

कार्य का वर्णन

DESCRIPTION OF WORK

TENDER NO: 1900000115

**Enclosure-21A- Scope of Work,
Standard Operating Procedures and
Specifications
Yard Upkeep Section**

INDEX

Sl No	Details	Page No
1.	Brief Introduction	2
2.	Standard Operating Procedure	3
3.	Scope of Work	
	Part-I: Housekeeping Services	19
	Part-2: Garden Maintenance	31
	Part-3: Pest Control	36
	Part-4: Cleaning of Service Trenches	40
	Part-5: Cleaning of Fresh Water Tank	42
	Part-6: O/M of Road Sweeping Machine	44
	Part-7: O/M of Bio Waste Compost Machine	52
	Part-8: Services of Liftmen	54
	Part-9: Services of Pump Operator	56
	Part-10: Sanitizing/ Disinfection Works	57
4.	General Requirements for IFMS Services	64
5.	Minimum Manpower and Deductions	66
6.	Recording of Handing Over Dates	68
7.	Facility Manager/ Executives -Qualification/ Exp.	68
8.	Role of Personnel	68
9.	Training	69
10.	Certification of work done	69
11.	Deduction Clause	70

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

MAZAGON DOCK SHIPBUILDERS LTD

INTEGRATED FACILITY MANAGEMENT SERVICES (IFMS)

1. BRIEF INTRODUCTION

Mazagon Dock Shipbuilders Ltd (MDL) is a Defence Public Sector Undertaking shipyard under the Ministry of Defence. The main activity of MDL is construction of warships and submarines.

MDL is spread in an area of approx. 75 acres' land, situated at Dockyard Road, Mazgaon, Mumbai. Again, the company area is divided into various yards, such as North Yard (NY) = 25 Acres, South Yard (SY) = 12 Acres, SY Annexe (MMP) = 15 Acres, East Yard (EY) = 4 Acres, Alcock Yard (ALY) = 16 Acres and MDL Officers' Residential Colony = 3 Acres. The area measurements mentioned here are approximate and only for reference purpose.

Above yards include Office Buildings, Workshops, Dry Docks, Wet Basin, Crane Tracks in Factory premises and Residential area (Dockyard Road) includes Residential Buildings, Parking Shed, Guest House, MDRC Club & Gymnasium. The residential area at CBD Belapur includes only Residential Buildings and residential open premises.

The following requirements exists only for MDL's Office buildings, Workshops, Open Premises, Crane Tracks, General Toilet Blocks, Canteens at North Yard (NY), South Yard (SY) & Alcock Yard (ALY) and Residential Premises at Dockyard Road & CBD Belapur:

1. Housekeeping services
2. Garden Maintenance & Supply of Garden Materials
3. Pest Control Services
4. Service Trenches Cleaning Services
5. Fresh Water Tank Cleaning Services
6. Operation & Maintenance of MDL's Truck Mounted Road Sweeper Machine
7. Operation & Maintenance of Bio Waste Compost Machine
8. Liftmen Services for 19 Nos. Lifts
9. Pump Operator Services in 03 Nos. Shifts
10. Services of Sanitization activities in MDL Premises

Note: 1. Above requirements does not exist for East Yard (EY) and some workshops/areas in Alcock Yard which are under EY Division, Marine structures like Dry Docks, Slipways, Wet Basin in NY & SY.

2. The service of Sanitization activity is included in this tender considering COVID-19 pandemic. However, the services may not be availed or may be availed in full / partial or the quantities may increase during the course of contract period, considering the situation at that point of time.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Standard Operating Procedure (SOP) for IFMS Services:

GROOMING

HOUSEKEEPING ATTENDANT (MALE)	HOUSEKEEPING ATTENDANT (FEMALE)
<ul style="list-style-type: none"> • SHORT HAIR CUT • CLEAN SHAVE • CLEAN & PRESSED UNIFORM • NEAT & ODOURLESS SOCKS • POLISHED SHOES • TRIMMED NAILS • TRIMMED MOUSTACHE 	<ul style="list-style-type: none"> • NEATELY COMBED HAIR & • TIED WITH HAIR NET • VERY SMALL BINDI • EAR RINGS • NO FASHIONABLE LIPSTICKS & BANGLES • TRIMMED NAILS • CLEAN & PRESSED UNIFORM • BLACK CANVAS SHOES

IMPORTANCE OF PUNCTUALITY: Successful time management relies on understanding the importance of punctuality. Being on time for duty as well as meeting work deadlines will help prepare for making the work place effective.

