

BANGALORE METRO RAIL CORPORATION LIMITED
(A Joint Venture of Government of Karnataka and Government of India)



REQUEST FOR PROPOSALS
(RFP NO. BMRCL/O&M/HKS/1/2010)
DATED 27.11.2010

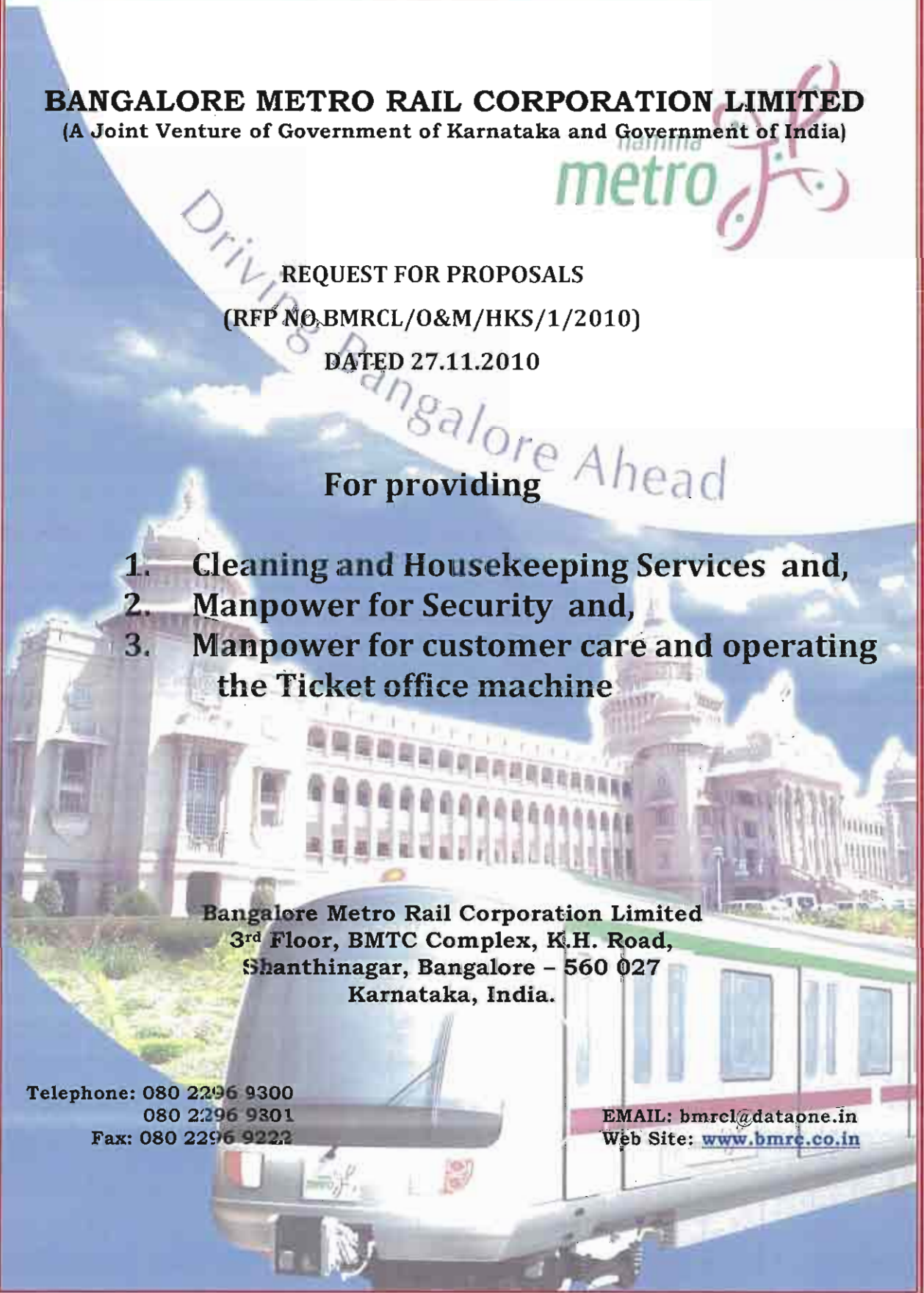
For providing

- 1. Cleaning and Housekeeping Services and,**
- 2. Manpower for Security and,**
- 3. Manpower for customer care and operating the Ticket office machine**

Bangalore Metro Rail Corporation Limited
3rd Floor, BMTCL Complex, K.H. Road,
Shanthinagar, Bangalore - 560 027
Karnataka, India.

Telephone: 080 2296 9300
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BANGALORE METRO RAIL CORPORATION LTD.

(A Joint Venture of GOK & GOI)

3rd Floor, BMTC Complex, K.H.Road, Shantinagar, Bangalore-560 027 (India)

Telephone No. 080-22969300/301 Fax: 080-22969222 E-mail: bmrc@dataone.in Web site: www.bmrc.co.in

RFP No: BMRCL/O&M/HKS/1/2010

Dated: 27.11.2010

Sealed Tenders are invited from Contractors for providing all the three services viz. 1) Cleaning and Housekeeping Services and, 2) Manpower for Security and, 3) Manpower for customer care and operating the Ticket office machine, either by themselves or as a Joint Venture/Consortium.

Tender No.	Name of the work	Cost of Tender document	Sale of Tender Documents	Last Date & time for submission of Tenders
BMRCL/O&M/HKS/1/2010	For Providing all the three services viz. 1) Cleaning and Housekeeping Services and, 2) Manpower for Security and, 3) Manpower for customer care and operating the Ticket office machine.	Rs.25,000	27.11.2010 to 04.12.2010 (Between 11.00 A.M. & 5.00 P.M.- IST)	28.12.2010 (from 11.00 A.M. to 3.00 P.M. (IST))

Note:

1. Last date for submission of queries by tenderers – 11.12.2010
2. Pre-bid meeting will be held on 13.12.2010 at 3:00 P.M. (IST) in BMRCL office.
3. The tender document will be available for sale from 11.00 A.M. to 5.00 P.M. on all working days from 27.11.2010 to 04.12.2010
3. The tender document can be obtained from the registered office of BMRCL, Bangalore on a non refundable payment of Rs 25,000/- (Rupees Twenty five thousand only) or through Demand Draft or Pay Order in favour of "Bangalore Metro Rail Corporation Ltd" payable at Bangalore.

Further details will be available on web site: www.bmrc.co.in from 27.11.2010.


(Anil B. Shedbal)
Company Secretary & General Manager



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SECTION 1.
A. LETTER OF INVITATION

Bangalore
27th November , 2010

Bangalore Metro Rail Corporation Limited (BMRCL) invites Proposals to provide

1. Cleaning and Housekeeping Services and,
2. Manpower for Security and,
3. Manpower for customer care and operating the Ticket office machine

1. More details on the Services are provided in the attached Data Sheet.
2. A Tenderer will be selected as per the selection criteria as detailed in Data Sheet.
3. The RFP includes the following documents:

Section 1 - Letter of Invitation / Information to Tenderers and Data Sheet
- including TOR

Section 2 - Prequalification Proposal - Standard Forms

Section 3 - Technical Proposal - Standard Forms

Section 4 - Financial Proposal - Standard Forms

Section 5- Standard Form of Contract Agreement.



B. INFORMATION TO TENDERERS

1. INTRODUCTION

1.1 The Bangalore Metro Rail Corporation Limited, (hereafter referred to as BMRCL), a Joint Venture of Government of India (GoI) and Government of Karnataka (GoK), established as an SPV for implementation of Bangalore Metro Rail Project will select a Service Provider to provide

1. Cleaning and Housekeeping Services and,
2. Manpower for Security and,
3. Manpower for customer care and operating the Ticket office machine

as per the selection criteria detailed in the Data Sheet.

1.2 The Tenderers are invited to submit a Prequalification Proposal, Technical Proposal and a Financial Proposal, as specified in the Data Sheet for the three services mentioned in 1.1. The Proposal will be the basis for a signed contract with the selected tenderer. Interested tenderers, Indian and International, may apply for pre-qualification as sole tenderer, or as joint venture, partnership or consortium (group). It will, however, not be permitted to tender for the same contract in their own name and at the same time as part of a joint venture, partnership or consortium. Such members along with others will be jointly and severally responsible. They shall be evaluated for their particular roles, of participation, experience and capabilities. Any change in a pre-qualified joint venture, will be subject to the written approval of the BMRCL prior to the deadline for submission of Tenders. Such approval may be denied if (i) partners withdraw from a joint venture and the remaining partners do not meet the qualifying requirements (ii) the new partners to a joint venture are not qualified, individually or as another joint venture; or (iii) in the opinion of BMRCL, a substantial reduction in competition may result. **JV/Consortium shall be maximum of Four members.** In respect of JV/Consortium, Data should be given in 2C along with Prequalification Proposal.

1.3 BMRCL will be opening its Reach-1 by December end 2010. Reach-1 consists of Depot at Baiyappanahalli and six stations. This Reach is 6.5 Kms. long. In respect of this Reach-1, BMRCL invites Tenders for offering the services mentioned at para 1.1. In this regard, for details in respect of each service, may please see the Data Sheet.

1.4 The tenderers must familiarize themselves with Bangalore Metro project, especially the layout of the Baiyappanahalli Depot, the Stations, the Viaduct of Reach-1 and the Coaches, Site conditions and take the same into account in preparing their Proposals. To obtain first-hand information on the Assignment and on the local conditions, tenderers are encouraged to pay a visit to the BMRCL sites before submitting a Proposal, and to attend a pre-proposal conference as specified in the Data Sheet. Attending the pre-proposal conference is optional. The Tenderer's representative should contact the official named in the Data Sheet to arrange for their visit or to obtain additional information on the pre-proposal conference. Tenderers should ensure that these officials are advised of the visit in advance to allow them time to make appropriate arrangements.



- 1.5 BMRCL will provide the inputs specified in the Data Sheet.
- 1.6 Please note that (i) the costs of preparing the proposal including a visit to BMRCL, are not reimbursable and (ii) BMRCL is not bound to accept any of the Proposals submitted.
- 1.7 BMRCL expects Tenderers to provide professional service and at all times hold the BMRCL's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- 1.8 Tenderers or any of their affiliates shall not be hired for any assignment which, by its nature, may be in conflict with another assignment of the Tenderers.

