contractor Staff.
- 8.10 The Contractor shall provide distinct uniform to his employees. The uniform should have logo of the Contractor's firm and shall be kept neat, tidy and in a wearable condition.
- 8.11 The contractor will supervise the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
- 8.12 The contractor will give appointment letter with employment terms and conditions as per model standing orders to their contract staff before engagement and keep acknowledge copy for record.
- 8.13 The contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purposes for rendering the services as per laws. Written records for having made these payments will be submitted to OTPC, on monthly basis, for its verification. All payments should be done online or as per labour law.
- 8.14 The agreement will be on the principal to principal basis and the contractor shall not, without the prior written permission of the Owner, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.
- 8.15 The contract is subject to the terms as contained herein. Nothing contained herein shall be considered as creating a tenancy, demise or any interest in their favour in respect of any portion of the building/premises. The contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement or expiry of contract.

- 8.16 In case of any loss or damage to the Owner’s property by any persons engaged by contractor, the contractor shall report in writing such loss/damage to the management immediately and recovery of amount shall be made. The Owner may in the event of unsatisfactory performance of the contractor to perform the work, terminate this agreement by giving one-month notice in writing for such termination. This will be without prejudice to other rights (i.e. Penalty etc.) Owner may have as specified in the terms & condition.
- 8.17 The contractor shall arrange for round the clock services as and when occasion arises.
- 8.18 The Owner does not take responsibility for the accommodation of the employees of the contractor.
- 8.19 No transport will be provided for employees of the contractor.
- 8.20 The contractor shall be responsible for deployment of sufficient staff so as to ensure smooth service as required. Contractor to ensure that workforce as per terms is available at the designated time for the required period.
- 8.21 The Owner reserves the right to recover reasonable cost of materials lost or damaged by the contractor or his employees.
- 8.22 Nothing contained herein above will absolve the contractor of his responsibility of serving the Owner in the best possible way with high standard of quality services.

9 STATUTORY COMPLIANCES

- 9.1 The Contractor shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to Liaison with OTPC.
- 9.2 The contractor shall maintain neatly, completely and legibly registers, records, reports and returns for inspection by various statutory authorities at short notice

10 PENALTY

- 10.1 If on inspection, any area is found not to be properly maintained in accordance with relevant clause of the T&C (terms conditions) contractor can be penalized up to Rs. 2000/- in each case at the discretion of the management.
- 10.2 Any deficiency in following general instruction and meeting to the requirement of quality, quantity services of the job affecting the required and adequate standards can be penalized in each case up to Rs. 2500/- at the discretion of the management.
- 10.3 Any advice, instructions and statutory obligations if not met as per the notifications within the time frame, as the case may be, contractor can be penalized in each case up to Rs. 2500/- depending upon the extent of damages assessed/determined at the discretion of the management.
- 10.4 Penalty will also be levied for the following, which is not exhaustive.

SL. No	Description	Penalty
1	Damage to OTPC assets or equipment's etc., caused by the contractors staff	Cost of assets will be levied as penalty



SL. No	Description	Penalty
2	Misbehavior like quarreling, abusing etc., between the staff employed by the agency, causing disturbance in the premises:	Rs.500/- per occasion with removal of staff
3	Staffs not reporting in Uniform and I-card	Rs.100/- per person per occasion
4	Failure to keep the area maintained throughout the year	Rs. 100/- per occasion
5	Any staff deputed by the contractor found smoking and/or chewing tobacco in the OTPC Campus	Rs.500/- per occasion with removal of staff
6	In case the Agency does not fulfill the contractual obligation to related to availability of manpower, items/ consumables as per clause	Rs. 500/- per occasion for items & consumables and Rs. 500/- per day for manpower
7	Failure to carry out any of the weekly services on time	Rs.500/- per occasion
8	If the contractor fails to comply with the orders assigned to him or any portion thereof as agreed upon or neglects to comply with any directions, deductions shall be made from his bills on pro rata work done basis, besides penalty.	Rs.500/- per occasion plus

10.5 In the cases, Contractor does not improve performance to the satisfaction of OTPC, the Contract shall be terminated by OTPC without assigning any reason.

#### 11 GENERAL REQUIREMENT

11.1 Payment shall be made every month on the basis of actual execution of work and certification thereof by Head Township Maintenance on pro-rata basis of work done. A daily register is certified for this purpose is maintained by the contractor. Inspection and verifications shall be carried out periodically by Head Township Maintenance. Monthly bill passing shall be based on this register certification on work performance and man power deployment. Deductions for Short – supply on daily man power deployment as well as for execution of work shall be done by Head Township Maintenance.

11.2 The contractor shall have to arrange other consumables at his own cost for the mechanical transport to be deployed by him for waste disposal.

11.3 The rates quoted by the contractor shall be inclusive of complete cost towards cost of manpower, consumables, all T&Ps, all statutory taxes, duties, levies, insurance, contingencies, overheads and profits and all other incidental items not specifically mentioned but reasonably implied and necessary to carryout the job complete according to the Contract.

11.4 The Contractor shall be responsible for welfare of workers and supervisors during the course of their engagement. OTPC shall not be liable in respect of damage to, or compensation of any injury/hazard to them.

11.5 Supervisor provided by the Contractor at his own cost shall report to the concerned Head Township Maintenance on daily basis and monitor all complaints.

11.6 The Contractor will be required to do all horticulture work anywhere at Township and as per direction

of Head Township Maintenance. If at any time, it is observed that the agency has not observed and complied with the instructions of Head Township Maintenance, the work will be get done by the Head Township Maintenance at the risk and cost of the Contractor. The Contractor shall ensure that all individual workers attending horticulture work shall be equipped required tools and tackles.

- 11.7 The contractor will have to carry out the work on Holiday, National Holidays also as per the requirement of OTPC and without any extra cost of OTPC during late hours also. During VIP, visits, contractor will deploy additional manpower as per requirements of OTPC for which payment will be made as per quoted rates. Also during special occasion, like Public function/Independence Day, flood, heavy rains and at emergency conditions etc., the contractor will extend the services of men and material as per the instructions of Head Township Maintenance. Head Township Maintenance may also advise for extending services for making various arrangements, shifting of furniture and other odd jobs, etc., as per the requirement of company which shall have to be carried out by the contractor to the satisfaction of Head Township Maintenance.
- 11.8 The contractor should engage workmen who are willing to do all kinds of jobs as mentioned in the BOQ including additional work in case of exigency.
- 11.9 Contractor shall recruit his own staff for the contract work on his own cost and risk and the contractor shall be responsible for fulfilling all obligation in respect of EPF and FPF Rules. The Contractor shall be responsible for labour laws, as applicable from time to time in the State of Tripura for carrying out the above job. The Contractor shall agree to indemnify OTPC for all payments made by the Contractor to the employees of contractor or to the dependents or legal heirs of contractor's employees under instructions/orders of any competent Court/authority under any of the aforesaid Acts/Laws like; Industrial Disputes Act, ESI Act, Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, etc.
- 11.10 The Contractor has to abide by the rules and regulations laid down under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act (POSH Act, 2013) to create and maintain safe work environment which is free from sexual harassment.
- 11.11 The contractor has to comply the aspects of equality of women in the workplace, gender-specific violence, and unwelcome sexually colored behavior and adopted them to come out with a strong legislature.
- 11.12 If the Contractor fails to comply with the job assigned to him or any person thereof or neglects to comply with any directions given to him by OTPC, the contract shall be terminated by OTPC without assigning any reason therefore.
- 11.13 If the Contractor fails to complete work or any portion thereof as agreed upon or neglects to comply with any directions given to him, OTPC shall terminate the contract. In such a case, the Contractor shall be liable for any expenses, loss or damage which OTPC may incur or sustain by reason due to Contractor's default.
- 11.14 The Contractor will make his own arrangement for accommodation and transport and any other facility for his staff. The Contractor may ensure that suitable accommodation to house the staff is arranged in the vicinity of the OTPC Township.
- 11.15 The contractor shall employ only adult labour for horticulture work.
- 11.16 Contract period may be extended for Six Months on same rates, terms & Conditions, which will be sole decision of OTPC.



ONGC TRIPURA POWER COMPANY LIMITED

TECHNICAL SPECIFICATION

FOR

MECHANICAL SERVICES

AT

OTPC TOWNSHIP

OTPC Township

Khilpara, Udaipur, Gomati Dist. Tripura

(This document is meant for the exclusive purpose of bidding against this specification and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).

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## 1 SCOPE OF SERVICE

The Contractor shall at its expense maintain proper maintenance of all equipment's as per scope in the township. The contractor is required to provide Mechanical Operation & Maintenance Services at OTPC Township which shall be including but not limited to Cleaning Services, supply of all consumables like greases, lubricant's, cleaning cloth/sponges/wipes, mops, cleaning chemicals, etc.:

- 1.1 Attending to all complaints of failure of equipment & accessories in all residential and non-residential buildings, offices etc. notified in 2.0 below, Drain pipes and also clearance of choking in main sewage lines. Complaint register will be maintained for this purpose.
- 1.2 Attending to all complaints of choking of drains, drain pipes leading to/connected to Kitchen, wash-basins, WCs in all residential flats. Complaint register will be maintained for this purpose.
- 1.3 Attending to all complaints of choking of drains, drain pipes leading to/ connected to kitchen, wash-basins, WCs in all flats, utility buildings, drains etc. Complaint register will be maintained for this purpose.
- 1.4 Lifting, carrying and disposing the dead animals if found in township area.
- 1.5 Removal of bird dropping and any other dirt made on roads, on buildings, walls or on the foot of ventilators of glasses.
- 1.6 Any other work incidental to conservancy, Mechanical Maintenance works either in Township or in any other areas as instructed by the Management as and when required.
- 1.7 Terrace cleaning choke removal of all flats, residential and non-residential buildings includes open terrace, door, window slabs, choke removal in their pipe lines, out lets etc.

## 2 TECHNICAL DETAILS

- 2.1 The details of Township Premises which will be covered under Mechanical Maintenance shall be as per table below:

SL No	Name of Premises	Total No. of flats/Floors	Approximate Floor Area	Ownership Status
1	OTPC Township Khilpara, Udaipur, Gomoti Tripura	82 Nos. Flats at 4 Nos Towers, Clubhouse, Security Building, WTP, STP	18517 Sqm	Owned

Note: There may be marginal variation in area on either side. No extra claim will be Entertained for variation in area of any buildings.

- 2.2 The details of area covered under Mechanical Maintenance shall be as per table below:

Sl.	Type	Floors	Areas (Sqm)	Toilets
1	Type II	G+5	1320	

2	Mechanical Maintenance	Type III	G+3	1332	1
3		Type IV	G+8	1245	
4		Type V	G+7	1013	1
5		Club House	G+1	1536	9
6		ESS Bldg	S	218	1
7		WTP	S	71	
8		STP	S	34	
9		Sec Bldg	S	32	
10		Roads		8500	
11		Pavements		2032	

2.3 The technical scope details with frequency of providing the services covered under Mechanical Operation & Maintenance shall be as per table below:

<u>SL No</u>	<u>Nature of Service</u>	<u>Frequency</u>
<u>(a) Plumbing</u>		
	i. Checking availability of water and informing concerned authorities for further action.	Daily
	ii. All Pumps & Operations and minor service of pumps like greasing, checking alignment, tightening & replacement of gland packing, cleaning strainers.	Daily/As & When Required
	iii. All Drainage System – Checking and clearing drains choke ups.	Daily
	iv. Replacement of washers, taps & other fittings. Minor repairs to all Plumbing accessories.	As & When

<u>SLNo</u>	<u>Nature of Service</u>	<u>Frequency</u>
<u>(b) Carpentry</u>		
	i. Repairing creaky doors, Replacement of Glass for Aluminum Doors & Windows repairs, minor wood work as required fitting & Fixing of Fittings in Aluminum and Wooden Doors & Windows and polishing/painting jobs & lamination, fixing of paintings. Repair of the furniture and chairs etc. are to be done. Minor Tile and Masonry works and repairs in painting works are to be done.	As & when
<u>(c) Firefighting Equipment</u>		
	i. Fire Hydrant and accessories: Operation and maintenance of firefighting system, Including but not limited to Operations of fire Hydrant hoses in case of emergency, testing of the same at regular intervals for proper functioning. Minor repairs to the system. Checking of Hose reel system, maintaining required pressure in wet rise system, maintaining diesel stock at Diesel Engine & Pumps, maintaining records of tests.	Fortnightly
	ii. Portable Fire Extinguishers - Checking & ensuring all fire extinguishers are in working condition and initiate	Fortnightly

	necessary actions for refilling etc & recording related data.	
	iii. Regular cleaning of smoke detectors to avoid false alarms; check & clean mimic Panels & related systems for proper operations. Coordination with OEM in case of major Break downs/problems.	Fortnightly
<b>(d) Water Treatment Plants Operations &amp; Supply of Chemicals</b>		
	i. Cleaning of Pumps, blowers, Electrical panel, water filters piping and allied accessories.	Monthly
	ii. Cleaning of All Overhead and Underground Tanks once monthly or more if required.	Monthly
	iii. To keep surrounding areas clean.	Daily
	iv. Opening and cleaning of sand and carbon filter including nozzle changing and recharge of filter media.	Monthly
	v. Logbook to monitor overall operation of plant on hourly basis.	Daily
	vi. To get periodical test report authorized lab and submit to OTPC.	Monthly
	vii. The supplier has to ensure that all the parameters are maintained as per the norms of Pollution Control Board at all the times.	Monthly
	iii. All Consumables (e.g. common salt, hypo chlorate solution etc.) required are to be procured by the Contractor	As and when required
<b>(e) Bore well: Operation and Maintenance of Bore well (24x7).</b>		
	i. Coordination for Repairs as required.	As & When
	ii. Maintaining records of running time and other related aspects.	Daily
<b>(f) Other Activities</b>		
	i. Tracking and submitting inventory reports of all consumables on monthly basis / as and when required.	Monthly
	ii. Tracking and submitting all utilities consumptions and costs on monthly basis as required.	Monthly

### 3 PLANNED PREVENTIVE MAINTENANCE

**Preparing comprehensive maintenance schedule of all the equipment's and coordinate with OTPC for timely maintenance of the same.**

#### List Of Mechanical Items to be Operated & Maintained

A	WTP				
1	Main Pump	UGT	7.5HP Elec Pump	1	Kirloskar Brothers Ltd.
2	Motor Set	UGT	100 HP 3P Induction Motor(Elec)	1	Kirloskar Brothers Ltd.

3	Complete Pumping Unit (Pump+Engine)	UGT	102HP Fire Pump with Engine(Diesel)	1	Kirloskar Brothers Ltd.
4	Main Water Supply Pump(Transfer)	UGT	5.5KW, Cap@200 LPM, 60M Head	2	Wilo
5	Filter Feed Pump	UGT	1.1KW, Cap@100 LPM, 30M Head	2	Wilo
6	Electrically Operated Metering Pump	UGT	6 LPH	1	Milton Roy
7	Metering type Chemical Doser Pump	UGT	6 LPH	1	Milton Roy
8	Sump Pump	UGT	1 HP	2	Wilo
9	Panel & Cable	UGT	Plumbing & Fire Fighting	2	Risha Control Enggs.Pvt.Ltd.
10	Activated Carbon Filter	UGT	600mm Dia	1	Shree Bharat Ion Exch Enggs
11	Multigrade Filter	UGT	600mm Dia	1	Shree Bharat Ion Exch Enggs
12	Iron Filter	UGT	800mm Dia	1	Shree Bharat Ion Exch Enggs
13	Softener	UGT	800mm Dia	1	Shree Bharat Ion Exch Enggs
14	Combined Salt Tank	UGT	800mm Dia	1	Shree Bharat Ion Exch Enggs
15	Air Vessel	UGT	450mm Dia	1	Shree Bharat Ion Exch Enggs
B	STP (Operation & Maintenance will be done by EPIL. Contractor has to monitored the activities on behalf of OTPC)				
16	Chlorine Contact Tank	STP	Cap-7KL	1	Shree Bharat Ion Exch Enggs
17	Sludge Holding Tank	STP	Cap-10KL	1	Shree Bharat Ion Exch Enggs
18	Pressure Sand Filter(PSF)	STP	Flow Rate-4Cum/Hr	1	Shree Bharat Ion Exch Enggs
19	Activated Carbon Filter(ACF)	STP	Flow Rate-4Cum/Hr	1	Shree Bharat Ion Exch Enggs
20	Chlorine Dosing System	STP	Pump Cap-6LPH	1	Shree Bharat Ion Exch Enggs
21	Sewage Lifting Pump	STP	Pump Cap-5Cum/Hr	2	Wilo
22	Sewage Transfer Pump	STP	Pump Cap-3.5Cum/Hr	2	Kirloskar Brothers Ltd.
23	MBBR Tank with MBBR Media	STP	Cap-20KL	1	Shree Bharat Ion Exch Enggs
24	Secondary Tube Settler with Media	STP	Cap-9KL	1	Shree Bharat Ion Exch Enggs
25	Air Blowers	STP	5HP	2	Ingersoll Rand
26	Fine Bubble Diffuser	STP	Set	1	Shree Bharat Ion Exch Enggs
27	Sludge Recirculation Pump	STP	Cap-2Cum/Hr	2	Kirloskar Brothers Ltd.