IMPORTANCE OF PERSONAL HYGIENE AND MANNERISMS:

- Personal Hygiene, as the name clearly denotes, is the FIRST AND FOREMOST for ONES' PERSONNEL SAFETY. It is to keep ourselves away from bacterial infection. A dirty body is a hotbed for developing germs. Dust, sweat and other secretions, and warmth are all factors which encourage germs to multiply. A shower or both with effective cleansing products should therefore follow any physical activity.
- As these factors contribute to body odor. A daily shower is therefore a must for everyone.
- Oral hygiene is also of prime importance as we are in an industry wherein we have to interact verbally with people around us. Not taking proper mouth care leads to bad breath.
- Manners and etiquette have always been important in gauging the professionalism of a person. Importance of using right language, suiting the company atmosphere and usage of right body language is of paramount importance.

BASIC ETIQUETTE

- Greetings: Good Morning (12am-12pm)/ Good Afternoon (12pm-04pm) Good Evening (04pm-12am)/ Good Night (whenever a person takes your leave after 4pm till 12am).
- How to address a Gentleman/Lady: Sir/Ma'am
- When a service is requested: Agree to do the job with smile.
- When you want to pass by a person: Say Excuse Me Sir/Ma'am.
- When someone is asking you: Always be a good listener, speak up words politely, make eye-to-eye contact, have confidence & courage.
- How to enter into an officer's cabin: Knock the door and say, "May I come in Sir/Ma'am.
- Introduction - Introduce yourself as "I am from Housekeeping, Sir/Madam."

BODY LANGUAGE

- Stand erect with hands at the back while standing in briefing and talking to all the seniors.
- Expression should be friendly, pleasant and natural.
- Always WEAR a SMILE on your face.
- Eagerness to help others
- LISTEN carefully.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Walk with CONFIDENCE.
- Immediate attention to the customer is a form of respect to which he is entitled. It shows your concern and interest for them.

MOP SWEEPING

Dry Mopping

Equipment: Personal Protective Equipment (PPE), Warning Signs, Mop Sweeper (Dry Mop), Vacuum Cleaner, Dust Pan and Brush, Scraper, Garbage Bag, Wheeled trolley

Method:

For dry floor only:

- Put on your protective equipment (gloves)
- Place warning signs
- Ventilate the area properly
- Collect all littered pieces of garbage with the help of dust pan and brush
- Remove any chewing gum/dirt/stains with scraper
- Sweep the corners first
- Sweep using a continuous stroke (straight or figure 8), overlapping passes. Ensure mop head is in contact with floor at all times and a leading edge is maintained. Sweep under heavy furniture's, move lighter furniture and replace.
- When sweeping large areas, collect dirt with dust pan several times
- Cover all areas systematically
- When finished, remove soil from the floor with dust pan and brush and clean mop sweeper with hand brush or vacuum cleaner.
- Collect the garbage in garbage bags. Clean equipment, remove the warning sign and close ventilation
- appropriately.

SINGLE SOLUTION MOPPING

Wet Mopping

Equipment: Personal Protective Equipment, warning signs, any single solution mopping (i.e. bucket, wringer and mop), Cleaning agent (Diversy /Ecolab diluted in proper proportion), Abrasive pad

Method:

- Put on your protective equipment.
- Assemble equipment.
- Place warning signs.
- Ventilate the area appropriately.
- Prepare cleaning solution according to manufacturer's instructions, adding detergent to water.
- Apply solution to an area of floor using the mop.
- Mop the corners first and then mop the centre area using figure '8' stroke with each pass overlapping.
- Use abrasive pad to remove stubborn marks.
- Ensure wringer/bucket is behind line of work.
- When wringing out mop, stand in front of wringer and press down firmly.
- Change cleaning solution when dirty.
- Drain the dirty water in WC and flush, dry the wringer/bucket.
- Remove warning sign when the floor has completely dried.
- Always wash the mop and store it head up, so that it can dry.

OFFICE CLEANING including Cabin, Modular Furniture etc.

Equipment: Office Caddy Basket, Duster, Glass duster, Spray bottle with R2/HSC, Garbage bag

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Method:

- Pull chairs behind to ensure free movement while cleaning
- Dust monitor, CPU, telephone, keyboard/tray and mouse with duster
- Dust side station head, workstation table, pedestal, chair/legs with duster and R2
- Clean telephone instrument and check the receiver cord (uncurled)
- Replace chair in designated place

NOTE:

One person clears dustbins before cleaning the workstations
Bottles of water are placed after cleaning the workstations

CANTEEN TABLES, FLOORING CLEANING

NOTE: Only before and after the eating hours. During eating hours, Canteen Staff / Canteen Sub-Contractor staff will clear and clean the tables.