However, the Tenderer may be hired for downstream work, when continuity is essential, as indicated in the Data Sheet and the factors used for the selection of the Tenderer should take the likelihood of continuation into account. It will be the exclusive decision of the BMRCL, which Tenderers will be hired for the purpose.

- 1.9 It is BMRCL's policy to require that Tenderers observe the highest standard of ethics during the execution of the service. In pursuance of this policy, the BMRCL:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
 - (ii) "fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of BMRCL, and includes collusive practices among Tenderers (prior to or after submission of proposals) designed to establish prices at artificial, noncompetitive levels and to deprive BMRCL of the benefits of free and open competition.
- (b) will reject a proposal for award if it determines that the contractor recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
- (c) will declare a tenderer ineligible, either indefinitely or for a stated period of time, to be awarded BMRCL-financed contract if it at any time determines that the contractor has engaged in corrupt or fraudulent practices in competing for, or in executing, a BMRCL -financed contract; and
- (d) will have the right to require that, BMRCL to inspect contractors' accounts and records relating to the performance of the contract and to have them audited by auditors appointed by BMRCL.



2. CLARIFICATION AND AMENDMENT OF RFP DOCUMENTS

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

3. PREPARATION OF PROPOSAL

- 3.1 Tenderers are requested to submit Proposal in English language only as specified in the Data Sheet.

Prequalification Proposal

- 3.2 In preparing the prequalification proposal Tenderers are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal. The prequalification proposal shall accompany a DD for Rs.5 lakhs towards Earnest Money Deposit. Please see Para 8.2 (2) in this regard.
- 3.2.1 While preparing the prequalification proposal, particular attention should be given to ensure that 'yes' or 'no' is appropriately mentioned for each criteria mentioned in the format given at 2B. If any item is left blank without filling either 'yes' or 'no', then for that item it will be taken as 'no'.

Technical Proposal

- 3.3 In preparing the Technical Proposal, tenderers are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested may result in rejection of the Proposal.
- 3.3.1 The Technical Proposal shall not include any financial information.

Financial Proposal

- 3.4 Tenderers shall express the price of their services in Indian Rupees only.



- 3.4.1 While preparing the Technical Proposal, tenderers must give particular attention to the Evaluation Criteria mentioned in detail in the Data Sheet at 9.1 to 52.1. and the relevant formats mentioned therefor. The Form numbers 3 A to 3 G should be carefully read and filled with relevant information. Non furnishing of information in the prescribed formats 3 A to 3 G or leaving blanks in the forms may result in disqualification of the tenderers' proposal.
- 3.4.2 The Data Sheet indicates how long the proposals must remain valid after the submission date. During this period, the tenderer is expected to keep available the key professional staff proposed for each of the services. BMRCL will make its best effort to sign the agreement within this period. If BMRCL wishes to extend the validity period of the proposals, the tenderers who do not agree have the right not to extend the validity of their proposals.

4. SUBMISSION, RECEIPT, AND OPENING OF PROPOSALS

- 4.1 The original Proposal (Prequalification Proposal, Technical Proposal and Financial Proposal; see para 1.2) shall be prepared in ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the contractor. Any such corrections must be initialed by the person or persons who sign(s) the Proposals.
- 4.1.1 An authorized representative of the Tenderer shall initial all pages of the Proposal. The representative's authorization is confirmed by a written power of attorney accompanying the Proposal.
- 4.1.2 The Prequalification Proposal shall be placed in a separate sealed envelope clearly marked "Prequalification Proposal". (Pl see "Section 2- Prequalification Proposal- Standard Forms". The prescribed standard Forms only should be used viz Form 2A, 2B and 2C. Along with this, DD for the EMD should also be enclosed. Prequalification proposal without the DD for the EMD shall be rejected.) Similarly, Technical Proposal shall be placed in a separate sealed envelope clearly marked "Technical Proposal." (Pl see "Section 3- Technical Proposal- Standard Forms" The prescribed standard Forms only should be used viz Form Nos 3A to 3G). The Financial Proposal shall be placed in a separate sealed envelope clearly marked "**Financial Proposal**". (Pl see "Section 4- Financial Proposal- Standard Forms" The prescribed standard Forms only should be used viz Form Nos 4A and 4B). The three envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and clearly marked, "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE TENDER OPENING COMMITTEE.**"
- 4.1.3 The completed Prequalification Proposal, Technical and Financial Proposal must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any Proposal received after the closing time for submission of proposals shall be returned unopened. Tender once submitted cannot be modified / withdrawn.



- 4.1.4 After the deadline for submission of proposals the Prequalification Proposal shall be opened immediately by the Tender Opening Committee. The Technical Proposal and the Financial Proposal shall remain sealed and deposited with BMRCL under safe custody, until all submitted proposals are opened publicly.

5. PROPOSAL EVALUATION

General

- 5.1 From the time the proposals are opened to the time the contract is awarded, if any Tenderer wishes to contact the BMRCL on any matter related to its proposal, it should do so in writing at the address indicated in the Data Sheet. Any effort by the Tenderer to influence the BMRCL in the BMRCL's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Tenderer's proposal.
- 5.1.1 For the proper evaluation of the proposal, if clarifications are found to be necessary, BMRCL may at its discretion ask for such clarifications.
- 5.1.2 The evaluation is done in three stages viz prequalification stage, technical stage and the financial stage. The tenderer progresses from one stage to another only if he clears the previous stage i.e. only those tenderers who qualify in the prequalification stage progress to the technical stage and only those who qualify in the technical stage progress to the financial stage.
- 5.1.3 Further, the evaluation committee appointed by the BMRCL evaluates the Prequalification, Technical and the Financial proposals, each separately as mentioned herein below, on the basis of their responsiveness to the requirement mentioned in the Data Sheet, applying the evaluation criteria, as in the Data Sheet. The evaluation committee's recommendation at each of the three stages, shall be submitted to the Managing Director, BMRCL. The Managing Director, may accept the recommendation or reject the same. In case of rejection, he shall record reasons for rejection.
- 5.1.4 Evaluators at Prequalification stage shall have no access to the Technical Proposals until the prequalification evaluation, including its approval by competent authority is obtained. Likewise, the evaluators of Technical proposal shall have no access to the Financial Proposals until the technical evaluation, including its approval by competent authority is obtained.

Public Opening of Prequalification Proposals and its Evaluation

- 5.2 The Prequalification Proposals shall be opened publicly in the presence of the Tenderers' representatives who choose to attend. The BMRCL shall keep record of the public opening.
- 5.2.1 A proposal shall be rejected at this stage if it does not respond to the minimum criteria stipulated. If a tenderer does not fulfill any one or more of the minimum criteria prescribed, he shall be disqualified. On such disqualification, his bid document shall not be considered further for technical evaluation, and the technical package and the financial package will not be opened.



Opening of Technical Proposals and Evaluation

- 5.3 The Technical Proposals shall be opened by the Tender Opening Committee in respect of tenderers who have qualified in the prequalification stage.
- 5.3.1 A proposal shall be rejected at this stage if it does not respond to important requirement mentioned in the Data Sheet. Each responsive proposal, which has cleared the Prequalification Stage, which meets the minimum criteria, shall be further evaluated for technical responsiveness.

Public Opening of Financial Proposals and Evaluation

- 5.4 BMRCL shall notify the Tenderers that have qualified at the technical stage, indicating the date and time set for opening the Financial Proposals. The opening date shall not be sooner than 4 days after the notification date. The notification may be sent by registered letter, fax, or email.
- 5.4.1 The Financial Proposals shall be opened publicly in the presence of the Tenderers' representatives who choose to attend. BMRCL shall keep record of the public opening. The name of the Tenderer, the financial quote by each Tenderer, shall be read over aloud, when the Financial Proposals are opened. However, the Financial evaluation shall be done separately by the evaluation committee appointed by BMRCL, in accordance with the evaluation criteria mentioned in the Data Sheet.

FINANCIAL EVALUATION, RANKING AND SELECTION OF THE TENDERER

- 5.5 The Evaluation Committee shall take into consideration the financial quotes of each tenderer, whose financial proposal has been opened and determine the ranking, the lowest quote, determined as L1 and the next one accordingly L2 and so on, provided the tenderer has been determined to be substantially responsive, technically and financially suitable, complete in accordance with the tender documents.
- 5.5.1 The recommendation of the Evaluation Committee for award of the contract to the L-1 Tenderer, shall be submitted to the Managing Director. The Managing Director may accept or reject, and in case of rejection shall record reasons therefor.

6. AWARD OF CONTRACT

- 6.1 The contract shall be awarded to the successful tenderer. BMRCL shall notify unsuccessful Tenderers who offered their services, that they were unsuccessful. BMRCL has the right to reject any or all the tenders.
- 6.1.2 The Tenderer is expected to commence providing services as specified in the Data Sheet.



7. CONFIDENTIALITY

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

8. GENERAL

8.1 Please note/ensure:

- Tender document is not transferable.
- The tender form shall be legibly written or typed quoting all figures in words as well as figures duly signed by tenderer with Seal of the Contractor.
- All pages shall be signed, corrections neatly scored out and initialed.
- Conditional tenders shall be rejected summarily. A tender, which is incomplete and imbalanced, shall be rejected.
- Non-compliance with any of the conditions set forth herein shall result in the tender being rejected.
- BMRCL reserves the right to reject any bid without assigning any reasons thereof, in the interest of the Project. No tenderer shall have any cause of action or claim against BMRCL for rejection of his bid.