28	Filter Feed Pump	STP	Cap-4Cum/Hr	2	Kirloskar Brothers Ltd.
29	Instrumentation	STP	Lot	1	Shree Bharat Ion Exch Enggs.
30	Filter Press	STP	18"x18"Size Plates 18 Nos	1	Shree Bharat Ion Exch Enggs.
31	Screw Pump	STP	Cap-1.5Cum/Hr	1	Roto Pumps
32	Ultraviolet Curing System	STP	Flow Rate-4000LPH	1	Alfa
33	Panel & Cable	STP	Set	1	Shree Bharat Ion Exch Enggs
C	Clear Water Reservoir				
34	Garden Pumps	STP	1 HP	2	Wilo
D	Fire Fighting Pumps				
35	Terrace Jockey Pumps	Terrace	7.5 HP	4	Kirloskar Brothers Ltd.
36	Fire Extinguishers	All Bldgs.	CO <sub>2</sub> ; Powder, Water Type	59	Omex
37	Fire Alarm System	All Bldgs.	Set	1	Honeywell
E	Tubewell				
38	Submersible Pump	UGT	10 HP	1	Kirloskar Brothers Ltd.
F	Elevators				
39	Type-II	Bldg.	10 Passenger	2	ThyssenKrupp Elevator (India)
40	Type-III	Bldg.	10 Passenger	2	ThyssenKrupp Elevator (India)
41	Type-IV	Bldg.	10 Passenger	2	ThyssenKrupp Elevator (India)
42	Type-V	Bldg.	08 Passenger	2	ThyssenKrupp Elevator (India)
G	Solar Heater			14	Solchrome Pvt. Ltd.
43	Distribution Pumps	Bldg. Terrace	0.5 HP	15	Solchrome Pvt. Ltd.

#### 4 MECHANICAL OPERATION & MAINTENANCE EQUIPMENT & CONSUMABLES:

4.1 The Contractor shall procure, supply, package, transport from supplier's works/warehouse, obtain marine insurance, receive, inspect, store, preserve, use and manage consumable including but not limited to those specified herein below.

CONSUMABLE				
Sl. No.	Description	Uses	Brand	Tentative consumption Qty. per month
1.	OIL (petrol/diesel)	Maintenance, Cleaning		10 litre

2.	Grease	Maintenance	Reputed	2 Kg
3.	Rustoline	Maintenance	Reputed	2 Litre
4.	Cotton waste	Maintenance	Good quality	5 Kg
Minimum quantity of the following items to be maintained at all times during the Term of the Contract				
5.	Bucket/Tray	Cleaning /Maintenance purpose	Good quality	5 no's
The above mentioned monthly quantities of chemical and consumables are to be procured by the Contractor before start of the month and has to get these verified by the Owner. Any items/consumables which are not mentioned in the list and if required during the course of contract period, shall have to be provided by the Contractor without any additional cost to Owner. All the consumables are in the scope of Contractor.				

4.2 Tools and tackles:

All tools and tackles are to be arranged by the contractor to perform the operation and maintenance of all the electrical equipments as per the guideline of OEM. Contractor has to maintain all tools and tackles in good condition for catering the job requirement any time. In case of damage of any tools Contractor need to replace it at its own cost.

5 MANPOWER DEPLOYMENT FOR MECHANICAL OPERATION & MAINTENANCE

5.1 Deploy experienced and trained staff in adequate number including replacement as per the Contract to provide Services under the Contract including temporary labours/manpower, not less than the manpower specified below considering the total work volume to be executed on daily basis.

Sl. No	Designation	No of Manpower	Qualification
1	Pump Operator and Helper	1. Operator (WTP): 1 no 2. Helper (WTP) : 1 no	Minimum experience of 5 years in relevant field
2	Mechanical Maintenance	Skilled Plumber: 1	Minimum experience of 5 years in relevant field
3	Carpenter	Carpenter shall be available as and when required basis.	Local expert carpenter shall be made available

5.2 The Contractor shall engage workers with relevant experience mentioned above. In no case the experience criteria required for any position shall be relaxed.

5.3 Contractor staff shall possess knowledge of the equipment, Tools & Plant and should be technically competent so as to optimize township operation and maintenance.

5.4 The Contractor shall provide legal, payroll, accounting and administrative support services with respect to its Staff and make payment to its Staff.

5.5 The Contractor shall direct and supervise its Staff while performing Services under the Contract.

5.6 The Contractor shall maintain discipline of its Staff. The Contractor shall provide boarding, lodging and make travel arrangements for all the Contractor's Staff engaged in providing Services under the Contract.

5.7 The Contractor shall comply with labour rules, regulations and statutes specified in the Contract.

- 5.8 The Contractor shall employ local people under unskilled/skilled category.
  - 5.9 The Contractor shall give preference to local people in employment of skilled workmen and staff wherever local people with requisite skills are available.
  - 5.10 The Contractor shall implement proper attendance system for its Staff.
  - 5.11 Any discrepancy brought to Contractor’s notice in attendance shall be corrected immediately and Owner shall have right to deduct pro-rata fees as per price schedule in case of absence or following malpractices.
  - 5.12 The Contractor shall ensure compliance to all statutory requirements including but not limited to EPF, ESIC/WCA/ Insurance /Minimum wages etc. as per the notification issued by the competent Government authority from time to time.
  - 5.13 The Contractor shall have to arrange all tools and tackles like broom sticks, drain cleaning rods, choke removers, kolchi, spades and all the safety equipment’s required for the removal of sewerage/any type of blockage and cleaning of manholes, sewer lines, drain lines etc. The contractor shall also provide required number of gumboots/rubber hand gloves, helmets, scrubs, brushes, gunny bags and all other tools and tackles, protective clothing and equipment’s as may be required for sanitation work at his own cost.
  - 5.14 The contractor shall execute the work as per the schedule and direction of the Head Township Maintenance and to maintain the whole area in absolutely neat and clean condition. Care takers should report timely and at the end of the day. Non-compliance will be viewed sternly.
  - 5.15 If on any day, any place is not found cleaned to the satisfaction of the Head Township Maintenance, material obtained from mechanical maintenance, pump operation etc. not disposed off, suitable deductions by way of liquidated damages shall be made from the bill as per the decision of the Head Township Maintenance.
  - 5.16 In case there is non-execution of debris cleaning/collecting work including its disposal, there will be deduction as per the decision of Head Township Maintenance.
  - 5.17 Materials required for cleaning such as Vim, Phenyl, Naphthalene balls, sanitation/ Harpik cleaning and washing powder, odonil, toilet soap, etc., to be used at common area and use to the satisfaction of the Head Township Maintenance.
  - 5.18 The contractor shall not at any time issue permit to anyone on the township to do anything which shall cause unnecessary disturbance or inconveniences to owner or residents or damage property in general. The contractor personnel/workers shall not misbehave with the residents.
  - 5.19 The contractor shall provide adequate manpower as and when required to take care of any exigency along with tools and tackles. The same manpower shall be adjusted against deployment of regular manpower.
  - 5.20 The contractor shall not sublet any portion of the contract without prior approval of accepting authority.
- 6 PERFORMANCE AND WORK SUPERVISION
- 6.1 Over all supervision is to be done by Head Township maintenance (OTPC representative hereinafter referred as “Head Township Maintenance”) and shall look after overall coordination. The Project

Manager/ Supervisor of the Contractor will report to the Head Township Maintenance on daily basis and appraise of the manpower engagement status and quality of service being rendered. The Contractor shall ensure to provide quality Service at all times.

6.2 Regular supervision to be carried out by the Project Manager and monitored by Head Township Maintenance on day to day basis. Accordingly, Contractor or Contractor's representative have to be available during general shift hours and accessible on round the clock basis to receive information/instruction from Head Township Maintenance.

## 7 EXCLUSION FROM SCOPE OF SERVICES OF CONTRACTOR

7.1 Maintaining Material store for spares;

7.2 Annual Maintenance Contract for Lifts, Diesel Generators, Fire Alarm system, EPBAX system & CCTV system shall be obtained by the Owner. However, Coordination for all AMC's mentioned above shall be in the scope of the Contractor.

7.3 Supply of spare parts for Electrical, Mechanical equipment. However, oil and grease required for maintenance shall be in the scope of the Contractor.

7.4 Operation & Maintenance of STP.

## 8 DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

### 8.1 Personnel

8.1.1 Contractor would always keep minimum nos. of equipment (in working conditions) at site that are needed for Mechanical Maintenance and other activities.

8.1.2 The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by OTPC and the industry norms.

8.1.3 All staff would be in a neat, clean and well-groomed appearance

8.1.4 All staff to carry proper ID cards as provided by the Contractor.

8.1.5 The staff will ensure wearing respective work masks, safety gloves and belts as and when required.

8.1.6 All legal & statutory compliances would be the responsibility of the Contractor

8.1.7 Continuous training of the employees would also be the responsibility of the Contractor.

8.1.8 Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to OTPC on regular basis.

### 8.2 Safety

8.2.1 Contractor must know and follow their duties related to safety for all personnel these guidelines are applicable as well as sub-contractors deployed by them at the site.

- 8.2.2 All Contractor workmen should be provided with a uniform and shall work within Township premises in their prescribed uniform. They should wear appropriate PPEs during the execution of work and always to wear face mask.
- 8.2.3 The Contractor shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by OTPC Township.
- 8.2.4 The Contractor shall provide prior information to OTPC Township representative about any hazardous material being brought on the site and shall ensure security for storage of such material.
- 8.2.5 The Contractor must leave work areas in a clean, tidy and safe condition at the end of each working period.
- 8.2.6 No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by OTPC.
- 8.2.7 The Contractor must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- 8.2.8 The Contractor should ensure that their personnel do not consume any sort of toxic materials during duty hours inside Township premises which are harmful to human body.
- 8.3 Background Check
- 8.3.1 Background check for all employees deployed at OTPC Township is mandatory. None should be deployed at OTPC without police verification report seen and cleared by OTPC Township authorities.
- 8.4 Do's for deployed staff
- 8.4.1 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
- 8.4.2 Be well groomed with short & tidy hair, trimmed nails etc.
- 8.4.3 Keep spare uniform available to change at short notice.
- 8.4.4 Be always polite and courteous to staff, residents and guest of OTPC
- 8.4.5 Answer telephone calls politely.
- 8.4.6 All safety and security rules regulations of OTPC to be strictly adhered by the staff.
- 8.5 Don'ts for deployed staff
- 8.5.1 Misbehavior with any OTPC staff, Guest, other Contract personnel of any magnitude.
- 8.5.2 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.
- 8.5.3 Group gatherings by them or influenced by any political party/agency, disturbance.
- 8.5.4 Involvement in any kind of activity at OTPC Township with malafide intentions (including theft), either directly or as a support to any third party.

### 8.6 Screening

- 8.6.1 Contractor will depute any personnel at OTPC only after intimating, screening and approved by the Head Township Maintenance. Any replacement/change in any personnel will be done only with the approval of Head Township Maintenance.
- 8.6.2 In case of rejection of any personnel by OTPC, Contractor will provide options till the personnel are approved by OTPC.
- 8.6.3 If Contractor continues to provide sub-standard personnel which are not approved by OTPC and the work suffers, OTPC will impose penalties as defined below.

### 8.7 Management, Co-ordination Reporting and Meetings

- 8.7.1 Contractor will be responsible for managing the services as described in the scope of work, Liaison with OTPC and AMC service provider (Lift Maint , DG set Maint ., Fire Alarm system , EPBAX system & CCTV system), reporting to OTPC, providing Value-Adds to OTPC and escalations.
- 8.7.2 Contractor has to do daily meetings, weekly meetings, and monthly review on 10<sup>th</sup> working day of every month. Quarterly review meeting to appraise OTPC about the Facility Management activities and value-adds.

### 8.8 Managing the services

- 8.8.1 Contractor will take ownership of all the Services as described in this Scope of Work.
- 8.8.2 Contractor will ensure that the Checklists are adhered to with utmost care and regularity.
- 8.8.3 Contractor will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem by Head Township Maintenance.
- 8.8.4 Contractor will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- 8.8.5 Contractor's Project Manager will brief Head Township Maintenance (Owner's representative) about operational proceedings on day to day basis.
- 8.8.6 Provide multi-skilled and trained staff like Plumber/fitter with pumps operation & maintenance, with lift operation.
- 8.8.7 The staff should be trained on all the services as mentioned for specified jobs.
- 8.8.8 There should be adequate off-site backup, trained, to ensure 100% service delivery.
- 8.8.9 The Contractor shall ensure that all statutory compliances (PF, ESIC/WCA, Minimum wages, contract labor act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. OTPC reserves the right to terminate the agreement in case there is any willful flouting of the law.

### 9 OTHER DUTIES AND RESPOSIBILITIES OF THE CONTRACTOR

- 9.1 To provide necessary manpower accordingly.

- 9.2 To engage responsible Project Managers/Supervisors for overall supervision of the aforesaid works.
- 9.3 The Project Manager/Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contact through his mobile as and when required.
- 9.4 To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.
- 9.5 To ensure proper maintenance and maintain proper inventory of the OTPC property inclusive of furniture, fixtures, electrical appliances and fittings, air-conditioners, vacuum cleaner, carpets, flower pots, decorative items, name plates, portraits etc.
- 9.6 The contractor will supervise the works of inspection and maintenance of plumbing jobs and sanitary fittings and fixtures as and when required.
- 9.7 Servicing of air-conditioners will be done by Owner's engaged agencies. In case of non-functioning of air-conditioners, the contractor is to inform the Head-Township Maintenance for repair and restoration. In case of breakdown of any electrical appliances or fittings, the contractor is to bring to the immediate notice of the department and initiate repair and restoration works till completion. Same procedure is to be followed for any Mechanical maintenance job.
- 9.8 To maintain complaint book in a conspicuous place.
- 9.9 The contractor shall engage only adult (above 18 years), trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works. Medical fitness report of deployed manpower should be submitted within 10 days of deployments. No workers will be recruited beyond 50 years.
- 9.10 Provide protective equipment like safety shoes, gloves, helmet, gumboots, raincoat, umbrella etc. as applicable as per the nature of the work to all the Contractor Staff.
- 9.11 The Contractor shall provide distinct uniform to his employees. The uniform should have logo of the Contractor's firm and shall be kept neat, tidy and in a wearable condition.
- 9.12 The contractor will supervise the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
- 9.13 The contractor will give appointment letter with employment terms and conditions as per model standing orders to their contract staff before engagement and keep acknowledge copy for record.
- 9.14 The contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purposes for rendering the services as per laws. Written records for having made these payments will be submitted to OTPC, on monthly basis, for its verification. All payments should be done online or as per labour law.
- 9.15 The agreement will be on the principal to principal basis and the contractor shall not, without the prior written permission of the Owner, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.