Equipment: Personal Protective Equipment (Disposable gloves), One Caddy Basket, Applicator with Squeeze, One Squeeze for clearing crumbs, one plain coloured Duster for wiping the corners of the Table, Walk behind Mopping & Scrubber Machine, Spray bottle with diluted sanitizing agent, One Plastic (white) Liner inside caddy basket for collecting waste

Method:

- Put on your protective equipment (disposable gloves)
- Arrange the caddy basket with the applicator with squeeze, table squeeze, dusters and spray bottle with diluted sanitizing agent.
- Remove the chairs away from the table so that cleaning becomes easy
- Clear the table (i.e. remove any used glasses, plates etc.)
- Clear the crumbs with the help of table squeeze into the caddy basket (where the plastic liner has been placed) and spray the cleaning agent.
- Use the applicator to apply the cleaning agent on the table evenly, starting from the corners first and moving towards inside of the table.
- With the help of squeeze, remove the cleaning agent (in a zigzag or horizontal method)
- While using the horizontal method, wipe the squeeze after every use
- Wipe only the corner and border of the table with the plain coloured duster
- Cleaning / scrubbing/ mopping of canteen flooring, cleaning under dining table, chairs etc. using Walk behind scrubbing / mopping machine wherever possible.
- Cleaning /scrubbing/ mopping of canteen kitchen, washbasin, wash-places etc.

GLASS CLEANING

Equipment: Personal Protective Equipment, warning signs, Extension poles, or step ladder, telescopic rods with accessories, Applicator, Squeeze, Glass Cloth, Sponge, Bucket of cleaning agent, Plastic sheets / Floor dusters for covering any carpet area, Glass Scraper, or non-abrasive pad, Plastic sheets or dust covers to protect surfaces if cleaning interior glass

Method:

- Put on your protective equipment
- Place warning signs
- Ventilate the area, as appropriate
- Remove furniture or cover with dust covers if cleaning from inside
- Prepare cleaning solutions as per manufacturer's instructions
- Apply the cleaning agent with the help of applicator starting from top to bottom in a zigzag fashion

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Use the glass scraper to remove any stains or glue mark on it
- Use the squeeze from top corner to the bottom from the sides and then in a zigzag fashion clear the centre of the glass.
- Do not remove or lift the squeeze while drying the glass as it will leave the water marks
- Use the squeeze in horizontal way from side to side (left to right) if it is a small window glass, by wiping the squeeze blade after every use.
- Wipe bottom edge of the pane with the dry glass cloth
- On completion, clean equipment and leave the applicator to dry
- Close the ventilation and return the furniture to its position
- Remove the warning signs

WALL DUSTING

Equipment: Personal Protective Equipment, Warning Signs, Non-abrasive Pad (or a sponge), White cloth (for applying cleaning agent), Wiping cloth white, Plastic sheets or dust covers to protect surfaces, Telescopic rods with accessories.

Method:

- Put on your protective equipment
- Place warning signs
- Ventilate the area, if appropriate
- Remove furniture or cover with dust covers
- Apply the cleaning agent with the white cloth on stains on walls.
- Take the non-abrasive pad (or sponge) and clean the stains on walls.
- Then wipe / remove the dust from the wall.

BOARD ROOM, CONFERENCE, MEETING ROOM, TRAINING ROOM CLEANING

Equipment: Personal Protective Equipment, Warning Signs, Office Caddy Basket, Spray Bottle with diluted cleaning agent (R2 or hsc), Duster, Glass Cloth, Scotch Bright, Mug with diluted R2 or HSC, Dust Pan and Carpet Brush, Garbage bag, Vacuum Machine, Air Freshener

Method:

- Put on your protective equipment
- Enter inside and hang the door knob card (cleaning in progress) outside the main door handle
- Switch on all the lights and ventilate the area
- Remove the chairs away from the table so that cleaning becomes easy
- Clean the electronic equipment on the table (i.e. telephone, computer etc.) with the help of duster
- Clean the table top without disturbing the papers, files etc. placed on top of it and also ensure that the legs of the table are cleaned properly
- Dust the seat and backrest of the chair and wipe the armrest and the legs of the chair with the check duster and R2
- Clean only the unused area of the white board with the help of duster and R2, starting from the frame and corners of the board (if any instructions given then only the written matter has to be cleared)
- Clean all the fixtures, door, door knobs, skirting and switch sockets
- Dust and clean the windows with the help of glass cloth
- Pick up all the garbage such as crumpled papers, etc. from the carpet with the help of the carpet brush and dust pan and put it in the garbage bag in the caddy basket
- Collect all the soiled garbage bags from the dustbins
- Line all the dustbins with fresh garbage bags
- Clean the carpet with the help of vacuum machine and carpet cleaning machine.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Arrange all chairs back to their position and spray the air freshener
- Switch off all the lights, close all ventilation and remove the sign board from the door knob while closing the door.

RECEPTION, LOBBY AREA CLEANING

Equipment: Personal Protective Equipment, Warning Signs, Check Duster, Glass Cloth, Spray bottle with diluted cleaning agent (R2 or HSC) and D7 (steel polish), Mug with diluted R2 or HSC, Dust Pan with handle and T Brush, Garbage Bag, Vacuum Machine, Air Freshener, Feather Brush, Dry Mop, Wet Mop with wringer trolley

Method:

- Put on your protective equipment
- Place warning signs
- Thoroughly sweep and tidy entrance steps
- Damp wipe all door furniture
- Clean all entrance glazing inside and out
- Empty wall mounted ashtrays if supplied
- Wash down entrance steps
- Thoroughly sweep (with dry mop) and mop the hard floor areas
- Thoroughly vacuum all carpeted areas
- Dust and spray polish reception desks, tables and chairs
- Empty waste bins, reline and dispose of waste at designated collection points
- Clean all vision panels, mirrors and internal glazing
- Clean and polish all steel fittings and door furniture with the appropriate solution, leave smear free
- Flick dust / damp wipe all skirting, remove dust build up from window skills, extinguishers, door frames, window ledges, shelving, light switches etc.
- Spot clean on carpets
- Damp wipe telephones using duster.
- Remove all warning signs when you have finished cleaning
- Clean and dry all equipment and put them back in the storage area

CLEANING OF CORRIDORS, STAIRCASES AND LIFT LANDINGS

Equipment: Personal Protective Equipment, Warning Signs, Dry Mop, Wet Mop, Dust Pan with Handle and T Brush, Glass Cloth, Check Duster, Spray bottle with diluted Cleaning agent R2, D7 (steel polish), Mug with diluted Cleaning agent, Garbage Bag, Vacuum Machine, Air Freshener, Feather Brush

Method:

- Put on your protective equipment
- Place warning signs
- Thoroughly vacuum carpeted areas
- Sweep (dry mop) and mop hard floor areas
- Clean vision panels and glazing to dividers where possible
- Spot clean marks from carpeted areas
- Damp wipe gloss painted surfaces
- Remove dust build-up from skirting, window sills and ledges, fire alarm points, extinguishers, door frames and furniture
- Damp wipe telephones using suitable disinfectant/duster.
- Flick dust overhead fittings
- Thoroughly vacuum all upholstered furniture (if regularly used then, every third day or once in a week)

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- For Lifts, clean lift facia and doors with R2 or HSC or steel polish if it is steel
- Clean mirrors, sweep (dry mop) and mop lift car floors
- Vacuum carpeted floors and clean the door from both inside and outside

CARPET STAIN REMOVAL

Equipment: Clean Terry cloth or white paper towel, Blunt knife or scraper, Cleaning Agent, White sponge, Small hand Brush, Mug for making solution, Nylon scrubber

Method:

- Always get to the stain as quickly as possible, before it sets in your carpet pile
- Always blot the stains rather than scrub them. If you scrub the stain, then you are forcing the stain further into the carpet. Blotting is simple to do and effective. Use clean terry cloths or dry white paper towel. Apply just enough pressure so that the liquid is absorbed. Turn the towel and do it again.
- If the stain is stuck into the carpet pile, you can use a dull knife to scrape some of it out. Insure that you do not push the stain or debris into the carpet more.
- While using cleaning agent, test them on a hidden area of your carpet so that it does not further ruin your carpet.
- Always follow the products instructions when you are using them
- Apply cleaning agent by spraying the solution right on to the carpet stain or you can apply it to a sponge and then apply on the stain. Blot the stain with a clean terry cloth or sponge to remove all of the stain from the carpet pile. Repeat this procedure till the time the stain comes off the carpet on to the towel. Change the towel or cloth so that it remains dry.
- When the stains have been mostly absorbed, place clean paper towels on top of the stain and apply something heavy to it. This will help the product to absorb into the paper towels to dry.