8.2

KEY DETAILS

1.	Blank Tender Document fee (Non refundable)	Rs.25,000/- This should be paid by DD in the name of BMRCL, Bangalore, payable at Bangalore. The blank Tender Documents can be purchased at the BMRCL office during office hours from 10.00 AM to 5.00 PM from November 27, 2010 to December 4, 2010, by making payment through DD for Rs. 25,000/-
2.	Earnest Money Deposit (EMD) (Refundable immediately after award of the tender or 90 days whichever is later)	Rs. 5.00 lakhs (A DD for Rs. 5.00 lakhs shall be enclosed along with the prequalification proposal and placed in the cover marked "Prequalification Proposal". The DD shall be drawn in the name of BMRCL, Bangalore, payable at Bangalore. If prequalification proposal is received without the requisite DD therewith, the tender shall be rejected)



3.	Address for submission of Tender document	The Managing Director, Bangalore Metro Rail Corporation Limited, 3 rd Floor, BMTC Complex, K.H. Road, Shanthinagar, Bangalore-560 027.
4.	Last date for submission of queries by Tenderers	December 11, 2010 upto 5.00 PM
5.	Last date and time for submission of Tender Document	December 28, 2010 upto 3.00 PM
6.	Date and time of opening of Tenders	December 28, 2010 at 3.30 PM

C. DATA SHEET (INCLUDING TERMS OF REFERENCE)

9. Information to Tenderers

9.1 The name of the Client is: **Bangalore Metro Rail Corporation Limited**

9.2 A prequalification, technical and a Financial Proposals are requested : **YES**

9.3 The name, objectives and description of the Assignment are:

Name: Providing following services for Reach – 1 of BMRCL :

1. **Cleaning and Housekeeping Services and,**
2. **Manpower for Security and,**
3. **Manpower for customer care and operating Ticket office machine**

9.4 **Objective:** The Company is looking for service providers who have the competence to provide services in all the three areas mentioned above, as per international norms / standards. This involves providing comprehensive services, in all the three areas mentioned above, for entire Reach – 1 consisting of a 6.5 Km long Metro line, 6 stations (at Baiyappanahalli, Swami Vivekananda Road, Indiranagar, Halasuru, Trinity and Mahatma Gandhi Road), Baiyappanahalli Depot, and five sets of trains consisting of three coaches each. Further details in respect of each service is as below:

A. CLEANING AND HOUSEKEEPING SERVICES

9.5.1 This involves providing comprehensive services in Cleaning and Housekeeping Services for entire Reach – 1. (See para 9.4). It also includes collection of garbage and its disposal as per BMRCL's stipulations. The work may be required to be done during the day or night as per BMRCL requirement.



- 9.5.2 The contractor will execute Cleaning and House Keeping works with the suitable and uniformed trained personnel with modern equipments & machinery for the following works in stations , viaduct and depot and the coaches:

A.1 Work Description In Respect Of Cleaning & House Keeping For The Depot And The Stations

- 9.6 This work includes:

- 9.6.1 Cleaning of Floor areas, including rooms, Vertical finishes, Roof arches, Roof ceilings, Glass areas, Doors, windows, Rolling shutters, Railings, False ceilings, Flyalse floorings, Bitumen surfaces, Pavements, Kerb stones, walls, Pillars, Hand rails, Mirrors, Ceramic / concrete Jali etc. of the following: -
- a. Concourse
 - b. Platform
 - c. Passages
 - d. Circulating area
 - e. Pavement
 - f. Roads
 - g. All rooms and other areas including corridors
 - h. Stair cases
 - i. Bath rooms and Toilets
 - j. Over head tanks & Under ground water tanks
 - k. Any other areas included in the Station / Depot boundaries
- 9.6.2 Cleaning and washing of Track plinths within the station/depot Boundary of Up and Down Tracks / Third Platform line at Baiyappanahalli station.
- 9.6.3 Plumbing work in the entire station/ depot area which includes all pipes, all pipe fittings, Valves, joints pertaining to water supply & distribution, Fire fighting system etc. including cleaning of the above mentioned items.
- 9.6.4 Sanitation of bathrooms and Toilets including supply of necessary items.
- 9.6.5 Cleaning & Attention of all the Drains available in the station/ depot area.
- 9.6.6 Supply of suitable & adequate number of Dustbins, Cleaning of dustbins and Removal/disposal of collected garbage/ debris at the BBMP approved location.
- 9.6.7 Pest control, Mosquito control & Rodent control of the entire station /depot area including all rooms.
- 9.6.8 Cleaning of Traction, E&M, Signaling, Telecommunications, and AFC & Miscellaneous items available in Station/depot premises.
- a. Cleaning of lighting Fixtures & Accessories
 - b. Cleaning of Fans
 - c. Cleaning of D.G. sets & connected equipments
 - d. Cleaning of Air conditioners



- e. Cleaning of All HT & LT Equipments available in ASS room
- f. Cleaning of all LT equipments available in LT switch room
- g. Cleaning of All Equipments available in UPS room (Electrical and Signaling Rooms)
- h. Cleaning of Equipments in Signaling room
- i. Cleaning of Equipments in Telecommunication room
- j. Cleaning of all Automatic Fare collection equipments
- k. Cleaning of all Equipments available in Station / Depot Control Room, booking Offices, Excess Fare Office
- l. Cleaning of All Equipments available in Pump room
- m. Cleaning of Lifts
- n. Cleaning of Escalators
- o. Cleaning of portable fire extinguishers/Smoke detectors/ Fire detectors
- p. Cleaning of butterfly valves / landing valves /internal hydrants, piping of all types
- q. Cleaning of Cable Trays, Cable Trench Covers etc
- r. Cleaning of Telephones sets & accessories
- s. Cleaning of Computers and accessories
- t. Cleaning of Signage boards/Notice boards
- u. Cleaning of furniture provided in all rooms/offices
- v. Cleaning of Office equipments
- w. Cleaning of Fire Hydrants, Fire Panels, All type of pipes, Valves etc.
- x. Cleaning of All Switch Boards, Panel Boards.
- y. Cleaning of Security equipments like Metal detectors, X-ray machines etc.
- z. Cleaning of External Lighting fixtures.
- aa. Cleaning of Water coolers, R.O. Equipments etc.
- bb. Cleaning of Automatic Hand Driers, Liquid Soap Dispensers etc.
- cc. Cleaning of all miscellaneous equipments as available or being provided from time to time.
- dd. Cleaning and Upkeep of footmats in the Stations / Depot.

9.6.9 Schedule of work for cleaning and housekeeping of stations and depot

Item No.	Description of items	App. Quantity / Area	Frequency suggested by BMRCL
ITEM NO.1 Cleaning & housekeeping items			
Group-I			
1.	Scrubbing, wet cleaning of floor in Station building and Depot buildings.	82833 Sqm	Once in each shift & as and when required
Group-II			
1.	Cleaning of Different types of doors/ windows frames& shutters	3511 Sqm	Daily & as and when required



Item No.	Description of items	App. Quantity / Area	Frequency suggested by BMRCL
2.	Cleaning of Glasses fixed to the doors; windows; Ticket counters & else where in the station area.	2419 Sqm	Daily & as and when required
Group-III			
1	Cleaning of Stainless steel/PVC hand railing	6204 Sqm	Once in each shift & as and when required
Group-IV			
1	Cleaning of suspended ceiling	As available	Once in a Fortnight & as and when required
Group-V			
1	Cleaning of Roof Ceiling etc.	30918 Sqm	Once in a month & as and when required
Group-VI			
1	Cleaning & sanitation of Toilets & Bath Rooms	As available	Once in each shift & as and when required
Group - VII			
1	Cleaning and attention to all drains	As available	Daily & as and when required
Group-VIII			
1.	Cleaning Viaduct	About 6 km	Fortnightly (under non operational hours).
Group- IX			
1	Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors	As available	Once in a Fortnight & as and when required
2	Cleaning of Fire pump panel	As available	Once in a Fortnight & as and when required
3	Cleaning of Butterfly valves/landing valves/internal hydrants/piping of all types	As available	Once in a Fortnight & as and when required



Item No.	Description of items	App. Quantity / Area	Frequency suggested by BMRCL
Group- X			
1	Cleaning of Indoor lighting & accessories	As available	Once in a week & as and when required
2	Cleaning of Switch boards/ Panels/distribution boards	As available	Once in a week & as and when required
Group- XI			
1	Cleaning of Fans/exhaust fans & accessories	As available	Once in a Fortnight & as and when required
3	Cleaning of External lighting fittings & accessories	As available	Once in a Fortnight & as and when required
Group- XII			
1	Cleaning of Escalators	23 Nos	Daily & as and when required
Group- XIII			
1	Cleaning of Lift	21 Nos.	Daily & as and when required
Group- XIV			
1	Cleaning of Telephone sets & accessories	As available	Daily & as and when required
2	Cleaning of Computers & accessories & all other Misc. items	As available	Daily & as and when required
Group- XV			
1	Cleaning of DG set & connected equipments	As available	Once in a week & as and when required
Group- XVI			
1	Cleaning of all equipments/Machines in Operating Rooms / Booking Office, S&T Room etc.	As available	Once in a week & as and when required
Group- XVII			
1	Cleaning of Pump room with equipments available	As available	Once in a week & as and when required



Item No.	Description of items	App. Quantity / Area	Frequency suggested by BMRCL
Group- XVIII			
1	Cleaning of Air conditioners	As available	Once in a week & as and when required
Group- XIX			
1	Cleaning of Office Furniture	As available	Daily
Group- XX			
1	Cleaning of automatic fare collection system	As available	Daily & as and when required
Group -XXI			
1	Cleaning of underground/ over head water tank	As available	Once in three months & as and when required
Group -XXII			
1	Cleaning of Sign Boards/ Name Boards/Notice Boards	As available	Daily & as and when required
Group -XXIII			
1	Supply and Cleaning of Dust bins	As available	Daily & as and when required
ITEM No.2 - Pest control			
1	Pest control	As available	Once in a month & as and when required (During non operational hours)

9.7.0 A.2 Cleaning And Housekeeping Of Coaches

Cleaning

9.7 The exterior and interior of the trains shall be cleaned regularly to maintain the trains at a high standard of cleanliness. Exterior cleaning is done by Car Wash Plant. A comprehensive cleaning programme has been developed and specified to maintain the required cleanliness standard. The cleaning programme consists of detailed cleaning



methods, cleaning procedures, materials, cleaning intervals, train downtimes and the manpower required to carry out the work. No cleaning work should be carried out when the trains are in passenger service, other than those requiring emergency cleaning.

External Cleaning

9.7.1 The cleaning programme for the trains is such that the downtime and manpower required for cleaning the carbody and window glass is minimised. External fittings that require cleaning are readily accessible by the water/detergent cleaning plant and are easily cleaned by the plant brushes. The carbody finish is designed to withstand the action of the cleaning detergents and the final water rinsing action.

(a) **Automatic External Water/Detergent Washing.**

A drive-through automated water/detergent wash plant fitted with sprays and rotating brushes is available for external cleaning as the trains enter the depot from service. The train has been designed such that the washing process will not cause damage to any part of the train and no water will enter the saloon, driver's cab or other enclosed area.