- 9.16 The contract is subject to the terms as contained herein. Nothing contained herein shall be considered as creating a tenancy, demises or any interest in their favour in respect of any portion of the building/premises. The contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement or expiry of contract.
- 9.17 In case of any loss or damage to the Owner's property by any persons engaged by contractor, the contractor shall report in writing such loss/damage to the management immediately and recovery of amount shall be made. The Owner may in the event of unsatisfactory performance of the contractor to perform the work, terminate this agreement by giving one-month notice in writing for such termination. This will be without prejudice to other rights (i.e. Penalty etc.) Owner may have as specified in the terms & condition.
- 9.18 The contractor shall arrange for round the clock services as and when occasion arises.
- 9.19 The Owner does not take responsibility for the accommodation of the employees of the contractor.
- 9.20 No transport will be provided for employees of the contractor.
- 9.21 The contractor shall be responsible for deployment of sufficient staff so as to ensure smooth service as required. Contractor to ensure that workforce as per terms is available at the designated time for the required period.
- 9.22 The Owner reserves the right to recover reasonable cost of materials lost or damaged by the contractor or his employees.
- 9.23 Nothing contained herein above will absolve the contractor of his responsibility of serving the Owner in the best possible way with high standard of quality services.
- 10 STATUTORY COMPLIANCES
- 10.1 The Contractor shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to Liaison with OTPC.
- 10.2 The contractor shall maintain neatly, completely and legibly registers, records, reports and returns for inspection by various statutory authorities at short notice
- 11 PENALTY
- 11.1 If on inspection, any rooms, buildings, open spaces, Cafeteria, kitchen, open area in and around the building furniture, fittings & fixtures, wash basins, mirrors, walls, window-panes, buckets & mugs, utensils, tumblers, jugs, and all related items & equipment's etc. are not found properly cleaned in accordance with relevant clause of the T&C (terms conditions) contractor can be penalized up to Rs. 2000/- in each case at the discretion of the management.
- 11.2 Any deficiency in following general instruction and meeting to the requirement of quality, quantity services of the job affecting the required and adequate standards can be penalized in each case up to Rs. 2500/- at the discretion of the management.
- 11.3 Any advice, instructions and statutory obligations if not met as per the notifications within the



time frame, as the case may be, contractor can be penalized in each case up to Rs. 2500/- depending upon the extent of damages assessed/determined at the discretion of the management.

11.4 Penalty will be also be levied for the following, which is not exhaustive.

SL. No	Description	Penalty
1	Damage to OTPC assets or equipment's etc., caused by the contractors staff	Cost of assets will be levied as penalty
2	Misbehavior like quarreling, abusing etc., between the staff employed by the agency, causing disturbance in the premises:	Rs.500/- per occasion with removal of staff
3	Staffs not reporting in Uniform and I-card	Rs.100/- per person per occasion
4	Failure to keep polished furniture's throughout the year	Rs. 100/- per occasion
5	Any staff deputed by the contractor found smoking and/or chewing tobacco in the OTPC Campus	Rs.500/- per occasion with removal of staff
6	In case the Agency does not fulfill the contractual obligation to related to availability of manpower, items/ consumables as per clause	Rs. 500/- per occasion for items & consumables and Rs. 500/- per day for manpower
7	Failure to carry out any of the weekly services on time	Rs.500/- per occasion
8	If the contractor fails to comply with the orders assigned to him or any portion thereof as agreed upon or neglects to comply with any directions, deductions shall be made from his bills on pro rata work done basis, besides penalty.	Rs.500/- per occasion plus

11.5 In the cases, Contractor does not improve performance to the satisfaction of OTPC, the Contract shall be terminated by OTPC without assigning any reason.

## 12 GENERAL REQUIREMENTS

12.1 Payment shall be made every month on the basis of actual execution of work and certification thereof by Head Township Maintenance on pro-rata basis of work done. A daily register is certified for this purpose is maintained by the contractor. Inspection and verifications shall be carried out periodically by Head Township Maintenance. Monthly bill passing shall be based on this register certification on work performance and man power deployment. Deductions for Short – supply on daily man power deployment as well as for execution of work shall be done by Head Township Maintenance.

12.2 The contractor shall have to arrange other consumables at his own cost for the mechanical transport to be deployed by him for garbage disposal.

12.3 The rates quoted by the contractor shall be inclusive of complete cost towards cost of manpower, consumables, all T&Ps, all statutory taxes, duties, levies, insurance, contingencies, overheads and profits and all other incidental items not specifically mentioned but reasonably implied and necessary to carryout the job complete according to the Contract.

- 12.4 The Contractor shall be responsible for welfare of workers and supervisors during the course of their engagement. OTPC shall not be liable in respect of damage to, or compensation of any injury/hazard to them.
- 12.5 Supervisor provided by the Contractor at his own cost shall report to the concerned Head Township Maintenance on daily basis and monitor all complaints.
- 12.6 The Contractor will be required to do all sanitation work anywhere at Township and as per direction of Head Township Maintenance. If at any time, it is observed that the agency has not observed and complied with the instructions of Head Township Maintenance, the work will be get done by the Head Township Maintenance at the risk and cost of the Contractor. The Contractor shall ensure that all individual workers attending to flats/utility building shall be equipped with broom and collection drums/bags.
- 12.7 The contractor will have to carry out the work on Holiday, National Holidays also as per the requirement of OTPC and without any extra cost of OTPC during late hours also. During VIP, visits, contractor will deploy additional manpower as per requirements of OTPC for which payment will be made as per quoted rates. Also during special occasion, like Public function/Independence Day, flood, heavy rains and at emergency conditions etc., the contractor will extend the services of men and material as per the instructions of Head Township Maintenance. Head Township Maintenance may also advise for extending services for making various arrangements, shifting of furniture and other odd jobs, etc., as per the requirement of company which shall have to be carried out by the contractor to the satisfaction of Head Township Maintenance.
- 12.8 The contractor should engage workmen who are willing to do all kinds of jobs as mentioned in the BOQ including drain cleaning and toilet cleaning.
- 12.9 Contractor shall recruit his own staff for the contract work on his own cost and risk and the contractor shall be responsible for fulfilling all obligation in respect of EPF and FPF Rules. The Contractor shall be responsible for labour laws, as applicable from time to time in the State of Tripura for carrying out the above job. The Contractor shall agree to indemnify OTPC for all payments made by the Contractor to the employees of contractor or to the dependents or legal heirs of contractor's employees under instructions/orders of any competent Court/authority under any of the aforesaid Acts/Laws like; Industrial Disputes Act, ESI Act, Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, etc.
- 12.10 The Contractor has to abide by the rules and regulations laid down under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act (POSH Act, 2013) to create and maintain safe work environment which is free from sexual harassment.
- 12.11 The contractor has to comply the aspects of equality of women in the workplace, gender-specific violence, and unwelcome sexually colored behavior and adopted them to come out with a strong legislature.
- 12.12 If the Contractor fails to comply with the job assigned to him or any person thereof or neglects to comply with any directions given to him by OTPC, the contract shall be terminated by OTPC without assigning any reason therefore.
- 12.13 If the Contractor fails to complete work or any portion thereof as agreed upon or neglects to comply with any directions given to him, OTPC shall terminate the contract. In such a case, the Contractor shall be liable for any expenses, loss or damage which OTPC may incur or sustain by

reason due to Contractors default.

- 12.14 The Contractor will make his own arrangement for accommodation and transport and any other facility for his staff. The Contractor may ensure that suitable accommodation to house the staff is arranged in the vicinity of the OTPC Township.
- 12.15 The contractor shall employ only adult labour for his work.
- 12.16 Contract period may be extended for six months on same rates, terms & Conditions, which will be sole decision of OTPC.

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ONGC TRIPURA POWER COMPANY LIMITED

TECHNICAL SPECIFICATION FOR  
CIVIL MAINTENANCE  
AT  
OTPC TOWNSHIP

OTPC Township  
Khilpara, Udaipur, Gomati Dist. Tripura

(This document is meant for the exclusive purpose of bidding against this specification and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).

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## 1 SCOPE OF SERVICES

The scope of services of this contract is to carry out misc. civil construction & Maintenance work in Khilpara township of OTPC, Dist.-Gomati, Tripura. adequate no. of temporary fulltime/part-time skilled/unskilled manpower conversant with maintenance work, etc. providing necessary T&P etc., to the utmost satisfaction of the Head-Township maintenance and as per BOQ & the details in this document, Special conditions, General conditions of contract & as directed by Head-Township maintenance complete, for a period of twelve months reckoned from the date of start of contract.

The quantity given in the BOQ is approximate and indicative and may vary on actual requirement, being maintenance nature of work, all the BOQ items may or not be executed in full or part thereof, no claim on these account shall be entertained by OTPC.

- 1.1 Clearing jungle including uprooting of rank vegetation, grass, brush wood, trees and saplings of girth up to 30 cm measured at a height of 1 m above ground level and removal of rubbish up to a distance of 50 m outside the periphery of the area cleared complete with all tools and tackles, labour, transportation etc. as per direction of Head-Township Maintenance.
- 1.2 Providing and laying in position cement concrete of specified grade excluding the cost of centering and shuttering --All work up to plinth level: 1:2:4 (1 Cement: 2 fine sand: 4 graded stone aggregate 20 mm nominal size).
- 1.3 Centering shuttering including struttings, propping etc. and removal of form work for Retaining walls, return walls, walls (any thickness) including attached pilasters, but-tresses plinth and string courses fillets etc.
- 1.4 Extra for concrete work in superstructure above floor V level for each four floors or part thereof.
- 1.5 Providing and laying in position specified grade of reinforced cement concrete excluding the cost of centering, shuttering, finishing and reinforcement--All work up to plinth level.
- 1.6 Centering shuttering including struttings, propping etc. and removal of form work.
- 1.7 Reinforcement for R.C.C. work including straightening, cutting, bending, placing in position and binding all complete up to plinth level. Thermo-Mechanically Treated bars of grade Fe-500D or more.
- 1.8 First class brick work in foundation and plinth including cost of all materials as required complete: - In cement mortar 1:4 (1 cement: 4 fine sand).
- 1.9 Half brick masonry work with first class bricks in foundation and plinth including cost of all materials as required complete:-In cement mortar 1:3 (1 cement: 3 fine sand).
- 1.10 Extra for half brick masonry work in super structure above Floor-V level for each four floors or part thereof by mechanical means by lifting material using mobile crane as required complete.
- 1.11 Providing and fixing M.S. grills of required pattern in frames of windows etc. with M.S. flats, square or round bars etc. all complete. Fixed to openings /wooden frames with rawl plugs screws etc.

- 1.12 Providing and fixing aluminum tower bolts ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color or shade with necessary screws etc. complete: 300x10 mm.
- 1.13 Providing and fixing aluminum handles ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color or shade with necessary screws etc. complete :125 mm
- 1.14 Providing and fixing aluminum hanging floor door stopper ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color and shade with necessary screws etc. complete.
- 1.15 Providing & Fixing factory made 30 mm thick PVC Door Shutter (Single Sheet) with Frame as per Manufacturer (SINTEX, D-90) with all accessories at all floor levels in all complete.
- 1.16 Providing structural steel work riveted, bolted or welded in built up sections, trusses and framed work, including cutting, hoisting, fixing in position and applying a priming coat of approved steel primer all complete as required.
- 1.17 Providing and fixing 1st quality ceramic glazed wall tiles (minimum 200 x 300) conforming to IS: 15622 – 2017 (thickness to be specified by the manufacturer) of approved make in all colours, shades of any size as approved by Head-Township maintenance in skirting, risers of steps and dados, laid over 12 mm thick bed of cement mortar 1: 3 (1 cement: 3 fine sand) jointed with ordinary cement slurry including pointing with white cement mixed with pigment of matching shade complete.
- 1.18 Providing and laying vitrified floor tiles in different sizes (thickness to be specified by the manufacturer) with water absorption less than 0.08% and conforming to IS: 15622 - 2017, of approved make, in all colours and shades, laid over 20mm thick cement mortar 1:4 (1 cement: 4 fine sand), jointing with grey cement slurry @ 3.3 kg/ sqm including grouting the joints with white cement and matching pigments etc., complete Size of tile 60x60 cm.
- 1.19 Providing and fixing 12 mm cement plaster of mix Cement mortar 1:3 (1 cement: 3 fine sand).
- 1.20 Providing and fixing 6 mm cement plaster of mix: Cement mortar 1:3 (1 cement: 3 fine sand).
- 1.21 Extra for plastering exterior walls of height more than 10 m from GL for every additional height of 3 m or part thereof complete.
- 1.22 Distemping with oil bound washable distemper of approved brand and manufacture and of required shade on old work (one or more coats), to give an even shade as required complete by thinnable priming coat with cement primer as per direction of the Head-Township Maintenance.
- 1.23 Painting with synthetic enamel paint (one or more coats) of required color of approved brand and manufacture on old work to give an even shade including preparation of surface as required complete as per direction of the Head-Township Maintenance.
- 1.24 Demolishing reinforced cement concrete manually /by mechanical means including stacking of steel bars properly and disposal of unserviceable material with all lifts and up to 50 m lead etc. complete as per direction of the Head-Township Maintenance.

- 1.25 Extra for cutting reinforcement in RCC or R.B. work manually / by mechanical means (payment to made on the cross sectional area of RCC or R.B. work) etc. complete as per direction of the Head-Township Maintenance
- 1.26 Demolishing brick work including stacking of serviceable materials and disposal of unserviceable materials with all lifts and up to a lead of 50m etc. complete as per direction of the Head-Township Maintenance.
- 1.27 Providing and fixing aluminum work for doors, windows, ventilators and partitions with extruded built up standard tubular sections/ appropriate Z section sand other sections of approved make conforming to IS: 733 and IS: 1285, fixing with dash fasteners of required dia and size, including necessary filling up of gaps at junctions, i.e. at top, bottom and sides with required EPDM rubber/neoprene gasket etc. Aluminum sections shall be smooth, rust free, straight, metered and jointed mechanically wherever required including cleat angle, aluminum snap beading for glazing / paneling, C.P. brass / stainless steel screws, all complete as per architectural drawing and the direction of Engineer in charge.(Glazing and paneling and dash fasteners to be paid for separately) :-For fixed portion of approved quality:-Anodized aluminum (anodized transparent or dyed to required shade according to IS: 1868, Minimum anodic coating of grade AC 15).
- 1.28 For shutters of doors, windows & ventilators including providing and fixing hinges / pivots and making provision for fixing fittings wherever required including the cost of EPDM rubber /neoprene gasket required (Fittings shall be paid for separately): -Anodized aluminum (anodized transparent or dyed to required shade according to IS: 1868, Minimum anodic coating of grade AC 15).
- 1.29 Providing and fixing glazing of approved quality in aluminum doors, windows, ventilator, shutters and partition etc. with EPDM rubber / neoprene gasket etc. complete as per architectural drawing and the direction of Head-Township Maintenance. (Cost of snap beading shall be paid in basic item):-With float glass panes of 5.5 mm thickness ( weight not less than 13.50 kg / sq.mt. ).
- 1.30 Filling the gap in between aluminum frame and adjacent RCC/brick work by providing weather silicon sealant over backer rod of approved quality etc. complete as per architectural drawing and direction of the Engineer-in charge: - (i) Up to 5 mm depth and 5 mm width.
- 1.31 Painting G.I. pipes and fittings with synthetic enamel white paint with two coats over a ready mixed priming coat, both of approved quality for new work 50 mm diameter pipe

2 TECHNICAL DETAILS

- 2.1 The details of Township Premises which will be covered under Facility Management services shall be as per table below:

SL No	Name of Premises	Total No. of flats/Floors	Approximate Floor Area	Ownership Status
1	OTPC Township Khilpara, Udaipur, Gomati Tripura	82 Nos. Flats at 4 Nos Towers, Clubhouse, Security Building, WTP, STP	18517 Sqm	Owned

Note: There may be marginal variation in area on either side. No extra claim will be Entertained for variation in area of any buildings.