The train is driven through the plant at 5 km/h under its own power. A mixture of water and detergent is sprayed on the carbody, followed by brushing and a final rinse with fresh water. After completing cleaning the exterior of the carbody, the driver's cab shall be cleaned manually with cloth and sponge.

The chemical to be used for the water/detergent washing is P3-T-768, diluted to 1:40 or Cleanaire 1200, diluted to 30ml per a litre of water.

The external body of the train shall be cleaned by an automatic water /detergent wash plant as described above.

No Acid Washing is necessary to maintain the car body at the required standard of cleanliness.

(b) **Window Cleaning**

The window glass of the trains is designed to be free from water stains at all times. To prevent the accumulation of water stains, the outside surface of train windows shall be cleaned at regular intervals using hand-held power brushes and the proprietary chemical Glass Clear (a water solution containing hydrofluoric acid and silicon dioxide particles). The cleaning process shall only be carried out during internal heavy cleaning sessions and shall meet the following requirements:

Interval: 1 month

Manpower: not more than 3 man-hours per car



Internal Cleaning

9.7.2 The internal cleaning programme has been designed to minimise the downtime and manpower required. Internal facilities that require cleaning e.g. air conditioning grills and light diffusers, are readily accessible to cleaning personnel and easily cleaned with simple tools. All internal facilities in the saloon and driving cab are designed to withstand the action of common cleaning agents and water.

(a) Internal Daily Cleaning

Internal daily cleaning should take place everyday in the stabling sidings during non-traffic hours. Such cleaning is limited to a little wet mopping of saloon interior. Internal daily cleaning shall be completed in not more than 20 man-minutes per train.

(b) Internal Light Cleaning

Internal light cleaning should take place weekly in the stabling sidings during non-traffic hours. No services will be provided in the siding, hence power assisted cleaning will be limited to that which can be provided from the on board power sockets.

Such cleaning is limited to mopping the floor, cleaning the seats and wiping down internal surfaces. Internal light cleaning shall be completed in not more than 3 man-hours per train.

Every train, when it reaches Terminal Station, shall be checked if it is generally neat and tidy. If there are any leftover objects / filth, the same shall be cleaned properly by the time the train is backed.

(c) Internal Heavy Cleaning

Internal heavy cleaning should take place in dedicated heavy cleaning tracks, which are equipped with full length, car floor level platforms, having provision for electrical power and water.

Power supply points and water taps will be provided at regular intervals along each platform. The cleaning shall be carried out at intervals of not less than 30 days, taking not more than 8 man-hours per car. The cleaning programme specifies detailed requirements for such cleaning.



9.7.3 Schedule of Work for cleaning Coaches

Classification		Area	Objective	Interval
Internal	Daily Cleaning	Saloon Interior		Every turn-back
	Light Cleaning	Saloon Interior	Flooring -Floor covering -Threshold	1 week
			Gangway Passenger seat -Seats	
Passenger Retention -Grabhandle -Grabpole & rail -Straphanger -Draughtscreen				
			Interior Panels and Window glass -Side Panel -Gangway End Panel -Ceiling Covering -Window glass -PIB Screen	
		Passenger body side door -Door panel		
		Cab facilities	-Cab interior panel -Cab console -Auxiliary console -Cab back wall -Driver's seat and Aux. Seat -Door -TNI screen and DIF screen -Etc.	



Classification		Area	Objective	Interval
Internal	Heavy Cleaning		Flooring -Floor covering -Floor board -Threshold	1 month
		Saloon Interior	Passenger seat -Seats	
			Interior Panels and Window glass -Side Panel -Gangway End Panel -Ceiling Covering -PIB Screen	
			Gangway	
			Passenger body side door-Door panel	
Cab facilities	-Cab interior panel -Cab console -Auxiliary console -Cab back wall -Driver's seat and auxi. Seat -Door -TNI screen and DIF screen -Etc.			
External	Light Cleaning	External carbody		Daily
		External driver's cab		
	Heavy Cleaning	External carbody		1 month
		External driver's cab		
Windows Cleaning	Window cleaning during internal heavy cleaning sessions.		1 month	
Pest and Rodent Control		-Saloon -Driver's cab	-Fleas, Cockroach, Mice, Insects, etc.	Bi-monthly



A. 3 Cleaning of Viaducts :

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

B. FOR MANPOWER FOR SECURITY

B 1 Description Of Work Involved In Providing Services For Manpower For Security:

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

Item No.	Description of Services
1	Manning the entry and exits of Stations & Depot and frisking the entrants physically and through metal detectors for security purposes. Each entry/exit shall be manned atleast by one lady security guard for frisking and checking female commuters. Besides this, in Stations, two Security Guards will check baggage through Baggage Scanners.
2	Each AFC gate array set shall be manned by the security person, who shall watch and ensure that only valid ticket holders enter and exit properly.
3	There shall be one security guard in every train. He shall ensure the safety of the commuters and orderliness in the train.
4	Shall watch, attend and properly deal with security risks like unattended objects, more than normal crowd, mischief by bullies, misbehavior etc.
5	Shall watch and ensure that restricted areas are not entered by unauthorized persons.
6	The security system should be such that there is a record of all the entrants. This is mainly done through the CCTV system which is provided by BMRCL. Security agency should be capable of making good use of this facility for security purposes.
7	Every Station has private area meant only for BMRCL personnel. In this area public should not be permitted to enter. All entries in this area should be only with the prior permission of the authorized BMRCL official .
8	The agency should provide as approved by BMRCL access cards for its security personnel who shall enter the duty area only by showing such access cards and they shall also show the access card whenever they exit. This should be strictly followed and this shall form a daily data base in respect of attendance of the security personnel.

Note : May also please see Para 23.1 to 23.9.



C. MANPOWER FOR CUSTOMER CARE AND OPERATING THE TICKET OFFICE MACHINE

C. 1 Description Of Work Involved In Manpower For Customer Care And Operating The Ticket Office Machine

9.10 This involves providing the services of Ticket Office Machine Operators (ToM Operators), who will be responsible for manning the Ticket Office Machines i.e. issue of Ticket Tokens, Smart Cards, Topping up the Cards, issue of Bus / Metro Common Tickets, Collection of Cash etc. They shall also act as Customer Care Assistant (CCA), guiding and helping the customers in respect of travel, ticketing and general information.

Item No.	Description of Services
1	Customer Care and ToM Operators should have minimum qualification of SSLC with basic knowledge of computer operations. They should be able to speak, read and write Kannada and English languages. Ability to converse in Hindi also, is desirable.
2	BMRCCL will give them training regarding operating the Ticket Office Machines at its cost.
3	As regards general customer care, training shall be imparted by the Contractor
4	ToM Operators shall discharge duties of both Customer Care and Operating Ticket Office Machine.
5	The Ticket Office Machine Operators (TOM Operators) need to handle money both in terms of cash and cards. They should be capable and careful in this regard.
6	Their duty also involves dealing with Contactless tokens and Contactless Smart Cards, their topping up etc. They should be capable and careful in this regard.
7	The Shift timings for the ToM Operators shall be as follows: 1 st Shift : 4:30 A.M. to 11 A.M. 2 nd Shift : 10:30 A.M. to 5:00 P.M. 3 rd Shift : 4:30 P.M. to 11:30 P.M.
8	At the beginning and end of their duty in each shift, they should ensure the record of the opening / closing balances of cash, cards, tokens etc. and its correctness and check the physical balances and attest the same with the signatures of the person handing over and the person taking over. Any breach by the ToM Operators in this regard and loss, if any, shall be borne by the contractor.



9	The TOM shall not be left unmanned at any stage. If the shift has ended and the next shift person has not come, the earlier shift person shall continue till the reliever comes.
10.	They shall declare the personal cash carried by them while taking up duty, if called for by BMRCL.

10 SPECIAL CONDITIONS FOR CLEANING AND HOUSE KEEPING

Cleaning and House keeping Operations Timings:

- 10.1.1 All cleaning and house keeping operations should be carried out as specified in paras 9.5.1 to 9.9 above.
- 10.1.2 All major Cleaning and House keeping activities should be completed during Non-operational hours. The non-operational hours may be from 23.00 hrs to 5.00hrs. The Cleaning and House keeping activities should be completed between 00.00 & 04.30 hrs. If there is any change in the non-operational hours, the same shall be intimated to the contractor as and when such timings change. Every Station consists of public area and private area. The approximate public area and private area in respect of each Station is given below:

Sl. No.	Name of Station	Public Area	Private Area
1	Mahatma Gandhi Road	2609	3787
2	Trinity	4000	4270
3	Halasuru	3413	1294
4	Indiranagar	3542	1090
5	Swami Vivekananda Road	4016	1200
6	Baiyappanahalli	8318	3120
7	Baiyappanahalli Depot	-	42174

The entire area, including public and private area need intensive cleaning during non-operating hours. However, during the other 2 shifts (operating hours from 5.00 AM to 11.00 PM), which the private area does not need much cleaning the public area needs continuous cleaning, specially waste collection, sweeping and wet cleaning, as foot prints on public area would be very large.

- 10.1.3 The Cleaning and House keeping works in the stations are to be carried out with special care during commercial hours in such a manner that it does not affect the movement of passengers, does not cause any accident to the personnel & passengers & in a manner that all areas in the station always gives a perfect clean work.
- 10.1.4 The tentative shift timings for cleaning & house keeping are as follows: -
- 1) 6 A.M. to 2 P.M.
 - 2) 2 P.M. to 10 P.M.
 - 3) 10 P.M. to 6 A.M. (Night Shift)



Cleaning materials/detergents/ reagents:

- 11.1 The environmental friendly cleaning reagents/ detergents to the extent possible shall be used for cleaning & house keeping operations. These should be free from chemical reactions, odorless and should not affect Commuters, Employees, materials & equipment etc. BMRCL approval should be obtained before using the cleaning detergents/ reagents materials. The contractor shall submit the final list of Eco friendly reagents/detergents/chemicals with all the necessary Technical details & Test reports which are needed for approval within 3 days of awarding of contract. The Contractor will also submit details of Disinfectants, chemicals / pesticides for pest control / Rodent control with full technical details, within 3 days for approval. BMRCL has a right to alter the given approval any time during the period of contract.

Cleaning & House Keeping Machineries/Equipments etc.:

- 12.1 The Machine & Equipment provided for cleaning & Housekeeping should have adequate capacities in such manner that all cleaning & housekeeping operation are comfortably completed during non operational hours and during shift hours.
- 12.1.2 Machineries, Equipments, Gadgets and tools are to be provided as per Form- 3 F. The contractor shall also keep adequate no. of spare machine & equipment so that during any failure the contractor is able to provide spare mode & equipment without affecting cleaning work. The upkeep and performance of machinery and equipment shall be full responsibility of contractor.
- 12.1.3 The Machineries & Equipments used in passenger areas like circulating area, concourse, staircases, platforms etc. should be Battery operated & battery should have sufficient capacity to complete the cleaning & house keeping operations in one go without replacing the battery at least in one shift. The contractor shall use adequate no. of spare batteries which are kept in charged condition. The contractor will have to use his own battery chargers.
- 12.1.4 The Machineries & Equipments used should be energy efficient & should draw the current in proportion of the machine capacity. The contractor shall use only well maintained Machineries & Equipments.
- 12.1.5 Adequately trained personnel only shall use the Machines & Equipments.

Cleaning and housekeeping Personnel:

- 13.1 The personnel deployed for the cleaning & housekeeping operations should be healthy, qualified and trained in the relevant work and have the knowledge of safety procedures. The Personnel deployed should be covered with all statutory requirements like PF, ESI, Gratuity etc. at the cost of the contractor. The payment to house keeping staff be made through bank except in unavoidable circumstances. Details of payments be submitted with next month bill.



Communication facility:

- 14 Each Supervisory staff shall be given a mobile telephone, which shall be used by them round the clock.

Cleaning procedures:

- 14.1 In few cases it may happen that BMRCL has provided cleaning & house keeping procedures for particular equipments. The Contractor will have to follow the same. In certain cases, Cleaning & House keeping operations may be required to be performed when such equipments are in operational condition or they are in energized condition. If BMRCL does not give cleaning and housekeeping procedures, the contractor shall give the cleaning and house keeping procedures and the same shall be got approved by the BMRCL. Contractor shall submit the detailed Cleaning procedures for different type of Cleaning & Housekeeping as mentioned in the Tender at various places. In this connection, it may be noted that the Stations and the Viaduct are provided with Third Rail High Voltage Traction. Therefore, special precautions are necessary while cleaning the Station / Viaduct areas, and in this regard, such procedure, as prescribed by BMRCL, shall be followed by the contractor.
- 14.1.1 All Electrical & Electronic equipments shall be cleaned under the supervision of an authorized representative of the BMRCL.
- 14.1.2 The contractor shall clean only those areas of the Electrical/Electronic and other specified equipments, which are either mentioned in the specification or permitted by the BMRCL or mentioned by the authorized representative of the BMRCL.
- 14.1.3 Before starting the cleaning and house keeping operations, detailed procedures including the deployment of staff, machines equipments etc. and the detergents/reagents to be used shall be submitted within 3 days from the date of issue of LOA.
- 14.1.4 Eco friendly cleaning detergents /reagents/ chemicals shall be used with the approval of BMRCL. Contractor shall ensure that availability of the cleaning detergents/reagents chemicals etc. adequately. The proper records shall be maintained indicating the stock level of the cleaning detergents/reagents/chemicals etc on daily basis.

Accidents:

- 15.1 It shall be the sole responsibility of the contractor to adopt all the safety measures & deploy Cleaning personnel who are adequately trained in safety.
- 15.1.1 If any accident occurs within the BMRCL premises due to cleaning & Housekeeping operations or due to negligence on the part of the contractor's personnel it shall be the full responsibility of the Contractor.
- 15.1.2 If any damage occurs to the structures/ material & equipment due to Cleaning and House keeping operations, the cost of damage will be recovered from the contractor's bill.



Safety & display of Signages:

- 16.1 Contractor shall adopt the necessary safety procedures to avoid any type of accidents to passengers, BMRCL’s personnel, any other personnel & to avoid damages to station assets.
- 16.1.1 The contractor shall display necessary signages with the approval of the BMRCL or his authorized representative. The type of signages will also be got approved from the BMRCL or its authorized representative. While carrying out the work, necessary signages shall be deployed.

Consumables to be supplied by the contractor:

- 17.1 All the consumables such as brooms, detergents, liquid soap, toilet paper, odomisers etc. shall be provided by the contractor. The supplies made shall be stored in stations, depot premises as approved by BMRCL and the same shall be entered into a Stores Register and both while receiving the stock and its entry in the Stock Register and its issue, initials of designated BMRCL Official shall be obtained.

Uniforms, Name badges & Photo identity cards:

- 18.1 All Managers, Supervisors and Cleaning & Housekeeping staff shall wear neat & smart Uniform (Shirt, Pant, shoes etc.) with the logo of the Contractor’s Firm. All Supervisory and & housekeeping & cleaning staff shall be provided with Name badges & Access Cards with photograph. A database of the Access Card holders shall be kept updated in the manner approved by BMRCL and database shall contain photograph, specimen signature and other details of each Access Card holder and shall be used for identity and for record of attendance to duties. Necessary Personnel protective Equipments shall be provided by the contractor as per the International requirement. The contractor will have to get the Police verification done for all the personnel deployed in stations. Intimation for deployment of new housekeeping staff after police verification to be submitted every month along with bill raised.
- 18.1.1 During any urgency, on written requisition of BMRCL representative, additional manpower should be made available for works not covered under scope of work. The requisition shall be in the following format:

Date	Time		No. of Manpower Required	Reason	Sign. of authorized BMRCL official	Sign. Of Contractor’s Authorised Representative
	From	To				

For extra manpower deployment payments will be made on verification of the requisitions.



- 19.1 Number of manpower may also be increased or decreased as per actual requirement at site for which payment shall be made at agreed rates. BMRCL reserves the right to approve the number of staff to be deployed at each Station / Depot. BMRCL may require the contractor for replacement of staff if their performance is not found satisfactory. In case of non-deployment of staff by the Contractor as stipulated by BMRCL, BMRCL may at its discretion, employ the required staff at the risk and cost of the Contractor. This shall be binding on the contractor.
- 20.1 The Access Cards given to each House Keeping personnel, shall automatically record his entry time and exit time each day. This shall be the basis for payment in respect of wages for the Cleaning and House Keeping personnel. In respect of consumables, the daily quantity agreed should have been actually utilized as could be made out from Stock Register. If the requisite quantity has not been utilized or if requisite number of personnel is not deployed, it shall be construed as deficiency in performance of the contract. The primary entry made in respect of entry and exit of the personnel and issue of consumables every day shall be the basis for preparing the daily record of activities carried out in each shift, which shall be in format approved by BMRCL. The usage of machinery and equipments should be as approved by BMRCL. Non-availability of machinery, equipment, tools, gadgets if any, for any reason like, out of stock, repair etc. shall be construed as deficiency of service. The contractor shall raise the bill on the basis of a monthly summary of the activities (in a format approved by BMRCL) executed and verified by the Contractor & BMRCL Official. The payment shall be made on the actual work executed.
- 21.1 The official of BMRCL shall carry out minimum one weekly inspection to assess the performance of contractor's work. On the basis of their evaluation, a suitable penalty may be imposed. The penalties imposed would be deducted from the monthly bills and would be in addition to the deduction of the amount for activities not executed by the contractor.
- 22.1 The broad criteria for assessing the performance of contractor's work is mentioned below service level to be checked before train revenue service starts. The frequency of such performance assessment shall be as determined by BMRCL.

A. Floor

Sl. No.	Parameter	Range	Grade	Remark
1	Shine Level	>70	Excellent	To be measured with a reference gloss meter at 10 locations
		70-60	V.Good	
		60-50	Good	
		50-40	Average	
		<40	Poor	
2	Dust Level	No dust	Excellent	To be measured with a reference white blotting paper rubbed on floor meter at 10 locations
		75% Dust	V.Good	
		60% Dust	Good	
		50%	Average	
		<50%	Poor	



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

B. Stairs

Sl. No.	Parameter	Range	Grade	Remark
1	Shine Level	>70	Excellent	To be measured with a reference gloss meter at 10 locations
		70-60	V.Good	
		60-50	Good	
		50-40	Average	
		<40	Poor	
2	Dust Level	No dust	Excellent	To be measured with a reference white blotting paper rubbed on floor meter at 10 locations
		75% Dust	V.Good	
		60% Dust	Good	
		50%	Average	
		<50%	Poor	
3	Foot Marks	No Marks / Sqm	Excellent	To be inspected at 10 minimum locations
		2-3 Marks / Sqm	V.Good	
		4-6 Marks / Sqm	Good	
		7-9 Marks / Sqm	Average	
		>10 Marks / Sqm	Poor	
4	Pan & Ghutka Stains	No stains	Excellent	To be inspected at 10 minimum locations
		Any stains	Poor	
5	Bird Droppings	No Droppings	Excellent	To be inspected at 10 minimum locations
		Any Droppings	Poor	



C. Walls and Buildings

Sl. No.	Parameter	Range	Grade	Remark
1	Shine Level	>70	Excellent	To be measured with a reference gloss meter at 10 locations
		70-60	V. Good	
		60-50	Good	
		50-40	Average	
		<40	Poor	
2	Dust Level	No dust	Excellent	To be measured with a reference white blotting paper rubbed on floor meter at 10 locations
		75% Dust	V. Good	
		60% Dust	Good	
		50%	Average	
		<50%	Poor	
3	Foot Marks	No Marks / Sqm	Excellent	To be inspected at 10 minimum locations
		2-3 Marks / Sqm	V. Good	
		4-6 Marks / Sqm	Good	
		7-9 Marks / Sqm	Average	
		>10 Marks / Sqm	Poor	
4	Pan & Ghutka Stains	No stains	Excellent	To be inspected at 10 minimum locations
		Any stains	Poor	
5	Bird Droppings	No Droppings	Excellent	To be inspected at 10 minimum locations
		Any Droppings	Poor	

D. Steel Works

Sl. No.	Parameter	Range	Grade	Remarks
1	Shine Level	High Gloss	Excellent	To be inspected at 10 minimum locations
		Medium Gloss	Good	
		Low Gloss	Poor	
2	Bird Dropping	No Droppings	Excellent	To be inspected at 10 minimum locations
		Any Droppings	Poor	