**2.2 The details of area covered under civil maintenance shall be as per table below:**

Sl. No.	Description	Unit	Area
1	Clearing jungle including uprooting of rank vegetation, grass, brush wood, trees and saplings of girth up to 30 cm measured at a height of 1 m above ground level and removal of rubbish up to a distance of 50 m outside the periphery of the area cleared complete with all tools and tackles, labour, transportation etc. as per direction of Head-Township Maintenance.	Sqm.	5000
2	Providing and laying in position cement concrete of specified grade excluding the cost of centering and shuttering --All work up to plinth level: 1:2:4 (1 Cement: 2 fine sand: 4 graded stone aggregate 20 mm nominal size).	Cum	11
3	Centering shuttering including struttings, propping etc. and removal of form work for Retaining walls, return walls, walls (any thickness) including attached pilasters, but-tresses plinth and string courses fillets etc.	Sqm.	10
4	Extra for concrete work in superstructure above floor V level for each four floors or part thereof	Cum	2
5	Providing and laying in position specified grade of reinforced cement concrete excluding the cost of centering, shuttering, finishing and reinforcement--All work up to plinth level.	Cum	1
6	Centering shuttering including struttings, propping etc. and removal of form work.	Sqm.	10
7	Reinforcement for R.C.C. work including straightening, cutting, bending, placing in position and binding all complete up to plinth level. Thermo-Mechanically Treated bars of grade Fe-500D or more.	Kg	170
8	First class brick work in foundation and plinth including cost of all materials as required complete: - In cement mortar 1:4 (1 cement: 4 fine sand).	Cum	1
9	Half brick masonry work with first class bricks in foundation and plinth including cost of all materials as required complete:-In cement mortar 1:3 (1 cement: 3 fine sand).	Sqm.	10
10	Extra for half brick masonry work in super structure above Floor-V level for each four floors or part thereof by mechanical means by lifting material using mobile crane as required complete.	Sqm.	20
11	Providing and fixing M.S. grills of required pattern in frames of windows etc. with M.S. flats, square or round bars etc. all complete. Fixed to openings /wooden frames with rawl plugs screws etc.	Kg	80
12	Providing and fixing aluminum tower bolts ISI marked anodized (anodic coating not less than grade AC 10 as per IS:	No	20

	1868) transparent or dyed to required color or shade with necessary screws etc. complete: 300x10 mm.		
13	Providing and fixing aluminum handles ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color or shade with necessary screws etc. complete :125 mm	No	20
14	Providing and fixing aluminum hanging floor door stopper ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color and shade with necessary screws etc. complete.	No	100
15	Providing & Fixing factory made 30 mm thick PVC Door Shutter (Single Sheet) with Frame as per Manufacturer (SINTEX, D-90) with all accessories at all floor levels in all complete.	Set	1
16	Providing structural steel work riveted, bolted or welded in built up sections, trusses and framed work, including cutting, hoisting, fixing in position and applying a priming coat of approved steel primer all complete as required.	Kg	200
17	Providing and fixing 1st quality ceramic glazed wall tiles (minimum 200 x 300) conforming to IS: 15622 – 2017 (thickness to be specified by the manufacturer) of approved make in all colours, shades of any size as approved by Head-Township maintenance in skirting, risers of steps and dados, laid over 12 mm thick bed of cement mortar 1: 3 (1 cement: 3 fine sand) jointed with ordinary cement slurry including pointing with white cement mixed with pigment of matching shade complete.	Sqm.	15
18	Providing and laying vitrified floor tiles in different sizes (thickness to be specified by the manufacturer) with water absorption less than 0.08% and conforming to IS: 15622 - 2017, of approved make, in all colours and shades, laid over 20mm thick cement mortar 1:4 (1 cement: 4 fine sand), jointing with grey cement slurry @ 3.3 kg/ sqm including grouting the joints with white cement and matching pigments etc., complete Size of tile 60x60 cm.	Sqm.	15
19	Providing and fixing 12 mm cement plaster of mix Cement mortar 1:3 (1 cement: 3 fine sand).	Sqm.	30
20	Providing and fixing 6 mm cement plaster of mix: Cement mortar 1:3 (1 cement: 3 fine sand).	Sqm.	30
21	Extra for plastering exterior walls of height more than 10 m from GL for every additional height of 3 m or part thereof complete.	Sqm.	50
22	Distempering with oil bound washable distemper of approved brand and manufacture and of required shade on old work (one or more coats), to give an even shade as required complete by thinnable priming coat with cement primer as per direction of the Head-Township Maintenance.	Sqm.	100
23	Painting with synthetic enamel paint (one or more coats) of required color of approved brand and manufacture on old work to give an even shade including preparation of surface	Sqm.	100

	as required complete as per direction of the Head-Township Maintenance.		
24	Demolishing reinforced cement concrete manually /by mechanical means including stacking of steel bars properly and disposal of unserviceable material with all lifts and up to 50 m lead etc. complete as per direction of the Head-Township Maintenance.	Cum	5
25	Extra for cutting reinforcement in RCC or R.B. work manually / by mechanical means (payment to made on the cross sectional area of RCC or R.B. work) etc. complete as per direction of the Head-Township Maintenance.	Sqm.	10
26	Demolishing brick work including stacking of serviceable materials and disposal of unserviceable materials with all lifts and up to a lead of 50m etc. complete as per direction of the Head-Township Maintenance.	Cum	10
27	Providing and fixing aluminum work for doors, windows, ventilators and partitions with extruded built up standard tubular sections/ appropriate Z section sand other sections of approved make conforming to IS: 733 and IS: 1285, fixing with dash fasteners of required dia and size, including necessary filling up of gaps at junctions, i.e. at top, bottom and sides with required EPDM rubber/neoprene gasket etc. Aluminum sections shall be smooth, rust free, straight, metered and jointed mechanically wherever required including cleat angle, aluminum snap beading for glazing / paneling, C.P. brass / stainless steel screws, all complete as per architectural drawing and the direction of Engineer in charge.(Glazing and paneling and dash fasteners to be paid for separately) :-For fixed portion of approved quality:-Anodized aluminum (anodized transparent or dyed to required shade according to IS: 1868, Minimum anodic coating of grade AC 15).	Kg	50
28	For shutters of doors, windows & ventilators including providing and fixing hinges / pivots and making provision for fixing fittings wherever required including the cost of EPDM rubber /neoprene gasket required (Fittings shall be paid for separately): -Anodized aluminum (anodized transparent or dyed to required shade according to IS: 1868, Minimum anodic coating of grade AC 15).	Kg	25
29	Providing and fixing glazing of approved quality in aluminum doors, windows, ventilator, shutters and partition etc. with EPDM rubber / neoprene gasket etc. complete as per architectural drawing and the direction of Head-Township Maintenance. (Cost of snap beading shall be paid in basic item):-With float glass panes of 5.5 mm thickness ( weight not less than 13.50 kg / sq.mt. ).	Sqm.	40
30	Filling the gap in between aluminum frame and adjacent RCC/brick work by providing weather silicon sealant over backer rod of approved quality etc. complete as per	meter	50

	architectural drawing and direction of the Engineer-in charge: - (i) Up to 5 mm depth and 5 mm width.		
31	Painting G.I. pipes and fittings with synthetic enamel white paint with two coats over a ready mixed priming coat, both of approved quality for new work 50 mm diameter pipe.	meter	200

2.3 The technical scope details with frequency of providing the services covered under Civil maintenance shall be as per table below:

Sl No.	Description	Frequency
1	Clearing jungle up to 2 mtr. (outside) from the periphery township boundary wall including uprooting of rank vegetation, grass, brush wood, trees and saplings of girth up to 30 cm measured at a height of 1 m above ground level and removal of rubbish up to a distance of 50 m outside the periphery of the area cleared complete with all tools and tackles, labour, transportation etc. as per direction of Head-Township Maintenance.	Monthly basis
2	Providing and laying in position cement concrete of specified grade excluding the cost of centering and shuttering --All work up to plinth level: 1:2:4 (1 Cement: 2 fine sand: 4 graded stone aggregate 20 mm nominal size).	As on when required basis
3	Centering shuttering including struttings, propping etc. and removal of form work for Retaining walls, return walls, walls (any thickness) including attached pilasters, but-tresses plinth and string courses fillets etc.	As on when required basis
4	Extra for concrete work in superstructure above floor V level for each four floors or part thereof.	As on when required basis
5	Providing and laying in position specified grade of reinforced cement concrete excluding the cost of centering, shuttering, finishing and reinforcement--All work up to plinth level.	As on when required basis
6	Centering shuttering including struttings, propping etc. and removal of form work.	As on when required basis
7	Reinforcement for R.C.C. work including straightening, cutting, bending, placing in position and binding all complete up to plinth level. Thermo-Mechanically Treated bars of grade Fe-500D or more.	As on when required basis
8	First class brick work in foundation and plinth including cost of all materials as required complete: - In cement mortar 1:4 (1 cement: 4 fine sand).	As on when required basis
9	Half brick masonry work with first class bricks in foundation and plinth including cost of all materials as required complete:-In cement mortar 1:3 (1 cement: 3 fine sand).	As on when required basis
10	Extra for half brick masonry work in super structure above Floor-V level for each four floors or part thereof by mechanical means by lifting material using mobile crane as required complete.	As on when required basis

11	Providing and fixing M.S. grills of required pattern in frames of windows etc. with M.S. flats, square or round bars etc. all complete. Fixed to openings /wooden frames with rawl plugs screws etc.	As on when required basis
12	Providing and fixing aluminum tower bolts ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color or shade with necessary screws etc. complete: 300x10 mm.	As on when required basis
13	Providing and fixing aluminum handles ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color or shade with necessary screws etc. complete :125 mm	As on when required basis
14	Providing and fixing aluminum hanging floor door stopper ISI marked anodized (anodic coating not less than grade AC 10 as per IS: 1868) transparent or dyed to required color and shade with necessary screws etc. complete.	As on when required basis
15	Providing & Fixing factory made 30 mm thick PVC Door Shutter (Single Sheet) with Frame as per Manufacturer (SINTEX, D-90) with all accessories at all floor levels in all complete.	As on when required basis
16	Providing structural steel work riveted, bolted or welded in built up sections, trusses and framed work, including cutting, hoisting, fixing in position and applying a priming coat of approved steel primer all complete as required.	As on when required basis
17	Providing and fixing 1st quality ceramic glazed wall tiles (minimum 200 x 300) conforming to IS: 15622 – 2017 (thickness to be specified by the manufacturer) of approved make in all colours, shades of any size as approved by Head-Township maintenance in skirting, risers of steps and dados, laid over 12 mm thick bed of cement mortar 1: 3 (1 cement: 3 fine sand) jointed with ordinary cement slurry including pointing with white cement mixed with pigment of matching shade complete.	As on when required basis
18	Providing and laying vitrified floor tiles in different sizes (thickness to be specified by the manufacturer) with water absorption less than 0.08% and conforming to IS: 15622 - 2017, of approved make, in all colours and shades, laid over 20mm thick cement mortar 1:4 (1 cement: 4 fine sand), jointing with grey cement slurry @ 3.3 kg/ sqm including grouting the joints with white cement and matching pigments etc., complete Size of tile 60x60 cm.	As on when required basis
19	Providing and fixing 12 mm cement plaster of mix Cement mortar 1:3 (1 cement: 3 fine sand).	As on when required basis
20	Providing and fixing 6 mm cement plaster of mix: Cement mortar 1:3 (1 cement: 3 fine sand).	As on when required basis
21	Extra for plastering exterior walls of height more than 10 m from GL for every additional height of 3 m or part thereof complete.	As on when required basis
22	Distemping with oil bound washable distemper of approved brand and manufacture and of required shade on old work (one or more coats), to give an even shade as required complete by thinnable priming coat with cement primer as per direction of the Head-Township Maintenance.	As on when required basis

23	Painting with synthetic enamel paint (one or more coats) of required color of approved brand and manufacture on old work to give an even shade including preparation of surface as required complete as per direction of the Head-Township Maintenance.	As on when required basis
24	Demolishing reinforced cement concrete manually /by mechanical means including stacking of steel bars properly and disposal of unserviceable material with all lifts and up to 50 m lead etc. complete as per direction of the Head-Township Maintenance.	As on when required basis
25	Extra for cutting reinforcement in RCC or R.B. work manually / by mechanical means (payment to made on the cross sectional area of RCC or R.B. work) etc. complete as per direction of the Head-Township Maintenance.	As on when required basis
26	Demolishing brick work including stacking of serviceable materials and disposal of unserviceable materials with all lifts and up to a lead of 50m etc. complete as per direction of the Head-Township Maintenance.	As on when required basis
27	Providing and fixing aluminum work for doors, windows, ventilators and partitions with extruded built up standard tubular sections/ appropriate Z section sand other sections of approved make conforming to IS: 733 and IS: 1285, fixing with dash fasteners of required dia and size, including necessary filling up of gaps at junctions, i.e. at top, bottom and sides with required EPDM rubber/neoprene gasket etc. Aluminum sections shall be smooth, rust free, straight, metered and jointed mechanically wherever required including cleat angle, aluminum snap beading for glazing / paneling, C.P. brass / stainless steel screws, all complete as per architectural drawing and the direction of Engineer in charge.(Glazing and paneling and dash fasteners to be paid for separately) :-For fixed portion of approved quality:-Anodized aluminum (anodized transparent or dyed to required shade according to IS: 1868, Minimum anodic coating of grade AC 15).	As on when required basis
28	For shutters of doors, windows & ventilators including providing and fixing hinges / pivots and making provision for fixing fittings wherever required including the cost of EPDM rubber /neoprene gasket required (Fittings shall be paid for separately): -Anodized aluminum (anodized transparent or dyed to required shade according to IS: 1868, Minimum anodic coating of grade AC 15).	As on when required basis
29	Providing and fixing glazing of approved quality in aluminum doors, windows, ventilator, shutters and partition etc. with EPDM rubber / neoprene gasket etc. complete as per architectural drawing and the direction of Head-Township Maintenance. (Cost of snap beading shall be paid in basic item):-With float glass panes of 5.5 mm thickness ( weight not less than 13.50 kg / sq.mt. ).	As on when required basis

30	Filling the gap in between aluminum frame and adjacent RCC/brick work by providing weather silicon sealant over backer rod of approved quality etc. complete as per architectural drawing and direction of the Engineer-in charge: - (i) Up to 5 mm depth and 5 mm width.	As on when required basis
31	Painting G.I. pipes and fittings with synthetic enamel white paint with two coats over a ready mixed priming coat, both of approved quality for new work 50 mm diameter pipe.	As on when required basis

### 3 CIVIL MAINTENANCE EQUIPMENTS:

Contractor to arrange general tools, tackle and standard machineries for executing civil maintenance work as on when required basis. Contractor has to submit the plan for arrangement of tools, tackles and machineries to Head-Township maintenance in advance to ensure the availability of such tools, tackles and machineries on immediate basis whenever required.

### 4 MANPOWER DEPLOYMENT FOR CIVIL MAINTENANCE SERVICES

4.1 The Contractor shall provide efficient, trained, experienced and competent technical personnel and workmen in sufficient numbers including temporary labours/manpower not less than the manpower specified below considering the total work volume to be executed on daily basis.

Sl No	Designation	No of Manpower	Qualification
1	Mason, Carpenter, helpers	In adequate nos. as on when required	Experienced on relevant field

4.2 The Contractor shall engage workers with relevant experience mentioned above. In no case the qualification and experience criteria required for any position shall be relaxed.

4.3 Contractor staff shall possess knowledge of the equipment, Tools & Plant and should be technically competent so as to optimize township operation and maintenance.

4.4 The Contractor shall provide legal, payroll, accounting and administrative support services with respect to its Staff and make payment to its Staff.

4.5 The Contractor shall direct and supervise its Staff while performing Services under the Contract.

4.6 The Contractor shall maintain discipline of its Staff. The Contractor shall provide boarding, lodging and make travel arrangements for all the Contractor's Staff engaged in providing Services under the Contract.

4.7 The Contractor shall comply with labour rules, regulations and statutes specified in the Contract.

4.8 The Contractor shall employ local people under skilled/ unskilled category.

4.9 The Contractor shall give preference to local people in employment of skilled workmen and staff wherever local people with requisite skills are available.

- 4.10 The Contractor shall implement proper attendance system for its Staff.
- 4.11 Any discrepancy brought to Contractor's notice in attendance shall be corrected immediately and Owner shall have right to deduct pro-rata fees as per price schedule in case of absence or following malpractices.
- 4.12 The Contractor shall ensure compliance to all statutory requirements including but not limited to EPF, ESIC/WCA/ Insurance /Minimum wages etc. as per the notification issued by the competent Government authority from time to time.
- 4.13 The Contractor shall have to arrange all tools and tackles, kolchi, spades and general machinery etc. and all the safety equipment's required for civil maintenance work. The contractor shall also provide required number of gumboots/rubber hand gloves, helmets, scrubs, brushes, gunny bags and all other tools and tackles, protective clothing and equipment's as may be required for civil maintenance work at his own cost.
- 4.14 The contractor shall execute the work as per the schedule and direction of the Head Township Maintenance and to maintain the whole area after civil maintenance in absolutely neat and clean condition. Project Manager should report timely and at the end of the day. Non-compliance will be viewed sternly.
- 4.15 If on any day, any place of civil maintenance work is not found cleaned/maintained to the satisfaction of the Head Township Maintenance, material obtained from civil maintenance not disposed off, suitable deductions by way of liquidated damages shall be made from the bill as per the decision of the Head Township Maintenance.
- 4.16 In case there is non-execution of civil maintenance waste cleaning/collecting work including its disposal, there will be deduction as per the decision of Head Township Maintenance.
- 4.17 The contractor shall not at any time issue permit to anyone on the township to do anything which shall cause unnecessary disturbance or inconveniences to owner or residents or damage property in general. The contractor personnel/workers shall not misbehave with the residents.
- 4.18 The contractor shall provide adequate worker as and when required to take care of any exigency along with tools and tackles. The same worker shall be adjusted against deployment of regular worker.
- 4.19 The contractor shall not sublet any portion of the contract without prior approval of accepting authority.