3	Finger/Palm Marks	No Finger prints	Excellent	To be inspected at 10 minimum locations
		Any finger prints	Poor	
4	Dust Level	No dust	Excellent	To be measured with a reference white blotting paper rubbed on floor meter at 10 locations
		75% Dust	V. good	
		60% Dust	Good	
		50%	Average	
		<50%	Poor	
5	Water Hardness Marks	No Marks	Excellent	To be measured with a reference white blotting paper rubbed on floor meter at 10 locations
		Some Marks	V. Good	
		Thick Deposits	Poor	

E. Glass Works /Finishes with Frames

Sl. No.	Parameter	Range	Grade	Remarks
1	Bird Dropping	No Droppings	Excellent	To be inspected at 10 minimum locations
		Any Droppings	Poor	
2	Finger/Palm Marks	No Finger prints	Excellent	To be inspected at 10 minimum locations
		Any finger prints	Poor	
3	Dust Level	No dust	Excellent	To be measured with a reference white blotting paper rubbed on floor meter at 10 locations
		75% Dust	V. Good	
		60% Dust	Good	
		50%	Average	
		<50%	Poor	
		No dust	Excellent	



F. Escalators

Sl. No.	Parameter	Range	Grade	Remarks
1	Bird Dropping	No Droppings	Excellent	To be inspected at 10 minimum locations
		Any Droppings	Poor	
2	Finger/Palm Marks	No Finger prints	Excellent	To be inspected at 10 minimum locations
		Any finger prints	Poor	
3	Dust Level	No dust	Excellent	To be measured with a reference white blotting paper rubbed on floor meter at 10 locations
		75% Dust	V. Good	
		60% Dust	Good	
		50%	Average	
		<50%	Poor	

G. Toilets

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



22.1.1 Out of the total 31 gradings above, if there are more than three poor gradings or five 'poor' plus 'average' gradings, a penalty amounting to Rs.10,000 , on each such occasion shall be imposed.

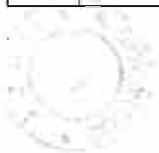
22.1.2 This penalty imposed would be in addition to penalties imposed for non-working machines & unsafe practices and deduction for deficient manpower and activities not performed, as mentioned elsewhere in the tender document.

Numbers of minimum persons required for cleaning shall be as mentioned in Form - 3C1 to 3C8.

B. SERVICES OF SECURITY GUARDS

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

Sl. No.	Particulars	No. of security guards required				Remarks
		For Day Shifts (5:00 A.M. to 2:00 P.M. & 2:00 P.M. to 11:00 P.M. - 9 hours each)	For Night Shift (11:00 P.M. to 5:00 A.M. - 6 hours)	For Private Area	Total	
1.	Station Entrances	120	30	16	166	Each station entrance needs to be manned by four security guards, including one lady guard. Each entrance shall have a baggage scanner machine which will be manned by two Security guards out of the aforesaid 4 guards. The other two, including the lady guard, will attend to frisking commuters without baggage. There are 15 entrances in the six stations and therefore 15 baggage scanning machines and 60 security guards will be required to man the station entrances. Apart from this, there are 8 separate entries for BMRCL staff. Therefore, 8 Security Guards for each of the Day Shifts will be required. Thus the total requirement is 166. $(15 \times 4 = 60) \times 2$ Shifts = 120 + 30 for Night Shift = 150 + 16 for BMRCL Separate Entries = 166).
2.	Station Parking Area	4	2	0	6	Only Baiyappanahalli Station and Swami Vivekananda Road Station have parking areas.
3.	Lifts	40	0	0	40	There are 20 Lifts in 6 Stations. At 1 Security Guard per Lift, for 2 Day Shifts requirement is 40. There are no lifts in the Private Area.
4.	Entry / Exit Gates	30	0	0	30	There are 15 Entry / Exit Gates in 6 Stations. At 1 Security Guard per entry / Exit Gate, for 2 Day Shifts requirement is 30.



5.	Train	10	0	0	10	There will be 5 trains. At 1 Security Guard per train, for 2 Day Shifts requirement is 10.
6.	General Security for Escalators, Platform, Machine Rooms, Track in the Station etc.	24	0	0	24	At 2 Security Guards per Station, for 2 Day Shifts for 6 Stations, requirement is 24.
7.	Baiyappana halli Depot	22	11	0	33	The shift shall be from 6.00 AM to 2.00 PM, 2.00 PM to 10.00 PM and 10.00 PM to 6.00 AM i.e. 8 hours shift each. There are 3 entries . At the rate of 2 security guards per entry 6 are required. Lift will require 1 security guard. Four persons are required for general security duties who will be moving around inside the Depot. Thus 11 persons per shift are required. For three shifts it is 33 Nos.
	Total	250	43	16	309	

Special Conditions in respect of providing Security Services:

- 23.2 Security Guards (also called by name support staff-under security services) should be well versed in the operation of security equipments like baggage scanners, hand held metal detectors etc.
- 23.3 To avoid monotony and lack of concentration, the duties of the security guards within the shift should be changed / swapped at the end of every two hours. For example, the security guard doing general security duty at the end of two hours might come to the entrance for frisking etc. and the security guard doing frisking may take up his security duty, and so on. However such change should be as decided by the security guard supervisor, with a due record in the Register meant therefor.
- 23.4 The security guards should have good physique so as to face and handle bullies and mischief mongers in the BMRCL premises including the in the coaches. The maximum age should not exceed 45 years.
- 23.5 The security guards should have had general security training as well as specific training regarding metro security.
- 23.6 The security guards should also assist and guide the commuters whenever required. They should be fully aware of the facilities available with BMRCL for the commuters. They should be courteous and polite in their behavior. They should have minimum SSLC or equivalent qualification. They should know to speak, write, and understand Kannada. Knowledge of other languages is an added advantage.
- 23.6.1 They should be fully aware about the preventive security measures as well as measures to be taken when any untoward incident happens. They should know the chain of command including contact numbers etc. of the concerned in the security set up for



immediate communication. They should be aware of contact numbers of hospitals, taxi services available etc. so that in emergencies they can rush the concerned for medical aid without loss of time.

- 23.7 The security personnel should wear uniform which should be provided by the contractor. The uniform should be such that even in a crowd the security guard is conspicuous by his uniform. The uniform should also facilitate identification of the rank of the security person.
- 23.7.1 The requisite number of security guards shall always man the duty areas and shall leave their duty only after the reliever takes over the duties.
- 23.7.2 There shall be Security Guard Supervisor for each station besides one at the Depot. This requirement is per shift. The security should have minimum experience of 3 years as Security Supervisor or equivalent. His age should not exceed 45 years. He should be PUC pass. He should know to speak, write, and understand Kannada and English. Knowledge of other languages is an added advantage.
- 23.7.3 The contractor should provide the services of security guards and the security guard supervisors, who are acceptable to BMRCL. If BMRCL desires any change, for reasons given in writing, the change should be effected to the satisfaction of BMRCL.
- 23.8 The security guards and security guard supervisors shall have suitable identity and access cards as approved by the BMRCL, to facilitate their entry and exit and its record. Key Professional Staff i.e. Supervisor / Manager shall be responsible for supervising all the three services viz. Cleaning & House Keeping Services, Security Services and the Services in respect of Customer Care and Operating the Ticket Office Machine. Therefore, there shall be one Supervisor / Manager per Station / Depot per Shift to supervise all the three services. Thus for 6 Stations and 1 Depot, for 3 shifts, there shall be a total of 21 Supervisors / Managers. Tenderer should ensure that the Supervisors/ Managers mentioned here adequate experience in respect of all the three services which they are required to supervise.
- 23.9 No person shall enter the paid area of the station without valid ticket or card, and the same shall not be allowed by the security guards. If any person is found in the paid area without such valid ticket or card, then the same shall be construed as failure in the duty of the security system provided by the contractor. In such a case, besides enquiry, there shall be spot fine of Rs 5000 to Rs 10000 to be paid by the contractor.

C. TICKET OPERATING MACHINE AND CUSTOMER CARE OPERATOR

- 24.1 This involves providing the services of Ticket Office Machine Operators, who will be responsible for manning the Ticket Office Machines i.e. issue of Ticket Tokens, Smart Cards, Topping up the Cards, issue of Bus / Metro Common Tickets, Collection of Cash etc. They shall also act as Customer Care Assistants (CCA), as and when necessary, guiding and helping the customers in respect of travel, ticketing and general information. The total number of TOM Operators is 48 as below:



Station Name	No. of Ticket Office Machines	No. of ToM Operators required			Total
		Shift One (8 Hrs) 4:30 A.M. to 12:30 A.M.	Shift Two (8.5 Hrs) 07:30 A.M. to 4:00 P.M.	Shift Three (8 Hrs) 3:30 P.M. to 11:30 P.M.	
Baiyappanahalli	6	2	3	5	10
Swami Vivekananda Road	3	1	2	3	6
Indiranagar	6	2	3	5	10
Halasuru	3	1	2	3	6
Trinity	3	1	2	3	6
Mahatma Gandhi Road	6	2	3	5	10
TOTAL	27	9	15	24	48

D. COMMON INSTRUCTIONS FOR ALL THREE SERVICES

- 25.1 Whether the contractor should take Insurance at his cost : **YES** the Contractor should take Insurance as required and approved by BMRCL.
- 26.1 Whether the incidence of all taxes, duties, fees should be borne by the Contractor: **YES** The Contractor should bear all the taxes, duties etc. However Service Tax as applicable will be reimbursed by BMRCL on production of proof of payment therefor by the Contractor.
- 27.1 Whether the contract is phased : **NO**
- 27.2 Damages or loss caused by the contractor or their staff, to the property of the BMRCL, shall be borne by the contractor and the decision of BMRCL in this regard shall be final and binding on the contractor.
- 28.1 A pre-proposal conference will be held: **YES** on 13th December, 2010 at 3 P.M. at BMRCL Office.

The name, address, and telephone/number of the BMRCL's Contact Official is:

Shri Anil B Shedbal, Company Secretary & General Manager,
Bangalore Metro Rail Corporation Limited
3rd Floor, BMTC Complex, K.H.Road, Shanthinagar,
Bangalore-560 027.

Tel No.: 080-22969251



- 29.1 The BMRCL will provide the following inputs:
BMRCL shall provide electrical power and water necessary for the performance of the contract.
- 30.1 BMRCL envisages the need for continuity for downstream work : **YES**
Downstream work shall mean, work related to Bangalore Metro Rail Project Phase – 1 in respect of remaining Viaduct, Stations, Coaches and Peenya Depot which are going to be completed in due course.
- 31.1 The clauses on fraud and corruption in the contract are Sub-Clause 1.9 of “Information to Tenderers”.
- 32.1 Clarifications may be requested upto one day prior to pre-proposal conference
The address for requesting clarifications is:
Company Secretary & General Manager,
Bangalore Metro Rail Corporation Limited,
3rd Floor, BMTC Complex,
K.H. Road, Shanthinagar,
Bangalore-560 027.
- 33.1 Proposals should be submitted in English language
- 34.1 The minimum required personnel with professional experience :
The minimum number of personnel for each Station, Baiyappanahalli Depot, Viaduct and Coaches is given at Form – 3 C.1 to 3 C. 8
The Supervisor may be designated as The Team Leader/ Manager / Supervisor. The Supervisor should have a minimum of 5 years relevant experience. The rest of the staff should have a minimum of two years relevant experience. Please see para 23.8
- 35.1 Training to BMRCL staff is an important feature of this Assignment: **NO**
- 36.1 Proposals must remain valid for 90 days after the submission date
i.e. Until: 28th March, 2011
- 37.1 Tenderers must submit only an original. No copies are required.



38.1 The information on the outer envelope should also include:

Tender for providing :

1. Cleaning and Housekeeping Services and,
2. Manpower for Security and,
3. Manpower for customer care and operating the Ticket office machine

39.1 Proposals must be submitted no later than the following date and time:

December 28, 2010 upto 3:00 P.M.

40.1 The address to send information to BMRCL is:

The proposal submission address is:

Managing Director,
Bangalore Metro Rail Corporation Limited,
3rd Floor, BMTCL Complex,
K.H. Road, Shanthinagar,
Bangalore-560 027.

EVALUATION CRITERIA

41.1 The Evaluation Criteria and the documentation therefor to be provided by the Contractor is as follows:

42.1 A. PREQUALIFICATION CRITERIA

Sl. No.	Minimum qualifications prescribed	Whether the Tenderer has minimum qualifications prescribed (Tick Yes or No)		Documents in testimony of the possession of the qualification as at column 3 with Annexure No. and Page No.
		Yes	No	
(1)	(2)	(3)		(4)
A.	In respect of cleaning and housekeeping :			
1	Should have minimum 5 years experience in mechanized cleaning and housekeeping in large establishments having a turnover of not less than Rs 1000 crore in each of the last five years. Turnover means total receipts of the			Certificate from Chartered Accountants firm .



Sl. No.	Minimum qualifications prescribed	Whether the Tenderer has minimum qualifications prescribed (Tick Yes or No)		Documents in testimony of the possession of the qualification as at column 3 with Annexure No. and Page No.
		(1)	(2)	
		Yes	No	
	establishment in the financial year. It may be noted that the turnover referred to here is not the turnover of the tenderer, but the turnover of the entity to which the tenderer has provided service.			
2	Should have deployed a minimum of 300 persons in mechanised cleaning and housekeeping at all times during the last three years.			An undertaking from the Contractor specifying organization-wise numbers deployed for each month for the last three years, with the contact telephone number of the contact person in the organization at the level above the Deputy General Manager.
3	Should have a turnover of not less than Rs 5 crore exclusively earned out of providing mechanized cleaning and housekeeping services in each of the last three years. Turnover means total receipts of the bidder in the financial year.			The Annual Financial Statement for each of the last three years with a certificate from the Chartered Accountant firm.
4.	Should possess valid ISO 9000 Certification as Mechanised Cleaning Service Provider.			Self attested copy of the ISO 9000 Certificate



Sl. No.	Minimum qualifications prescribed	Whether the Tenderer has minimum qualifications prescribed (Tick Yes or No)		Documents in testimony of the possession of the qualification as at column 3 with Annexure No. and Page No.
(1)	(2)	(3)		(4)
		Yes	No	
B.	In respect of deployment of manpower for Security and allied services			
1	Should have minimum 3 years experience in providing the services for deployment of manpower for Security and allied services in large establishments having a turnover of not less than Rs1000 crore in each of the last five years. Turnover means total receipts of the establishment in the financial year. It may be noted that the turnover referred to here is not the turnover of the tenderer, but the turnover of the entity to which the tenderer has provided service.			Certificate from Chartered Accountants firm.
2	Should have deployed a minimum of 500 manpower for Security and allied services at all times during the last three years.			An undertaking from the Contractor specifying organization-wise numbers deployed for each month for the last three years, with the contact telephone number of the contact person in the organization at the level above the Deputy General Manager.
3	Should have a turnover of not less than Rs 10 crore exclusively earned out of deployment of manpower for Security and allied services in each of the last three years. Turnover means total receipts of the bidder in the financial year.			The Annual Financial Statement for each of the last three years with a certificate from the Chartered Accountant firm.



Sl. No.	Minimum qualifications prescribed	Whether the Tenderer has minimum qualifications prescribed (Tick Yes or No)		Documents in testimony of the possession of the qualification as at column 3 with Annexure No. and Page No.
		Yes	No	
(1)	(2)	(3)		(4)
4	Security clearance for deployment of manpower accorded by recognized Central Security Agency like Bureau of Civil Aviation Security or IB			Self attested copy of relevant certificate.
5	Each employee put on security duty should have undergone police verification and Training in the Training Institute approved by the Karnataka Police Department			An undertaking that this shall be complied with.
C. Manpower for customer care and operating the Ticket office machine				
1	Minimum 3 years experience in handling/managing "Issue of Entry Tickets", in any large Public Transport Entity like Airport / Seaport / PSU which have a minimum turnover of Rs.1000 crore per annum in each of the last 3 years. Turnover means the total receipts of the entity in the financial year. It may be noted that the turnover referred to here is not the turnover of the tenderer, but the turnover of the entity to which the tenderer has provided service.			Certificate from a Chartered Accountant firm.
2	A turnover of not less than Rs. 3 crore per annum exclusively earned out of handling/managing "Issue of Entry Tickets", in any large Public Transport Entity like Airport / Seaport / PSU. Turnover means the total receipts of the entity in the financial year.			Certificate from a Chartered Accountant firm.



Sl. No.	Minimum qualifications prescribed	Whether the Tenderer has minimum qualifications prescribed (Tick Yes or No)		Documents in testimony of the possession of the qualification as at column 3 with Annexure No. and Page No.
		(1)	(2)	
		Yes	No	
D.	Common Criteria applicable to all the above three services covered by this tender			
1.	Registration with Department of Labour, GoK / GoI			Registration Certificate of the Establishment from Department of Labour, GoK/GoI
2.	ESI Registration			Registration Certificate under Employees State Insurance Act. (ESI Act)
3.	PF Registration			Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner (PF Registration)
4.	Service Tax Registration			Certificate of Registration under Service Tax
5.	Professional Tax Registration			Professional Tax Registration Certificate issued by Commercial Tax Officer, Government of Karnataka
6.	PAN Card of the Agency			Copy of the PAN Card of the Agency
7.	VAT Registration			VAT Registration Certificate issued by the Commercial Tax Department, GoK.

42.1.1 A proposal shall be rejected at this stage if it does not satisfy the minimum criteria stipulated. (If answer for any one or more of the minimum criteria is 'No', the proposal shall be rejected). If a tenderer does not fulfill the minimum criteria prescribed, he shall be disqualified. On such disqualification, his bid document shall not be considered further for technical evaluation, and the technical package and the financial package will not be opened.



43.1 EVALUATION OF TECHNICAL PROPOSAL

Sl. No.	Evaluation Criteria	Documents in testimony of the Evaluation Criteria mentioned in column 2 with Page No. of the relevant document
(1)	(2)	(3)
A. CLEANING AND HOUSEKEEPING SERVICES		
1	Methods proposed to execute the activities covered in the Scope of Work, including such detailed information as deemed relevant by the tenderer	Methodology given by the tenderer in Form- 3 D
2	Description and Schedule of Work and Special Conditions therefor The details on the above as given in the Data Sheet, including Schedule of Work.	Whether the tenderer agrees with the Description and Schedule of Work and Special Conditions therefor stipulated - Comments given in Form - 3 E by the tenderer.
3	Statement of deviations from tender documents	Information given by the tenderer in Form - 3 G
4	Experience record on Cleaning and house keeping of Buildings; workshops; Industrial buildings etc. completed during the last five years and in progress on date.	Information given by the tenderer in Form- 3 B
5	The number of staff required with name, background and professional experience of each key staff member to be assigned to the Proposed work, with particular reference to his experience of a nature similar to that of the proposed assignment. The majority of the key staff shall be regular members of the Contractor's Firm for at least six months. The number of personnel as support staff, proposed by tenderer as against minimum stipulated by BMRCL.	Information given by the tenderer in Form- 3 C 1 to 3 C 8
6	The type of machines required with details of Machinery & Equipment assessed as required for the Tendered Work as well as those available as on date by name to be furnished, in the format prescribed. Details about the capacity to keep the equipments in good fettle to be furnished.	Information given by the tenderer in Form- 3 F
7	The tenderers shall submit their corporate quality Policy document duly signed by the corporate head or any other authorized person.	Self-Attested copies of the Quality Certificate.