## 5 PERFORMANCE AND WORK SUPERVISION

- 5.1 Over all supervision is to be done by Head Township maintenance (OTPC representative hereinafter referred as "Head Township Maintenance") and shall look after overall coordination. The Project Manager/ Supervisor of the Contractor will report to the Head Township Maintenance on daily basis and appraise of the manpower engagement status and quality of service being rendered. The Contractor shall ensure to provide quality Service at all times.
- 5.2 Regular supervision to be carried out by the Project Manager and monitored by Head Township Maintenance on day to day basis. Accordingly, Contractor or Contractor's representative have to be available during general shift hours and accessible on round the clock basis to receive information/instruction from Head Township Maintenance.



6 EXCLUSION FROM SCOPE OF SERVICES OF CONTRACTOR

- 6.1 Maintaining Material store for spares;
- 6.2 Annual Maintenance Contract for Lifts, Diesel Generators, Fire Alarm system, EPBAX system & CCTV system shall be obtained by the Owner. However, Coordination for all AMC's mentioned above shall be in the scope of the Contractor.
- 6.3 Supply of spare parts for Electrical, Mechanical equipment. However, oil, grease, rustoline and cotton waste required for maintenance shall be in the scope of the Contractor.
- 6.4 Operation & maintenance of STP.

7 DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

7.1 Personnel

- 7.1.1 Contractor would always keep minimum nos. of equipment (in working conditions) at site that are needed for civil maintenance and other related activities.
- 7.1.2 The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by OTPC and the industry norms.
- 7.1.3 All staff would be in a neat, clean and well-groomed appearance
- 7.1.4 All staff to carry proper ID cards as provided by the Contractor.
- 7.1.5 The staff will ensure wearing respective work masks, safety gloves and belts as and when required.
- 7.1.6 All legal & statutory compliances would be the responsibility of the Contractor
- 7.1.7 Continuous training of the employees would also be the responsibility of the Contractor.
- 7.1.8 Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to OTPC on regular basis.

7.2 Safety

- 7.2.1 Contractor must know and follow their duties related to safety for all personnel these guidelines are applicable as well as sub-contractors deployed by them at the site.
- 7.2.2 All Contractor workmen should be provided with a uniform and shall work within Township premises in their prescribed uniform. They should wear appropriate PPEs during the execution of work and always to wear face mask.
- 7.2.3 The Contractor shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by OTPC Township.
- 7.2.4 The Contractor shall provide prior information to OTPC Township representative about any hazardous material being brought on the site and shall ensure security for storage of such material.

- 7.2.5 The Contractor must leave work areas in a clean, tidy and safe condition at the end of each working period.
- 7.2.6 No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by OTPC.
- 7.2.7 The Contractor must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- 7.2.8 The Contractor should ensure that their personnel do not consume any sort of toxic materials during duty hours inside Township premises which are harmful to human body.
- 7.3 Background Check
  - 7.3.1 Background check for all employees deployed at OTPC Township is mandatory. None should be deployed at OTPC without police verification report seen and cleared by OTPC Township authorities.
- 7.4 Do's for deployed staff
  - 7.4.1 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
  - 7.4.2 Be well groomed with short & tidy hair, trimmed nails etc.
  - 7.4.3 Keep spare uniform available to change at short notice.
  - 7.4.4 Be always polite and courteous to staff, residents and guest of OTPC
  - 7.4.5 Answer telephone calls politely.
  - 7.4.6 All safety and security rules regulations of OTPC to be strictly adhered by the staff.
- 7.5 Don'ts for deployed staff
  - 7.5.1 Misbehavior with any OTPC staff, Guest, other Contract personnel of any magnitude.
  - 7.5.2 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.
  - 7.5.3 Group gatherings by them or influenced by any political party/agency, disturbance.
  - 7.5.4 Involvement in any kind of activity at OTPC Township with malafide intentions (including theft), either directly or as a support to any third party.
- 7.6 Screening
  - 7.6.1 Contractor will depute any personnel at OTPC only after intimating, screening and approved by the Head Township Maintenance. Any replacement/change in any personnel will be done only with the approval of Head Township Maintenance.
  - 7.6.2 In case of rejection of any personnel by OTPC, Contractor will provide options till the personnel are approved by OTPC.

7.6.3 If Contractor continues to provide sub-standard personnel which are not approved by OTPC and the work suffers, OTPC will impose penalties as defined below.

7.7 Management, Co-ordination Reporting and Meetings

7.7.1 Contractor will be responsible for managing the services as described in the scope of work, Liaison with OTPC and AMC service provider (Lift Maint , DG set Maint ., Fire Alarm system , EPBAX system & CCTV system), reporting to OTPC, providing Value-Adds to OTPC and escalations.

7.7.2 Contractor has to do daily meetings, weekly meetings, and monthly review on 10<sup>th</sup> working day of every month. Quarterly review meeting to appraise OTPC about the Facility Management activities and value-adds.

7.8 Managing the services

7.8.1 Contractor will take ownership of all the Services as described in this Scope of Work.

7.8.2 Contractor will ensure that the Checklists are adhered to with utmost care and regularity.

7.8.3 Contractor will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem by Head Township Maintenance.

7.8.4 Contractor will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.

7.8.5 Contractor's Project Manager will brief Head Township Maintenance (Owner's representative) about operational proceedings on day to day basis.

7.8.6 Provide multi-skilled and trained civil maintenance staff.

7.8.7 The staff should be trained on all the services as mentioned for specified jobs.

7.8.8 There should be adequate off-site backup, trained, to ensure 100% service delivery.

7.8.9 The Contractor shall ensure that all statutory compliances (PF, ESIC/WCA, Minimum wages, contract labor act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. OTPC reserves the right to terminate the agreement in case there is any willful flouting of the law.

8 OTHER DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

8.1 To provide necessary manpower accordingly.

8.2 To engage responsible Managers/Supervisors for overall supervision of the aforesaid works.

8.3 The Manager/Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contact through his mobile as and when required.

8.4 To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.

8.5 To ensure proper maintenance and maintain proper inventory of the OTPC property.

- 8.6 The contractor will supervise the works of inspection and civil maintenance as and when required.
- 8.7 To maintain complaint book in a conspicuous place.
- 8.8 The contractor shall engage only adult (above 18 years), trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works. Medical fitness report of deployed manpower should be submitted within 10 days of deployments. No workers will be recruited beyond 50 years.
- 8.9 Provide protective equipment like safety shoes, gloves, helmet, gumboots, raincoat, umbrella etc as applicable as per the nature of the work to all the Contractor Staff.
- 8.10 The Contractor shall provide distinct uniform to his employees. The uniform should have logo of the Contractor's firm and shall be kept neat, tidy and in a wearable condition.
- 8.11 The contractor will supervise the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
- 8.12 The contractor will give appointment letter with employment terms and conditions as per model standing orders to their contract staff before engagement and keep acknowledge copy for record.
- 8.13 The contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purposes for rendering the services as per laws. Written records for having made these payments will be submitted to OTPC, on monthly basis, for its verification. All payments should be done online or as per labour law.
- 8.14 The agreement will be on the principal to principal basis and the contractor shall not, without the prior written permission of the Owner, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.
- 8.15 The contract is subject to the terms as contained herein. Nothing contained herein shall be considered as creating a tenancy, demises or any interest in their favour in respect of any portion of the building/premises. The contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement or expiry of contract.
- 8.16 In case of any loss or damage to the Owner's property by any persons engaged by contractor, the contractor shall report in writing such loss/damage to the management immediately and recovery of amount shall be made. The Owner may in the event of unsatisfactory performance of the contractor to perform the work, terminate this agreement by giving one-month notice in writing for such termination. This will be without prejudice to other rights (i.e. Penalty etc.) Owner may have as specified in the terms & condition.
- 8.17 The contractor shall arrange for round the clock services as and when occasion arises.
- 8.18 The Owner does not take responsibility for the accommodation of the employees of the contractor.
- 8.19 No transport will be provided for employees of the contractor.

- 8.20 The contractor shall be responsible for deployment of sufficient staff so as to ensure smooth service as required. Contractor to ensure that workforce as per terms is available at the designated time for the required period.
- 8.21 The Owner reserves the right to recover reasonable cost of materials lost or damaged by the contractor or his employees.
- 8.22 Nothing contained herein above will absolve the contractor of his responsibility of serving the Owner in the best possible way with high standard of quality services.

9 STATUTORY COMPLIANCES

- 9.1 The Contractor shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to Liaison with OTPC.
- 9.2 The contractor shall maintain neatly, completely and legibly registers, records, reports and returns for inspection by various statutory authorities at short notice

10 PENALTY

- 10.1 If on inspection, civil maintenance is found not proper in accordance with relevant clause of the T&C (terms conditions) contractor can be penalized up to Rs. 2000/- in each case at the discretion of the management.
- 10.2 Any deficiency in following general instruction and meeting to the requirement of quality, quantity services of the job affecting the required and adequate standards can be penalized in each case up to Rs. 2500/- at the discretion of the management.
- 10.3 Any advice, instructions and statutory obligations if not met as per the notifications within the time frame, as the case may be, contractor can be penalized in each case up to Rs. 2500/- depending upon the extent of damages assessed/determined at the discretion of the management.
- 10.4 Penalty will also be levied for the following, which is not exhaustive.

SL. No	Description	Penalty
1	Damage to OTPC assets or equipment's etc., caused by the contractors staff	Cost of assets will be levied as penalty
2	Misbehavior like quarreling, abusing etc., between the staff employed by the agency, causing disturbance in the premises:	Rs.500/- per occasion with removal of staff
3	Staffs not reporting in Uniform and I-card	Rs.100/- per person per occasion
4	Failure to keep the area maintained after civil maintenance.	Rs. 100/- per occasion
5	Any staff deputed by the contractor found smoking and/or chewing tobacco in the OTPC Campus	Rs.500/- per occasion with removal of staff
6	In case the Agency does not fulfill the contractual obligation to related to availability of manpower, items/ consumables as per clause	Rs. 500/- per occasion for items & consumables and Rs. 500/- per day for manpower

SL. No	Description	Penalty
7	Failure to carry out any of the weekly services on time	Rs.500/- per occasion
8	If the contractor fails to comply with the orders assigned to him or any portion thereof as agreed upon or neglects to comply with any directions, deductions shall be made from his bills on pro rata work done basis, besides penalty.	Rs.500/- per occasion plus

10.5 In the cases, Contractor does not improve performance to the satisfaction of OTPC, the Contract shall be terminated by OTPC without assigning any reason.

## 11 GENERAL REQUIREMENTS

- 11.1 Payment shall be made every month on the basis of actual execution of work and certification thereof by Head Township Maintenance on pro-rata basis of work done. A daily register is certified for this purpose is maintained by the contractor. Inspection and verifications shall be carried out periodically by Head Township Maintenance. Monthly bill passing shall be based on this register certification on work performance and man power deployment. Deductions for Short – supply on daily man power deployment as well as for execution of work shall be done by Head Township Maintenance.
- 11.2 The contractor shall have to arrange other consumables at his own cost for the mechanical transport to be deployed by him for waste disposal.
- 11.3 The rates quoted by the contractor shall be inclusive of complete cost towards cost of manpower, consumables, all T&Ps, all statutory taxes, duties, levies, insurance, contingencies, overheads and profits and all other incidental items not specifically mentioned but reasonably implied and necessary to carryout the job complete according to the Contract.
- 11.4 The Contractor shall be responsible for welfare of workers and supervisors during the course of their engagement. OTPC shall not be liable in respect of damage to, or compensation of any injury/hazard to them.
- 11.5 Supervisor provided by the Contractor at his own cost shall report to the concerned Head Township Maintenance on daily basis and monitor all complaints.
- 11.6 The Contractor will be required to do all civil maintenance work anywhere at Township and as per direction of Head Township Maintenance. If at any time, it is observed that the agency has not observed and complied with the instructions of Head Township Maintenance, the work will be get done by the Head Township Maintenance at the risk and cost of the Contractor. The Contractor shall ensure that all individual workers attending civil maintenance work shall be equipped required tools and tackles.
- 11.7 The contractor will have to carry out the work on Holiday, National Holidays also as per the requirement of OTPC and without any extra cost of OTPC during late hours also. During VIP, visits, contractor will deploy additional manpower as per requirements of OTPC for which payment will be made as per quoted rates. Also during special occasion, like Public function/Independence Day, flood, heavy rains and at emergency conditions etc., the contractor will extend the services of men and material as per the instructions of Head Township Maintenance. Head Township Maintenance may also advise for extending services for making various arrangements, shifting of furniture and other odd jobs, etc., as

per the requirement of company which shall have to be carried out by the contractor to the satisfaction of Head Township Maintenance.

- 11.8 The contractor should engage workmen who are willing to do all kinds of jobs as mentioned in the BOQ including additional work in case of exigency.
- 11.9 Contractor shall recruit his own staff for the contract work on his own cost and risk and the contractor shall be responsible for fulfilling all obligation in respect of EPF and FPF Rules. The Contractor shall be responsible for labour laws, as applicable from time to time in the State of Tripura for carrying out the above job. The Contractor shall agree to indemnify OTPC for all payments made by the Contractor to the employees of contractor or to the dependents or legal heirs of contractor's employees under instructions/orders of any competent Court/authority under any of the aforesaid Acts/Laws like; Industrial Disputes Act, ESI Act, Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, etc.
- 11.10 The Contractor has to abide by the rules and regulations laid down under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act (POSH Act, 2013) to create and maintain safe work environment which is free from sexual harassment.
- 11.11 The contractor has to comply the aspects of equality of women in the workplace, gender-specific violence, and unwelcome sexually colored behavior and adopted them to come out with a strong legislature
- 11.12 If the Contractor fails to comply with the job assigned to him or any person thereof or neglects to comply with any directions given to him by OTPC, the contract shall be terminated by OTPC without assigning any reason therefore.
- 11.13 If the Contractor fails to complete work or any portion thereof as agreed upon or neglects to comply with any directions given to him, OTPC shall terminate the contract. In such a case, the Contractor shall be liable for any expenses, loss or damage which OTPC may incur or sustain by reason due to Contractors default.
- 11.14 The Contractor will make his own arrangement for accommodation and transport and any other facility for his staff. The Contractor may ensure that suitable accommodation to house the staff is arranged in the vicinity of the OTPC Township.
- 11.15 The contractor shall employ only adult labour for execution of work.
- 11.16 Contract period may be extended for Six Months on same rates, terms & Conditions, which will be sole decision of OTPC.

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ONGC TRIPURA POWER COMPANY LIMITED

TECHNICAL SPECIFICATION  
FOR  
ELECTRICAL OPERATION & MAINTENANCE SERVICES  
AT  
OTPC TOWNSHIP

OTPC Township  
Khilpara, Udaipur, Gomati Dist. Tripura

(This document is meant for the exclusive purpose of bidding against this specification and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).



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**1 SCOPE OF SERVICES**

Contractor shall at its expense maintain safe and efficient operation and maintenance of all electrical systems, DGs, Transformers, Electrical Panels, CCTV system, Telephone System etc. Contractor shall conduct, coordinate and supervise the required Maintenance activities and ensure that the same will be carried out for the equipment as per benchmarked maintenance practices / OEM manuals. The Contractor is required to do the Operation and Maintenance Services of above mentioned equipment/systems at OTPC Township which shall be including but not limited to the following:

- 1.1 The work includes checking for safe electrical installations at township, their preventive and breakdown maintenance as per BOQ and specifications.
- 1.2 The Township is fed through 1 no. 11 KV incoming feeder to 1 no. 11 KV HT Panel. Operation and Maintenance of these feeders, Panels, 2 nos. 11/0.433 KV transformers, Switchgears, power cable network, area lighting at township, Diesel Generators, indoor electrical installations is included in the Scope of work of the Contractor unless otherwise specified.
- 1.3 The Electrical team will execute preventive maintenance work with qualified supervisor dedicated for safety checking and preventive maintenance work along with attending of household complaint. All the maintenance work needs to be carried out as per the instruction/guideline/O&M manual of OEM.
- 1.4 The preventive maintenance work is suggested to be executed during general shift (9 am to 6 pm) with 1 hr. lunch break. However, attending of household complaints to be executed round the clock within the time specified (within 24 hrs. of registration of complaint) in technical specifications. There shall be deployment of workers for attending complaints of quarters and common building and breakdown maintenance of HT/LT system throughout the year, even on public holidays. The Contractor has to prepare a timetable such that the manpower is available as said above and requirements as per specifications and labor laws of India are met.

**2 TECHNICAL DETAILS**

- 2.1 The technical scope details with frequency of providing the services covered under electrical operation and maintenance shall be as per table below:

SINo	Description of Service/Work	Frequency
<b>(a) Providing 24/7 Operations &amp; Technical Support</b>		
1	24/7 manning for the services, continuous monitoring of calls and complaints, work allocation to shift technicians and follow up on work progress.	Daily
2	Generation of reports for Maintenance and the activity perform during the shift, logging of all parameters of the electrical systems. Analyzing of the data's and troubleshoot the problems of equipment operation.	Daily
3	Implementing Preventive maintenance as per schedules & Manuals.	Monthly
4	Coordination & Monitoring of Annual Maintenance Contract (AMC) for – (a) DG sets, (b) EPBAX system and (c) CCTV system (d) Lift (e) Fire alarm system (f) STP. Contractor to Coordinate with AMC service provider in case of any fault/ emergency condition.	Regular Basis

Sl No	Description of Service/Work	Frequency
<b>(b) Electrical Distribution System</b>		
5	Taking Meter Readings (both meters) of each flat on monthly basis.	Monthly
6	Identification of spares required based on consumption inside Township	Monthly
7	Attending the defects shift-wise in Township to reduce downtime due to failure of electrical Equipment.	As and When Required
8	Starting DG & its normalization thereafter during load-shedding. (eg.) Maintenance of Power feeders, Breakers etc. in switchgear room. Maintain the records of Fuel supply and consumptions.	As and When Required
9	On call basis for attending problem of residents whenever required.	As and When Required
10	Coordination on Maintenance of transformers – Checking of oil level, temperature and topping up. Operation of tap changers if required.	As and When Required
11	LT Panels, Distribution Boards - Checking of connections, vacuum cleaning of panels, Visual inspection, Insulation testing, testing of relays & contactors, cleaning of contacts.	Monthly
<b>(C) Distribution Boards</b>		
12	Routine checking and tightening of all panel internals, cable connections, checking & replacement of switches, sockets contactors, relays, cleaning of contacts for proper & trouble free function. Switching ON/OFF of power panels, lighting panels, capacitor banks, Emergency systems as required. Minor repairs of equipment like geysers, kettles and such other equipment.	Daily

**2.2 Scope of Work to be done at Electrical Sub Station (ESS) is as per below details:**

a.	Taking of the reading of Incoming/Outgoing voltage/current, APFC panel reading.	Daily
b.	Inspect the Transformer oil level and winding temperature.	Daily
c.	Inspection of APFC, Relays, Battery & Battery Charger and LT Panel Healthiness, indicator status and Alarm.	Daily
d.	Cleaning of the panel and Tightness check of all panel control supply, if required control TB should be change	Monthly
e.	Inspection of the Transformer silica gel and oil level.	Daily
f.	Inspection of the outdoor type VCB, CT&PT and all types of insulator condition.	Monthly
g.	Check the Space Heaters located at its control panel for proper functioning.	Monthly
h.	Inspect the PT, CT and to be sure that no oil leak or series accumulation of soot, dust or salt composite is present	Daily
i.	Carryout the maintenance of operating mechanism.	As & When required

j.	Cleaning of insulator if any unnecessary an excessive amount of dirt has accumulated.	As & When required
k.	Checking and testing of the grounding system.	Once In Six Month
l.	Cleaning and tightness check of all control /interlocking supply.	Monthly
m.	Visual inspection & examination of all wiring connections.	Monthly
n.	Check insulator support, clean or apply HVIC if necessary.	Monthly
o.	Check the physical condition of bus and tightness also.	Monthly
p.	Clean insulator if necessary, an excessive amount of dirt has accumulated.	As & When
q.	Test the IR value of the Earthing.	Monthly
r.	Test all closing /tripping coil, protection/measuring CT&PT IR value and its healthiness	Monthly

2.3 Scope of Work for Diesel Generator Sets (As and when basis):

Operating the DG Sets as per requirement and logging all parameters including fuel oil consumption on daily basis, routine checking in all respects, operation in case of power failures and recording relevant data.

2.4 Scope of Work for Lighting panels & fixtures (As and when basis):

Trouble shooting & Replacement faulty tubes/bulbs, Capacitors, Regulators for fans, Exhaust Fans switches, sockets MCBs, Fuses etc. and other electrical accessories wherever necessary (spares to be supplied by owner).

2.5 Records to be maintained:

A register/logbook of the materials received by the Contractor from OTPC and the material utilized/consumed in the work shall be maintained by the Contractor on daily basis. The registers/log book is to be arranged by the Contractor.

- a. Complaint register/log book
- b. Work register (to be maintain daily work done)/log book
- c. Readings registers/log books for readings stated elsewhere in the specifications.
- d. Communication register (for co-ordination among supervisors)
- e. Job card log book
- f. Quarter-wise maintenance record book
- g. Safetychecking register/logbook
- h. Preventive maintenance checking register/log book
- i. Provide Electricity Meter reading data of flats & Other Areas to OTPC HR&A dept on monthly basis for billing purpose.
- j. Provide DG Set Meter reading data of flats & other Areas to OTPC HR&A dept on monthly basis for billing purpose.
- k. Reconciliation of Township Electricity Meter reading Data with TSECL Data on monthly basis.

3 LIST OF ELECTRICAL EQUIPMENT (SLD attached)

3.1 Below is the list of Electrical Equipment.

Sl.	Equipment's	Location	Specifications	No's	Make
1	Transformers				
2	OIL FILLED TRANSFORMERS	ESS Bldg.	1000 KVA, 11/0.433 KV	2	Voltamp Transformer

3	Electrical Panels				
3.1	NON ESSENTIAL PANEL	ESS Bldg.	Main Incomer for 2 Nos 1000KVA Transformers	1	Risha Control Enggs.Pvt.Ltd.
3.2	ESSENTIAL PANEL	ESS Bldg.	Main Incomer for 2 Nos 250&500 KVA DG Sets	1	Risha Control Enggs.Pvt.Ltd.
3.3	MAIN MDB FOR COMMON AREA	ESS Bldg.	Pump House Fire Fighting Panel, Club House	1	Risha Control Enggs.Pvt.Ltd.
3.4	150 KVAR CAP PANEL (1 & 2)	ESS Bldg.	Incomer	2	Risha Control Enggs.Pvt.Ltd.
3.5	EXTERNAL LIGHT PANEL	ESS Bldg.	Street Lights	1	Risha Control Enggs.Pvt.Ltd.
3.6	HT PANEL	ESS Bldg.	All Areas	1	Risha Control Enggs.Pvt.Ltd.
3.7	Meter Panel Type-II	Type II Elec Rm	All Flats	1	Risha Control Enggs.Pvt.Ltd.
3.8	SDB-2 TYPE II (Common Area)	Type II Elec Rm	Common Area	1	Risha Control Enggs.Pvt.Ltd.
3.9	Meter Panel Type-III	Type III Elec Rm	All Flats	1	Risha Control Enggs.Pvt.Ltd.
3.10	SDB-3 TYPE III (Common Area)	Type III Elec Rm	Common Area	1	Risha Control Enggs.Pvt.Ltd.
3.11	Meter Panel Type-IV(1)	Type-IV Elec Rm	Flats 1st to 4th Floor	1	Risha Control Enggs.Pvt.Ltd.
3.12	Meter Panel Type-IV(2)	Type-IV Elec Rm	Flats 5th to 8th Floor	1	Risha Control Enggs.Pvt.Ltd.
3.13	SDB-4 Type IV (Common Area)	Type-IV Elec Rm	Common Area	1	Risha Control Enggs.Pvt.Ltd.
3.14	Non Essential Supply Feeder Pillar1 (Com Area-Raw)	Type IV New Elec Rm	SDB-2,3,4,5 Common Area	1	Risha Control Enggs.Pvt.Ltd.
3.15	Non Essential Supply Feeder Pillar-1 (Flats-Raw)	Type IV New Elec Rm	Flats Type-IV & V	1	Risha Control Enggs.Pvt.Ltd.
3.16	Essential Supply Feeder Pillar-2(DG)	Type IV New Elec Rm	Flats-Type IV & V	1	Risha Control Enggs.Pvt.Ltd.
3.17	Meter Panel-1 Type-V(1)	Type-V Elec Rm	Flats 1st to 4th Floor	1	Risha Control Enggs.Pvt.Ltd.
3.18	Meter Panel-2 Type-V(2)	Type-V Elec Rm	Flats 5th to 7th Floor	1	Risha Control Enggs.Pvt.Ltd.
3.19	Meter Panel Type-V(Com Area)	Type-V Elec Rm	Common Area	1	Risha Control Enggs.Pvt.Ltd.
3.20	SDB-5 Type V (Common Area)	Type-V Elec Rm	Common Area	1	Risha Control Enggs.Pvt.Ltd.
3.21	SDB-6 Club House	Club House	Club House	1	Risha Control Enggs.Pvt.Ltd.
4	DG Sets				

4.1	DG Set	ESS Bldg.	250 KVA	1	Kirloskar Oil Engines Ltd.
4.2	DG Set	ESS Bldg.	550 KVA	1	Kirloskar Oil Engines Ltd.
5	External Light				
5.1	Street Light Post	Roads	25 watt	88	Bajaj
5.2	Bolard Light	Garden Area	20 Watt	20	Philips

### 3.2 Tools and tackles:

All tools and tackles are to be arranged by the contractor to perform the operation and maintenance of all the electrical equipments as per the guideline of OEM. Contractor has to maintain all tools and tackles in good condition for catering the job requirement any time.

## 4 MANPOWER DEPLOYMENT FOR ELECTRICAL OPERATION AND MAINTENANCE

4.1 Deploy experienced and trained staff in adequate number on shift basis (8 hrs. shift) including replacement as per the Contract to provide Services under the Contract including temporary labors/manpower, not less than the manpower specified below considering the total work volume to be executed on daily basis.

SlNo	Designation	No of Manpower	Qualification
1	Electrician	4	Preferably ITI with minimum 5 years' experience in similar electrical installation.
2	Electrician Helper	2	Minimum 2 years' experience in similar electrical installation

4.2 The Contractor should deploy sufficient nos. manpower (not less than 6 nos. daily mobilization considering the total work volume to be executed) to achieve the timeline.

4.3 The Contractor shall engage workers with relevant experience mentioned above. In no case the qualification and experience criteria required for any position shall be relaxed.

4.4 Contractor staff shall possess knowledge of the equipment, Tools & Plant and should be technically competent so as to optimize township operation and maintenance.

4.5 The Contractor shall provide legal, payroll, accounting and administrative support services with respect to its Staff and make payment to its Staff.

4.6 The Contractor shall direct and supervise its Staff while performing Services under the Contract.

4.7 The Contractor shall maintain discipline of its Staff. The Contractor shall provide boarding, lodging and make travel arrangements for all the Contractor's Staff engaged in providing Services under the Contract.

4.8 The Contractor shall comply with labour rules, regulations and statutes specified in Clause 18.0 of the Contract.

- 4.9 The Contractor shall employ local people under unskilled category.
- 4.10 The Contractor shall give preference to local people in employment of skilled workmen and staff wherever local people with requisite skills are available.
- 4.11 The Contractor shall implement proper attendance system for its Staff.
- 4.12 Any discrepancy brought to Contractor's notice in attendance shall be corrected immediately and Owner shall have right to deduct pro-rata fees as per price schedule in case of absence or following malpractices.
- 4.13 The Contractor shall ensure compliance to all statutory requirements including but not limited to EPF, ESIC/WCA/ Insurance /Minimum wages etc. as per the notification issued by the competent Government authority from time to time.
- 4.14 The Contractor shall execute the work as per the schedule and direction of the Head Township Maintenance. Contractor's staff should report timely and at the end of the day. Non-compliance will be viewed sternly.
- 4.15 If on any day, the Service is not found to the satisfaction of the Head Township Maintenance, suitable deductions by way of liquidated damages shall be made from the bill as per the decision of the Head Township Maintenance.
- 4.16 The Contractor shall not at any time issue permit to anyone on the township to do anything which shall cause unnecessary disturbance or inconveniences to owner or residents or damage property in general. The Contractor personnel/workers shall not misbehave with the residents.
- 4.17 The Contractor shall provide adequate volunteers as and when required to take care of any exigency along with tools and tackles. The same volunteers shall be adjusted against deployment of regular volunteers.
- 4.18 The Contractor shall not sublet any portion of the contract without prior approval of accepting authority.
- 4.19 All statutory requirements like EPF, ESIC/WCA/Insurance / Minimum Wages will be met as per the notification issued by the competent Government authority from time to time.

## 5 PERFORMANCE & WORK SUPERVISION

- 5.1 Over all supervision is to be done by Head Township maintenance (OTPC representative hereinafter referred as "Head Township Maintenance") and shall look after overall coordination. The Project Manager/ Supervisor of the Contractor will report to the Head Township Maintenance on daily basis and appraise of the manpower engagement status and quality of service being rendered. The Contractor shall ensure to provide quality Service at all times.
- 5.2 Regular supervision to be carried out by the Project Manager and monitored by Head Township Maintenance on day to day basis. Accordingly, Contractor or Contractor's representative have to be available during general shift hours and accessible on round the clock basis to receive information/instruction from Head Township Maintenance.

## 6 EXCLUSION FROM SCOPE OF SERVICES OF CONTRACTOR

- 6.1 Maintaining Material store for spares;
- 6.2 Annual Maintenance Contract for Lifts, Diesel Generators, Fire Alarm system, EPBAX system & CCTV system shall be obtained by the Owner. However, Coordination for all AMC's mentioned above shall be in the scope of the Contractor.
- 6.3 Supply of spare parts for Electrical, Mechanical equipment. However, oil and grease required for maintenance shall be in the scope of the Contractor.
- 6.4 Operation & maintenance of STP.
- 7 DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR
- 7.1 Personnel
- 7.1.1 Contractor would always keep equipment (in working conditions) at site.
- 7.1.2 The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by OTPC and the industry norms.
- 7.1.3 All staff would be in a neat, clean and well-groomed appearance
- 7.1.4 All staff to carry proper ID cards as provided by the Contractor.
- 7.1.5 The staff will ensure wearing respective PPE, work masks, safety gloves and belts as and when required.
- 7.1.6 All legal & statutory compliances would be the responsibility of the Contractor
- 7.1.7 Continuous training of the employees would also be the responsibility of the Contractor.
- 7.1.8 Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to OTPC on regular basis.
- 7.2 Safety
- 7.2.1 Contractor must know and follow their duties related to safety for all personnel these guidelines are applicable as well as sub-Contractors deployed by them at the site.
- 7.2.2 Contractor shall have to ensure the safety and security of the installation and keeping the nearby area clean and hazard free while carrying out work. It is responsibility of the Contractor to comply with all statutory regulations and ensure safety of his workers as well as other persons in vicinity of work area.
- 7.2.3 The Contractor shall report all accidents immediately whether minor or major, fatal or non-fatal to OTPC Safety Dept., Township Administration-Electrical Dept. and to Head- Township maintenance besides statutory authorities as required under rules.
- 7.2.4 It is responsibility of the Contractor to comply with all statutory regulations and ensure safety.
- 7.2.5 The Contractor shall provide to its deployed manpower all personal protective equipment like safety helmets. Safety helmets, safety shoes, safety belts, rubber hand gloves (11 KV), raincoat, aprons and others as required while performing works. These protective equipments should be in usable condition



- 7.2.6 All Contractor workmen should be provided with a uniform and shall work within Township premises in their prescribed uniform. They should wear appropriate PPEs during the execution of work and always to wear face mask.
- 7.2.7 The Contractor shall ensure that no access (passages / access to emergency apparatus /exits) is blocked, unless so authorized by OTPC Township.
- 7.2.8 The Contractor shall provide prior information to OTPC Township representative about any hazardous material being brought on the site and shall ensure security for storage of such material.
- 7.2.9 The Contractor must leave work areas in a clean, tidy and safe condition at the end of each working period.
- 7.2.10 No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by OTPC.
- 7.2.11 The Contractor must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- 7.2.12 The Contractor should ensure that their personnel do not consume any sort of toxic materials during duty hours inside Township premises which are harmful to human body.
- 7.3 Background Check
  - 7.3.1 Background check for all employees deployed at OTPC Township is mandatory. None should be deployed at OTPC without police verification report seen and cleared by OTPC Township authorities.
- 7.4 Do's for deployed staff
  - 7.4.1 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
  - 7.4.2 Be well groomed with short & tidy hair, trimmed nails etc.
  - 7.4.3 Keep spare uniform available to change at short notice.
  - 7.4.4 Be always polite and courteous to staff, residents and guest of OTPC
  - 7.4.5 Answer telephone calls politely.
  - 7.4.6 All safety and security rules regulations of OTPC to be strictly adhered by the staff.
- 7.5 Don'ts for deployed staff
  - 7.5.1 Misbehavior with any OTPC staff, Guest, other Contract personnel of any magnitude.
  - 7.5.2 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.
  - 7.5.3 Group gatherings by them or influenced by any political party/agency, disturbance.
  - 7.5.4 Involvement in any kind of activity at OTPC Township with malafide intentions (including theft), either directly or as a support to any third party.