Sl. No.	Evaluation Criteria	Documents in testimony of the Evaluation Criteria mentioned in column 2 with Page No. of the relevant document
8	Certificate of meritorious service rendered	Self-Attested copies of the Certificates.
9	No. of contracts in which the tenderer went in for a) Arbitration b) Litigation	A signed Statement indicating details viz. Name of the Contract, Name & address of the Client, Year of Contract Award, Contract Sum, Current Status in each case.
10	No. of contracts in which the tenderer's contract was closed before the expiry of the contract period.	A signed Statement indicating details viz. Name of the Contract, Name & address of the Client, Year of Contract Award, Contract Sum, in each case.
B. MANPOWER FOR SECURITY		
1	Methods proposed to execute the activities covered in the Scope of Work, including such detailed information as deemed relevant by the tenderer	Methodology given by the tenderer in Form- 3 D
2	Description and Schedule of Work and Special Conditions therefor The details on the above as given in the Data Sheet, including Schedule of Work.	Whether the tenderer agrees with the Description and Schedule of Work and Special Conditions therefor stipulated - Comments given in Form - 3 E by the tenderer.
3	Statement of deviations from tender documents	Information given by the tenderer in Form- 3 G
4	Experience record on providing personnel for security and allied services including manning sensitive areas in large establishments, like Airports, Seaports, Railways etc. during the last five years	Information given by the tenderer in Form- 3 B
5	The number of staff required with name, background and professional experience of each key staff member to be assigned to the proposed work, with particular reference to his experience of a nature similar to that of the proposed assignment. The majority of the key staff shall be regular members of the Contractor's Firm for at least six months. The number of personnel as support staff, proposed by tenderer as against minimum stipulated by BMRCL.	Information given by the tenderer in Form- 3C 1 to 3 C 8



Sl. No.	Evaluation Criteria	Documents in testimony of the Evaluation Criteria mentioned in column 2 with Page No. of the relevant document
6	The type of machines required with details of Machinery & Equipment assessed as required for the Tendered Work as well as those available as on date by name to be furnished, in the format prescribed. Details about the capacity to keep the equipments in good fettle to be furnished.	Information given by the tenderer in Form- 3 F
7	The tenderers shall submit their corporate quality Policy document duly signed by the corporate head or any other authorized person.	Self-Attested copies of the Quality Certificate.
8	Certificate of meritorious service rendered	Self-Attested copies of the Certificates.
9	No. of contracts in which the tenderer went in for a) Arbitration b) Litigation	A signed Statement indicating details viz. Name of the Contract, Name & address of the Client, Year of Contract Award, Contract Sum, Current Status in each case.
10	No. of contracts in which the tenderer's contract was closed before the expiry of the contract period.	A signed Statement indicating details viz. Name of the Contract, Name & address of the Client, Year of Contract Award, Contract Sum, in each case.
C. MANPOWER FOR CUSTOMER CARE AND OPERATING THE TICKET OFFICE MACHINE		
1	Methods proposed to execute the activities covered in the Scope of Work, including such detailed information as deemed relevant by the tenderer	Methodology given by the tenderer in Form- 3D
2	Description and Schedule of Work and Special Conditions therefor The details on the above as given in the Data Sheet, including Schedule of Work.	Whether the tenderer agrees with the Description and Schedule of Work and Special Conditions therefor stipulated - Comments given in Form - 3 E by the tenderer.
3	Statement of deviations from tender documents	Information given by the tenderer in Form- 3 G
4	Experience record in handling / managing "Issue of entry tickets" in any large public transport entity like Airport / Seaport / PSU.	Information given by the tenderer in Form- 3B
5	The number of staff required with name, background and professional experience of each key staff member to be assigned to the proposed work, with particular reference to his experience of a nature similar to that of the	Information given by the tenderer in Form- 3 C.1 to 3.C.8



Sl. No.	Evaluation Criteria	Documents in testimony of the Evaluation Criteria mentioned in column 2 with Page No. of the relevant document
	<p>proposed assignment. The majority of the key staff shall be regular members of the Contractor's Firm for at least six months.</p> <p>The number of TOM Operators, proposed by tenderer as against minimum stipulated by BMRCL.</p>	
6	The tenderers shall submit their corporate quality Policy document duly signed by the corporate head or any other authorized person.	Self-Attested copies of the Quality Certificate.
7	Certificate of meritorious service rendered	Self-Attested copies of the Certificates.
8	<p>No. of contracts in which the tenderer went in for</p> <p>a) Arbitration</p> <p>b) Litigation</p>	A signed Statement indicating details viz. Name of the Contract, Name & address of the Client, Year of Contract Award, Contract Sum, Current Status in each case.
9	No. of contracts in which the tenderer's contract was closed before the expiry of the contract period.	A signed Statement indicating details viz. Name of the Contract, Name & address of the Client, Year of Contract Award, Contract Sum, in each case.

43.1.1 BMRCL will, keeping in view the above Evaluation Criteria, carry out technical evaluation of technical proposals submitted to determine whether the tenderer has a full comprehension of the work of the contract. Where a tenderer's technical submittal has a major inadequacy his tender will be considered to be non-complaint and will be rejected.

43.1.2 While the requirement of machinery/cleaning gadgets and tools and the manpower is indicated, the tenderer is required to visit the sites and assess the requirement, as he deems fit.

FINANCIAL EVALUATION, RANKING AND SELECTION OF THE TENDERER

44.1 The financial quotes should be compatible with the technical proposal of the tenderer. This will be evaluated during financial evaluation. If the financial quote is not compatible with technical proposal, the offer shall be rejected. The financial quote should be in Form 4B titled "Summary of Costs". Form 4B contains the minimum rates stipulated, which may be taken note of. Quotes below the minimum stipulated or quotes which are incomplete shall be rejected.



44.1.1 The Evaluation Committee shall take into consideration the financial quotes of each tenderer, whose financial proposal has been opened and determine the ranking, the lowest quote, determined as L1 and next lowest as L2 and so on. This is subject to para 5.5

COMMON INSTRUCTIONS APPLICABLE TO ALL THE THREE SERVICES COVERED BY THIS TENDER

45.1 All technically accepted tenders will be eligible for consideration of their financial Proposals.

45.1.1 For evaluation of Financial proposals, the following shall also be taken into account:

- a. Arithmetical errors corrected by the BMRCL in accordance with Clause 46.1.
- b. Such other factors of administrative nature as the BMRCL may consider having a potentially significant impact on contract execution, price and payments, including the effect of items or unit rates that are unbalanced or unrealistically priced.

45.1.2 Price adjustment provisions applicable during the period of execution of the contract shall not be taken into account in tender evaluation.

CORRECTION OF ERRORS

46.1 Tenders determined to be technically acceptable after technical evaluation will be checked by the BMRCL for any arithmetical errors in computation and summation during financial evaluation. Errors will be corrected by the BMRCL as follows:

- a. Where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and
- b. Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern unless in the opinion of the BMRCL there is an obviously gross misplacement of the decimal point in the unit price, in which event, the total amount as quoted will govern.

46.2 If a tenderer does not accept the correction of errors as outlined above, his tender will be rejected and the tender security forfeited.



AWARD OF CONTRACT

AWARD CRITERIA

47.1 BMRCL will award, the Contract to the tenderer, whose tender has been determined to be substantially responsive, technically & financially suitable, complete and in accordance with the tender documents.

BMRCL 'S RIGHT TO ACCEPT ANY TENDER AND TO REJECT ANY OR ALL TENDERS

48.1 Notwithstanding Clause 47.1, BMRCL reserves the right to accept or reject any tender, and to annul the tender process and reject all tenders, at any time prior to award of Contract, or to divide the Contract between/amongst tenderers without thereby incurring any liability to the affected tenderer or tenderers or any obligations to inform the affected tenderer or tenderers of the grounds for the BMRCL's action.

NOTIFICATION OF AWARD

49.1 Prior to the expiry of the period of tender validity prescribed by the BMRCL, BMRCL will notify the successful tenderer, to be confirmed in writing by registered letter, that his tender has been accepted. This letter (hereinafter and in the Conditions of Contract called 'the Letter of Acceptance') shall name the sum/s which the BMRCL will pay to the Contractor in consideration of the execution, completion of the works by the Contractor as prescribed by the Contract (hereinafter and in the conditions of Contract called 'the Contract Price'). The "Letter of acceptance" will be sent in duplicate to the successful tenderer, who will return one copy to the BMRCL duly acknowledged and signed by the authorised signatory, within seven days from the date of issue of LOA by him. No correspondence will be entertained by the BMRCL from the unsuccessful Tenderers.

49.1.1 The contract shall come into force from the date of issue of LoA (Letter of Acceptance). The Letter of Acceptance will constitute a part of the contract.

49.1.2 Upon "Letter of acceptance" being signed and returned by the successful tenderer as per Clause 49.1, the BMRCL will promptly notify the unsuccessful tenderers and discharge / return their tender securities and return their unopened proposals

SIGNING OF AGREEMENT

50.1 The BMRCL shall prepare the Contract Agreement in the Proforma (Form-5A) included in this Document. All documents declared as part of contract, in the Contract Agreement, shall be binding on both parties including conditions and stipulations contained in such documents. Within 45 days from the date of issue of the letter of acceptance, the successful tenderer will be required to execute the Contract



Agreement. The performance guarantee should be submitted immediately after issue of letter of acceptance but not later than the agreement is signed between the parties. One copy of the Agreement duly signed by the BMRCL and the contractor through their authorized signatories, will be supplied by the BMRCL to the Contractor.

- 50.1.1 Prior to signing of the Contract Agreement, the successful tenderer shall submit the following documents within a period of 30 days from the date of issue of the Letter of Acceptance:
- a. Performance Guarantee
 - b. Power of Attorney

PERFORMANCE SECURITY

51.1 The successful tenderer shall furnish to BMRCL a security in the form of a bank guarantee for an amount of 10% of the Contract Price. The validity shall be six month beyond expiry of contract. The Bank Guarantee has to be from a scheduled Commercial Bank based in India and the Form of Performance Security shall be in Form -3H. The Performance Security shall be furnished immediately on issue of LOA, but not later than 45 days from the date of issue of LoA. The Contract Price shall mean the total sum arrived at for determining the L1. The Performance Guarantee shall be invoked by BMRCL for breach of contract on the part of the Contractor, deficiency in performance, wholly or partly as the exigencies warrant. The decision of the BMRCL in this regard shall be final and binding on the Contractor. The balance Performance Guarantee shall be released to the Contractor, after the expiry of three months, after the end of the contract.

51.1.2 Failure of the successful tenderer to lodge the required Performance Security shall constitute sufficient grounds for the annulment of the award of Contract and forfeiture of the tender security, in which event the BMRCL may make the award to the next lowest evaluated tenderer.

CANCELLATION OF LETTER OF ACCEPTANCE (LOA) & FORM OF TENDER

52.1 In case successful Tenderer fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender after issuance of LOA then the LOA shall be cancelled and the tender security shall be forfeited.