7.6 Screening

- 7.6.1 Contractor will depute any personnel at OTPC only after intimating, screening and approved by the Head Township Maintenance. Any replacement/change in any personnel will be done only with the approval of Head Township Maintenance.
- 7.6.2 In case of rejection of any personnel by OTPC, Contractor will provide options till the personnel are approved by OTPC.
- 7.6.3 If Contractor continues to provide sub-standard personnel which are not approved by OTPC and the work suffers, OTPC will impose penalties as defined below.

7.7 Management, Co-ordination Reporting and Meetings

- 7.7.1 Contractor will be responsible for managing the services as described in the scope of work, Liaison with OTPC and AMC service provider (Lift Maint , DG set Maintenance, Fire Alarm system , EPBAX system & CCTV system), reporting to OTPC, providing Value-Adds to OTPC and escalations.
- 7.7.2 Contractor has to do daily meetings, weekly meetings, and monthly review on 10<sup>th</sup> working day of every month. Quarterly review meeting to appraise OTPC about the Facility Management activities and value-adds.

7.8 Managing the services

- 7.8.1 Contractor will take ownership of all the Services as described in this Scope of Work.
- 7.8.2 Contractor will ensure that the Checklists are adhered to with utmost care and regularity.
- 7.8.3 Contractor will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem by Head Township Maintenance.
- 7.8.4 Contractor will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- 7.8.5 Contractor’s Project Manager will brief Head Township Maintenance (Owner’s representative) about operational proceedings on day to day basis.
- 7.8.6 Provide multi-skilled and trained electrical staff for pumps/motor operation & maintenance with lift, solar panel and DG operation.
- 7.8.7 The staff should be trained on all the services as mentioned for specified jobs.
- 7.8.8 There should be adequate off-site backup, trained, to ensure 100% service delivery.
- 7.8.9 The Contractor shall ensure that all statutory compliances (PF, ESIC/WCA, Minimum wages, contract labor act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. OTPC reserves the right to terminate the agreement in case there is any willful flouting of the law.

8 OTHER DUTIES AND RESPOSIBILITIES OF THE CONTRACTOR

- 8.1 To provide necessary manpower accordingly.

- 8.2 To engage responsible Managers/Supervisors for overall supervision of the aforesaid works.
- 8.3 The Manager/Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contact through his mobile as and when required.
- 8.4 To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.
- 8.5 To maintain proper inventory of the electrical installations at OTPC township, inclusive of electrical appliances and fittings, air-conditioners, vacuum cleaner, decorative items etc. and also to ensure proper maintenance of those inventories.
- 8.6 The Contractor will supervise the works of inspection and electrical maintenance of jobs and operation of electrical equipment operation as and when required.
- 8.7 Servicing of air-conditioners will be done by Owner's engaged agencies. In case of non-functioning of air-conditioners, the Contractor is to inform the OTPC representative for repair and restoration. In case of breakdown of any electrical appliances or fittings, the Contractor is to bring to the immediate notice of the department and initiate repair and restoration works till completion. Same procedure is to be followed for any civil maintenance job.
- 8.8 To maintain complaint book in a conspicuous place.
- 8.9 The Contractor shall engage only adult (above 18 years), trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works. Medical fitness report of deployed manpower should be submitted within 10 days of deployments. No workers will be recruited beyond 50 years.
- 8.10 Provide protective equipment like safety shoes, gloves, helmet, gumboots, raincoat, umbrella etc as applicable as per the nature of the work to all the Contractor Staff.
- 8.11 The Contractor shall provide distinct uniform to his employees. The uniform should have logo of the Contractor's firm and shall be kept neat, tidy and in a wearable condition.
- 8.12 The Contractor will supervise the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
- 8.13 The Contractor will give appointment letter with employment terms and conditions as per model standing orders to their contract staff before engagement and keep acknowledge copy for record.
- 8.14 The Contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purposes for rendering the services as per laws. Written records for having made these payments will be submitted to OTPC, on monthly basis, for its verification. All payments should be done online or as per labour law.
- 8.15 The agreement will be on the principal to principal basis and the Contractor shall not, without the prior written permission of the Owner, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.

- 8.16 The contract is subject to the terms as contained herein. Nothing contained herein shall be considered as creating a tenancy, demises or any interest in their favour in respect of any portion of the building/premises. The Contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement or expiry of contract.
- 8.17 In case of any loss or damage to the Owner's property by any persons engaged by Contractor, the Contractor shall report in writing such loss/damage to the management immediately and recovery of amount shall be made. The Owner may in the event of unsatisfactory performance of the Contractor to perform the work, terminate this agreement by giving one month notice in writing for such termination. This will be without prejudice to other rights (i.e. Penalty etc.) Owner may have as specified in the terms & condition.
- 8.18 The Contractor shall arrange for round the clock services.
- 8.19 The Owner does not take responsibility for the accommodation of the employees of the Contractor.
- 8.20 No transport will be provided for employees of the Contractor.
- 8.21 The Contractor shall be responsible for deployment of sufficient staff so as to ensure smooth service as required. Contractor to ensure that workforce as per terms is available at the designated time for the required period.
- 8.22 The Owner reserves the right to recover reasonable cost of materials lost or damaged by the Contractor or his employees.
- 8.23 Nothing contained herein above will absolve the Contractor of his responsibility of serving the Owner in the best possible way with high standard of quality services.
- 9 STATUTORY COMPLIANCES
- 9.1 The Contractor shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to Liaison with OTPC.
- 9.2 The Contractor shall maintain neatly, completely and legibly registers, records, reports and returns for inspection by various statutory authorities at short notice
- 10 PENALTY CLAUSES
- 10.1 If on inspection, in case any electrical operation and maintenance are found to be improper in accordance with relevant clause of the T&C (terms conditions), Contractor can be penalized up to Rs. 2000/- in each case at the sole discretion of the OTPC management.
- 10.2 Any deficiency in following general instruction and meeting to the requirement of quality, quantity services of the job affecting the required and adequate standards can be penalized in each case up to Rs. 2500/- at the discretion of the management.
- 10.3 Any advice, instructions and statutory obligations if not met as per the notifications within the time frame, as the case may be, Contractor can be penalized in each case up to Rs. 2500/- depending upon the extent of damages assessed/determined at the discretion of the management.
- 10.4 Penalty will be also be levied for the following, which is not exhaustive.

SL. No	Description	Penalty
1	Damage to OTPC assets or equipment's etc., caused by the Contractors staff	Cost of assets will be levied as penalty
2	Misbehavior like quarreling, abusing etc., between the staff employed by the Contractor, causing disturbance in the premises:	Rs.500/- per occasion with removal of staff
3	Staffs not reporting in Uniform and I-card	Rs.100/- per person per occasion
4	Failure to keep polished furniture's throughout the year	Rs. 100/- per occasion
5	Any staff deputed by the Contractor found smoking and/or chewing tobacco in the OTPC Campus	Rs.500/- per occasion with removal of staff
6	In case the Contractor does not fulfill the contractual obligation to related to availability of manpower, items/ consumables as per clause	Rs. 500/- per occasion for items & consumables and Rs. 500/- per day for manpower
7	Failure to carry out any of the weekly services on time	Rs.500/- per occasion
8	If the Contractor fails to comply with the orders assigned to him or any portion thereof as agreed upon or neglects to comply with any directions, deductions shall be made from his bills on pro rata work done basis, besides penalty.	Rs.500/- per occasion plus

10.5 In the cases, Contractor does not improve performance to the satisfaction of OTPC, the Contract shall be terminated by OTPC without assigning any reason.

#### 11 GENERAL REQUIREMENT

11.1 Payment shall be made every month on the basis of actual execution of work and certification thereof by Head Township Maintenance on pro-rata basis of work done. A daily register is certified for this purpose is maintained by the Contractor. Inspection and verifications shall be carried out periodically by Head Township Maintenance. Monthly bill passing shall be based on this register certification on work performance and man power deployment. Deductions for Short – supply on daily man power deployment as well as for execution of work shall be done by Head Township Maintenance.

11.2 The Contractor shall have to arrange other consumables at his own cost.

11.3 The rates quoted by the Contractor shall be inclusive of complete cost towards cost of manpower, consumables, all T&Ps, all statutory taxes, duties, levies, insurance, contingencies, overheads and profits and all other incidental items not specifically mentioned but reasonably implied and necessary to carryout the job complete according to the Contract.

11.4 The Contractor shall be responsible for welfare of workers and supervisors during the course of their engagement. OTPC shall not be liable in respect of damage to, or compensation of any injury/hazard to them.

11.5 Supervisor provided by the Contractor at his own cost shall report to the concerned Head Township Maintenance on daily basis and monitor all complaints.

- 11.6 The Contractor will be required to do all electrical work anywhere at Township and as per direction of Head Township Maintenance. If at any time, it is found that the Contractor has not observed and complied with the instructions of Head Township Maintenance, the work will be executed by the Head Township Maintenance through alternate agencies at the risk and cost of the Contractor. The Contractor shall ensure that all individual workers attending to flats/utility building shall be equipped with proper tools and tackles.
- 11.7 The Contractor will have to carry out the work on Holiday, National Holidays also as per the requirement of OTPC and without any extra cost to OTPC during late hours also. During VIP, visits, Contractor will deploy additional manpower as per requirements of OTPC for which payment will be made as per quoted rates. Also during special occasion, like Public function/Independence Day, flood, heavy rains and at emergency conditions etc., the Contractor will extend the services of men and material as per the instructions of Head Township Maintenance. Head Township Maintenance may also advise for extending services for making various electrical arrangements, other odd jobs, etc., as per the requirement of company which shall have to be carried out by the Contractor to the satisfaction of Head Township Maintenance.
- 11.8 Contractor shall recruit his own staff for the contract work on his own cost and risk and the Contractor shall be responsible for fulfilling all obligation in respect of EPF and FPF Rules. The Contractor shall be responsible for labour laws, as applicable from time to time in the State of Tripura for carrying out the above job. The Contractor shall agree to indemnify OTPC for all payments made by the Contractor to the employees of Contractor or to the dependents or legal heirs of Contractor's employees under instructions/orders of any competent Court/authority under any of the aforesaid Acts/Laws like; Industrial Disputes Act, ESI Act, Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, etc.
- 11.9 The Contractor has to abide by the rules and regulations laid down under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act (POSH Act, 2013) to create and maintain safe work environment which is free from sexual harassment.
- 11.10 The contractor has to comply the aspects of equality of women in the workplace, gender-specific violence, and unwelcome sexually colored behavior and adopted them to come out with a strong legislature.
- 11.11 If the Contractor fails to comply with the job assigned to him or any person thereof or neglects to comply with any directions given to him by OTPC, the contract shall be terminated by OTPC without assigning any reason therefore.
- 11.12 If the Contractor fails to complete work or any portion thereof as agreed upon or neglects to comply with any directions given to him, OTPC shall terminate the contract. In such a case, the Contractor shall be liable for any expenses, loss or damage which OTPC may incur or sustain by reason due to Contractors default.
- 11.13 The Contractor will make his own arrangement for accommodation and transport and any other facility for his staff. The Contractor may ensure that suitable accommodation to house the staff is arranged in the vicinity of the OTPC Township.
- 11.14 The Contractor shall employ only adult labour for his work.

11.15 Contract period may be extended for an additional 6 (Six) Months period on same rates, terms & Conditions, which will be sole decision of OTPC.

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ONGC TRIPURA POWER COMPANY LIMITED

TECHNICAL SPECIFICATION  
FOR  
TOWNSHIP SECURITY SERVICES  
  
AT  
OTPC TOWNSHIP

OTPC Township  
Khilpara, Udaipur, Gomati Dist. Tripura

(This document is meant for the exclusive purpose of bidding against this specification and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued).



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## 1. SCOPE OF SERVICES

- 1.1. The Contractor shall have to provide round-the-clock security services during the period of contract agreement including on working days, holidays, closed days, etc. and ensure overall round the clock surveillance for safety & security of people and property at OTPC Township located at Khilpara Gomati district, Tripura. The Contractor shall ensure protection of the personnel & property of the OTPC, prevent trespass with/without arms, perform watch and ward functions including night patrol on the various points and antisocial elements, unauthorized persons and vehicle inside the Township. In case of any incident such as theft, robbery, fight, fire, accident at Township or any untoward incident detrimental to safety & security of assets of the Township, it is the responsibility of Security agency to coordinate with TSR or local police in lodging of FIR, legal proceeding etc. in consultation with Head-Township Maintenance.
- 1.2. The Contractor will be responsible for overall security arrangements of all assets of OTPC Township including residential buildings (Type-II, III, IV & V), Club House, security office, Utility buildings, etc. entrusted/ covered in the contract and any other future infrastructural facilities as well.
- 1.3. Contractor will ensure that all instructions passed by the Head- Township Maintenance and/or TSR Head deployed at Township from time to time are strictly followed and there is no lapse of any kind.
- 1.4. No items are allowed to be taken out without proper Gate Passes/entry issued by the competent officers as laid down in the contract for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be made available to the Security personnel.
- 1.5. Deployment of Guards/Security Supervisors will be as per the instructions of the authorized nodal officer (Head- Township Maintenance) from time to time and the security agency will be responsible for optimum utilization of guards/ security supervisors.
- 1.6. The Guards on patrol duty should take care of all the lights, water taps, valves, water hydrants etc. installed over the premises.
- 1.7. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the residents or by the outsider or by any animals.
- 1.8. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and should be trained in operating fire hydrants fire and other fire- fighting material available on the spot to take immediate action in case of any incident. They will also help the fire-fighting staff in extinguishing the fire.
- 1.9. In emergency situations, security staff/supervisor/Senior Security Supervisors deployed shall also participate as per their role defined in the disaster plan, if any, Security personnel should be sensitized for their role in such situations.
- 1.10. The Security Guards shall assist the visitors in reaching their desired department/ locations.
- 1.11. The Security Guard on duty shall not leave the premises until his reliever reports for duty.
- 1.12. Any other duties/responsibilities assigned by the (Head- Township Maintenance) shall be adhered to by the Contractor. The same shall also be binding on the Contractor.

- 1.13. The Contractor shall strictly abide by, conform to and comply with all applicable acts, rules and regulations of the state and central government.
- 1.14. The Contractor shall deploy required security personnel to work in three shifts on all static posts, additional tentative posts and for undertaking round the clock surveillance of areas in the Township from time to time as directed by OTPC administration.
- 1.15. The Contractor shall provide regular training/ orientation sessions to all security personnel deployed at OTPC Township on the basis of day to day updates provided by Head- Township Maintenance.
- 1.16. The Contractor shall ensure that the security personnel maintain effective and prompt communication system so that they can instantly get in touch with each other and take necessary action, in case of emergency or as and when required.
- 1.17. The security personnel shall control the access points, regulate the entry / exit gates, check, verify and record entries and exits of visitors, vendors, suppliers, delivery agent, courier agent, labourers, maids, material, etc. and send these records of registration to Head- Township Maintenance on regular basis.
- 1.18. The security personnel shall record issue and receipt of keys of Club house rooms/guest house/ pump room/ material store/ offices from respective key-rooms to authorized personnel on daily basis.
- 1.19. The security personnel shall ensure proper parking of vehicles at designated parking spaces in such a way that it does not cause any inconvenience to others.
- 1.20. The security personnel shall keep strict watch on all possible damage, theft and pilferage of any material by deploying required personnel at static posts and undertaking regular patrolling of the Township and along boundary wall during day as well as night.
- 1.21. The security personnel shall prevent any unwanted / illegal activities and gather intelligence on unauthorized movements / activities and report the same to the Head- Township Maintenance. The security personnel shall restrain trespassers/ intruders and immediately inform the same to Head- Township Maintenance.
- 1.22. The Agency shall render all necessary and adequate assistance to OTPC Administration in case of strikes, labour unrest, natural disasters/calamities, civil disobedience, etc. and take all necessary steps to control the situation arising due to unruly mob/ crowd as per OTPC's instructions.
- 1.23. The security personnel shall be required to liaison with local Police and law enforcement agencies as and when required.
- 1.24. The Contractor shall undertake any other task with regard to the security of Township as conveyed by OTPC from time to time.
- 1.25. The security personnel shall enforce the guidelines as directed by OTPC Administration with regard to Clean and Green Township to support in keeping the Township neat and clean and any other Township Initiatives envisaged from time to time.
- 1.26. The security personnel shall enforce the guidelines as directed from time to time with regard to cultural, sports and any other fests and events for the smooth conduct of these activities.
- 1.27. The security personnel shall enforce the guidelines with regard to substance abuse and report to appropriate authorities in case of any violations.

- 1.28. The Contractor shall provide adequate number of trained snake rescuers in order to control and deal with any situation involving snakes at Township as and when required basis.
- 1.29. The Contractor shall be able to produce attendance of the security personnel on daily, weekly and monthly basis.
- 1.30. The security personnel shall be capable of interacting with residents, their family members and visitors, in a very polite and courteous, as well as firm manner. In case any security staff is found to have misbehaved or indulged in any misconduct, the Contractor will have to replace that person without any undue delay.
- 1.31. Any lost/ misplaced item handed over to the security personnel, should be recorded in the log book with the following information: a) Description of the item; b) Location found date and time; c) Details of the person who found the item. The item should then be delivered to the Administrator or the designated Officer.
- 1.32. The Contractor must ensure that all reasonable measures are taken to ensure that its personnel conform to the highest standards of moral and ethical conduct.

2. MANPOWER

- 2.1 The contractor should deploy sufficient nos. security personnel’s (not less than 4 nos daily mobilization considering the total work volume to be executed) to achieve the timeline.
- 2.2 Only local manpower shall be engaged by Contractor.
- 2.3 All statutory requirements like EPF, ESIC/WCA/Insurance / Minimum Wages will be met as per the notification issued by the competent Government authority from time to time.
- 2.4 The Contractor shall engage workers with relevant experience mentioned above. In no case the qualification and experience criteria required for any position shall be relaxed.
- 2.5 The Contractor shall provide legal, payroll, accounting and administrative support services with respect to its Staff and make payment to its Staff.
- 2.6 Any discrepancy brought to Contractor’s notice in attendance shall be corrected immediately and Owner shall have right to deduct pro-rata fees as per price schedule in case of absence or following malpractices.
- 2.7 Details of Manpower with qualifications:

SINo	Designation	No of Manpower	Qualification
1.	Township Security	4	Minimum 4 years’ experience in relevant field

3. PERFORMANCE AND WORK SUPERVISION

- 3.1 Over all supervision is to be done by Head Township maintenance (OTPC representative hereinafter referred as “Head Township Maintenance”) and shall look after overall coordination. The Project Manager/ Supervisor of the Contractor will report to the Head Township Maintenance on daily basis

and appraise of the manpower engagement status and quality of service being rendered. The Contractor shall ensure to provide quality Service at all times.

3.2 Regular supervision to be carried out by the Project Manager and monitored by Head Township Maintenance on day to day basis. Accordingly, Contractor or Contractor's representative have to be available during general shift hours and accessible on round the clock basis to receive information/instruction from Head Township Maintenance.

4. EXCLUSION FROM SCOPE OF SERVICES OF CONTRACTOR

4.1 Maintaining Material store for spares;

4.2 Annual Maintenance Contract for Lifts, Diesel Generators, Fire Alarm system, EPBAX system & CCTV system shall be obtained by the Owner. However, Coordination for all AMC's mentioned above shall be in the scope of the Contractor.

4.3 Supply of spare parts for Electrical, Mechanical equipment. However, oil and grease required for maintenance shall be in the scope of the Contractor.

4.4 Operation & Maintenance of STP.

5 DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

5.1 Personnel

5.1.1 Contractor would always keep minimum nos. of equipment (in working conditions) at site that are needed for s and other activities.

5.1.2 The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by OTPC and the industry norms.

5.1.3 All staff would be in a neat, clean and well-groomed appearance

5.1.4 All staff to carry proper ID cards as provided by the Contractor.

5.1.5 The staff will ensure wearing respective work masks, safety gloves and belts as and when required.

5.1.6 All legal & statutory compliances would be the responsibility of the Contractor

5.1.7 Continuous training of the employees would also be the responsibility of the Contractor.

5.1.8 Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to OTPC on regular basis.

5.2 Safety

5.2.1 Contractor must know and follow their duties related to safety for all personnel these guidelines are applicable as well as sub-contractors deployed by them at the site.

5.2.2 All Contractor workmen should be provided with a uniform and shall work within Township premises in their prescribed uniform. They should wear appropriate PPEs during the execution of work and always to wear face mask.

- 5.2.3 The Contractor shall ensure that no access (passages / access to emergency apparatus /exits) is blocked, unless so authorized by Head-Township Maintenance.
- 5.2.4 The Contractor shall provide prior information to OTPC Township representative about any hazardous material being brought on the site and shall ensure security for storage of such material.
- 5.2.5 The Contractor must leave work areas in a clean, tidy and safe condition at the end of each working period.
- 5.2.6 No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by OTPC.
- 5.2.7 The Contractor must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- 5.2.8 The Contractor should ensure that their personnel do not consume any sort of toxic materials during duty hours inside Township premises which are harmful to human body.

### 5.3 Background Check

- 5.3.1 Background check for all employees deployed at OTPC Township is mandatory. None should be deployed at OTPC without police verification report seen and cleared by OTPC Township authorities.

### 5.4 Do's for deployed staff

- 5.4.1 Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
- 5.4.2 Be well groomed with short & tidy hair, trimmed nails etc.
- 5.4.3 Keep spare uniform available to change at short notice.
- 5.4.4 Be always polite and courteous to staff, residents and guest of OTPC
- 5.4.5 Answer telephone calls politely.
- 5.4.6 All safety and security rules regulations of OTPC to be strictly adhered by the staff.

### 5.5 Don'ts for deployed staff

- 5.5.1 Misbehavior with any OTPC staff, Guest, other Contract personnel of any magnitude.
- 5.5.2 Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline.
- 5.5.3 Group gatherings by them or influenced by any political party/agency, disturbance.
- 5.5.4 Involvement in any kind of activity at OTPC Township with malafide intentions (including theft), either directly or as a support to any third party.

### 5.6 Screening

- 5.6.1 Contractor will depute any personnel at OTPC only after intimating, screening and approved by the Head Township Maintenance. Any replacement/change in any personnel will be done only with the approval of Head Township Maintenance.
- 5.6.2 In case of rejection of any personnel by OTPC, Contractor will provide options till the personnel are approved by OTPC.
- 5.6.3 If Contractor continues to provide sub-standard personnel which are not approved by OTPC and the work suffers, OTPC will impose penalties as defined below.

5.7 Management, Co-ordination Reporting and Meetings

- 5.7.1 Contractor will be responsible for managing the services as described in the scope of work, Liaison with OTPC and TSR or any other security agencies deployed, reporting to OTPC, providing Value-Adds to OTPC and escalations.
- 5.7.2 Contractor has to do daily meetings, weekly meetings, and monthly review on 10th working day of every month. Quarterly review meeting to appraise OTPC about the Facility Management activities and value-adds.

5.8 Managing the services

- 5.8.1 Contractor will take ownership of all the Services as described in this Scope of Work.
- 5.8.2 Contractor will ensure that the Checklists are adhered to with utmost care and regularity.
- 5.8.3 Contractor will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem by Head Township Maintenance.
- 5.8.4 Contractor will prepare and follow Standard Operating procedures for smooth functioning of the security services, within 30 days of commencement of agreement.
- 5.8.5 Contractor’s Project Manager will brief Head Township Maintenance (Owner’s representative) about operational proceedings on day to day basis.
- 5.8.6 Provide multi-skilled and trained staff for security services conversant with operation of firefighting system with lift operation in case of any exigency.
- 5.8.7 The staff should be trained on all the services as mentioned for specified jobs.
- 5.8.8 There should be adequate off-site backup, trained, to ensure 100% service delivery.

6.0 OTHER DUTIES AND RESPOSIBILITIES OF THE CONTRACTOR

- 6.1 To provide necessary manpower accordingly.
- 6.2 To engage responsible Project Managers/Supervisors for overall supervision of the aforesaid works.

- 6.3 The Project Manager/Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contact through his mobile as and when required.
- 6.4 To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.
- 6.5 To maintain complaint book in a conspicuous place.
- 6.6 The contractor shall engage only adult (above 18 years), trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works. Medical fitness report of deployed manpower should be submitted within 10 days of deployments. No workers will be recruited beyond 50 years.
- 6.7 Provide protective equipment like safety shoes, gloves, helmet, gumboots, raincoat, umbrella etc. as applicable as per the nature of the work to all the Contractor Staff.
- 6.8 The Contractor shall provide distinct uniform to his employees. The uniform should have logo of the Contractor's firm and shall be kept neat, tidy and in a wearable condition.
- 6.9 The contractor will supervise the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
- 6.10 The contractor will give appointment letter with employment terms and conditions as per model standing orders to their contract staff before engagement and keep acknowledge copy for record.
- 6.11 The contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purposes for rendering the services as per laws. Written records for having made these payments will be submitted to OTPC, on monthly basis, for its verification. All payments should be done online or as per labour law.
- 6.12 The agreement will be on the principal to principal basis and the contractor shall not, without the prior written permission of the Owner, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.
- 6.13 The contract is subject to the terms as contained herein. Nothing contained herein shall be considered as creating a tenancy, demises or any interest in their favour in respect of any portion of the building/premises. The contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement or expiry of contract.
- 6.14 In case of any loss or damage to the Owner's property by any persons engaged by contractor, the contractor shall report in writing such loss/damage to the management immediately and recovery of amount shall be made. The Owner may in the event of unsatisfactory performance of the contractor to perform the work, terminate this agreement by giving one-month notice in writing for such termination. This will be without prejudice to other rights (i.e. Penalty etc.) Owner may have as specified in the terms & condition.
- 6.15 The contractor shall arrange for round the clock services as and when occasion arises.
- 6.16 The Owner does not take responsibility for the accommodation of the employees of the contractor.
- 6.17 No transport will be provided for employees of the contractor.



6.18 The contractor shall be responsible for deployment of sufficient staff so as to ensure smooth service as required. Contractor to ensure that workforce as per terms is available at the designated time for the required period.

6.19 The Owner reserves the right to recover reasonable cost of materials lost or damaged by the contractor or his employees.

6.20 Nothing contained herein above will absolve the contractor of his responsibility of serving the Owner in the best possible way with high standard of quality services.

6.21 STATUTORY COMPLIANCES:

6.21.1 The Contractor shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to Liaison with OTPC.

6.21.2 The contractor shall maintain neatly, completely and legibly registers, records, reports and returns for inspection by various statutory authorities at short notice

7.0 PENALTY

7.1 On inspection, if any security lapses are found in deviation with relevant clause of the T&C (terms conditions), contractor can be penalized up to Rs. 2000/- in each case at the discretion of the management.

7.2 Any deficiency in following general instruction and meeting to the requirement of quality, quantity services of the job affecting the required and adequate standards can be penalized in each case up to Rs. 2500/- at the discretion of the management.

7.3 Any advice, instructions and statutory obligations if not met as per the notifications within the time frame, as the case may be, contractor can be penalized in each case up to Rs. 2500/- depending upon the extent of damages assessed/determined at the discretion of the management.

7.4 Penalty will be also be levied for the following, which is not exhaustive.

SL. No	Description	Penalty
1	Damage to OTPC assets or equipment's etc., caused by the contractors staff	Cost of assets will be levied as penalty
2	Misbehavior like quarreling, abusing etc., between the staff employed by the agency, causing disturbance in the premises:	Rs.500/- per occasion with removal of staff
3	Staffs not reporting in Uniform and I-card	Rs.100/- per person per occasion
4	Any staff deputed by the contractor found smoking and/or chewing tobacco in the OTPC Campus	Rs.500/- per occasion with removal of staff
5	In case the Agency does not fulfill the contractual obligation to related to availability of manpower, items/ consumables as per clause	Rs. 500/- per occasion for items & consumables and Rs. 500/- per day for manpower
6	Failure to carry out any of the weekly services on time	Rs.500/- per occasion

SL. No	Description	Penalty
7	If the contractor fails to comply with the orders assigned to him or any portion thereof as agreed upon or neglects to comply with any directions, deductions shall be made from his bills on pro rata work done basis, besides penalty.	Rs.500/- per occasion plus

In the cases, Contractor does not improve performance to the satisfaction of OTPC, the Contract shall be terminated by OTPC without assigning any reason.

#### 8.0 GENERAL REQUIREMENTS

- 8.1 Payment shall be made every month on the basis of actual execution of work and certification thereof by Head Township Maintenance on pro-rata basis of work done. A daily register is certified for this purpose is maintained by the contractor. Inspection and verifications shall be carried out periodically by Head Township Maintenance. Monthly bill passing shall be based on this register certification on work performance and man power deployment. Deductions for Short – supply on security man power deployment as well as for execution of work shall be done by Head Township Maintenance.
- 8.2 The contractor shall have to arrange other consumables at his own cost for the security services to be provided at OTPC Township.
- 8.3 The rates quoted by the contractor shall be inclusive of complete cost towards cost of manpower, consumables, all T&Ps, all statutory taxes, duties, levies, insurance, contingencies, overheads and profits and all other incidental items not specifically mentioned but reasonably implied and necessary to carryout the job complete according to the Contract.
- 8.4 The Contractor shall be responsible for welfare of workers and supervisors during the course of their engagement. OTPC shall not be liable in respect of damage to, or compensation of any injury/hazard to them.
- 8.5 Supervisor provided by the Contractor at his own cost shall report to the concerned Head Township Maintenance on daily basis and monitor all complaints.
- 8.6 The Contractor will be required to do all security related work anywhere at Township and as per direction of Head Township Maintenance. If at any time, it isobserved that the agency has not observed and complied with the instructions of Head Township Maintenance, the work will be get done by the Head Township Maintenance at the risk and cost of the Contractor. The Contractor shall ensure that all individual workers attending to flats/utility building for all security purposes.
- 8.7 The contractor will have to carry out the work on Holiday, National Holidays also as per the requirement of OTPC and without any extra cost of OTPC during late hours also. During VIP, visits, contractor will deploy additional manpower as per requirements of OTPC for which payment will be made as per quoted rates. Also during special occasion, like Public function/Independence Day, flood, heavy rains and at emergency conditions etc., the contractor will extend the services of men and material as per the instructions of Head Township Maintenance. Head Township Maintenance may also advise for extending services for making various arrangements, shifting of furniture and other odd jobs, etc., as per the requirement of company which shall have to be carried out by the contractor to the satisfaction of Head Township Maintenance.

- 8.8 The contractor should engage workmen who are willing to do all kinds of jobs as mentioned in the in the scope of Service as above in the clause no-1
- 8.9 Contractor shall recruit his own staff for the contract work on his own cost and risk and the contractor shall be responsible for fulfilling all obligation in respect of EPF and FPF Rules. The Contractor shall be responsible for labour laws, as applicable from time to time in the State of Tripura for carrying out the above job. The Contractor shall agree to indemnify OTPC for all payments made by the Contractor to the employees of contractor or to the dependents or legal heirs of contractor's employees under instructions/orders of any competent Court/authority under any of the aforesaid Acts/Laws like; Industrial Disputes Act, ESI Act, Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, etc.
- 8.10 The Contractor has to abide by the rules and regulations laid down under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act (POSH Act, 2013) to create and maintain safe work environment which is free from sexual harassment.
- 8.11 The contractor has to comply the aspects of equality of women in the workplace, gender-specific violence, and unwelcome sexually colored behavior and adopted them to come out with a strong legislature.
- 8.12 If the Contractor fails to comply with the job assigned to him or any person thereof or neglects to comply with any directions given to him by OTPC, the contract shall be terminated by OTPC without assigning any reason therefore.
- 8.13 If the Contractor fails to complete work or any portion thereof as agreed upon or neglects to comply with any directions given to him, OTPC shall terminate the contract. In such a case, the Contractor shall be liable for any expenses, loss or damage which OTPC may incur or sustain by reason due to Contractors default.
- 8.14 The Contractor will make his own arrangement for accommodation and transport and any other facility for his staff. The Contractor may ensure that suitable accommodation to house the staff is arranged in the vicinity of the OTPC Township.
- 8.15 The contractor shall employ only adult labour for his work.
- 8.16 Contract period may be extended for Six Months on same rates, terms & Conditions, which will be sole decision of OTPC.

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