CARPET CLEANING

Equipment: Carpet Brush, Dust Pan, Garbage Bag, Blunt Knife or Blunt Scraper, Vacuum Machine, Carpet cleaning machine

Method:

- Collect all littered pieces (stapler pins, sharp objects, big paper pieces etc.) of garbage with the help of dust pan and carpet brush.
- Remove any sticking object with the help of blunt knife or scraper.
- Use a powerful vacuum cleaner and Carpet cleaning machine.
- Don't vacuum in the same pattern every time. You will pick up more dirt if you vacuum both horizontally and vertically.
- Use attachments to get the corners of the room and under the furniture's cleaned.
- Move the furniture's like sofas, pedestals, tables etc. once a week and vacuum thoroughly underneath it.
- Don't wait until vacuum bags or containers are full. Empty them whenever used on daily basis.

CLEANING / HOUSEKEEPING OF STORES /SHEDS

Equipment: Scrubbing / Mopping Machine, Caddy Basket, Wheeled Trolley, Telescopic rod Duster, MopIndustrial Vacuum Cleaner, Garbage bag

Method:

- Dry Mopping
- Wet Mopping
- Vacuuming of area

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Cleaning of office cabins in stores
- Cleaning of open areas around and between racks, shelves situated in shade
- Cleaning of open areas, around electric panels installed in Power house with taking necessary precautions.
- Water accumulation to be cleared by wet vacuum cleaner
- Cleaning of store consignments/ store area by Vacuum cleaner, telescopic rods.
- Cleaning of Fire Extinguishers kept inside /outside of stores
- Cleaning of toilet /washrooms in stores
- Cleaning of dust, cobwebs etc. on height by telescopic rod up to 20 feet height.
- Cleaning of trenches, gutters etc. inside the shops/sheds to be cleaned as and when required.

CLEANING / HOUSEKEEPING OF WORKSHOPS

Equipment: Scrubbing / Mopping Machine (wherever required), Caddy Basket, Wheeled Trolley, Check duster, Spray bottle with R2/HSC, Mop with adjustable handle (Swivel base with 180 Deg. rotation), Industrial Vacuum Cleaner, Garbage bag

Method:

- DRY MOPPING
- WET MOPPING
- Vacuuming of area
- Cleaning of office cabins in workshops
- Cleaning of toilet /washrooms in workshops
- Cleaning of cobwebs up to 20 feet height.

CLEANING / HOUSEKEEPING OF GENERAL TOILETS

Equipment: Warning signs, Scrubbing / Mopping Machine, Caddy Basket, cleaning agent (Diversy/Ecolab make), Hand Gloves (Orange), W/C Brush, Duster, Glass Cloth, Feather Brush, Mug, Scotch Bright, Nylon Scrubber, Squeeze, Wet Mop Stick, Garbage bag, Toiletries (i.e. Air Freshener, Naphthalene Balls, Taski Urinal Screen), Hand brush

Method:

- Enter inside and hang the door knob card (cleaning in progress) outside the main door handle.
- Ventilate the area appropriately.
- Wear hand gloves and face-mask.
- Check for any maintenance work orders.
- Clear garbage and keep all dust bins near the cleaning materials.
- Flush the W/c and urinals.
- Apply Cleaning agent and scrub the W/C and urinal bowl with the W/C brush and leave it for the detergent to act on it for at least 10mins.
- Clean and scrub washbasins, tiles, dustbins, doors and all steel fixtures with the help of duster from Outside.
- Scrub and squeeze the floor with cleaning agent by machine wherever possible.
- Replenish toiletries.
- Wet mop the floor.
- Close all ventilation ones the floor has dried.
- Remove the door knob card after 5mins.

NOTE:

R6 (Toilet Bowl cleaner) should be used only when there is heavy stains or ones a week

D7 (SS polish) as and when required

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

CLEANING / HOUSEKEEPING OF OPEN PREMISES

i.e. Internal roads/pathways, paved areas, Crane tracks etc. within the Yard

To be provided by MDL: Truck mounted Mechanical sweeping machine for road sweeping. Hopper Capacity of the machine is 6 Cu. M. However, its Operation & Maintenance shall be carried out by Service Provider. The detailed scope of work is mentioned in Part 6.

To be provided by Service Provider:

- One number brand new Ride-on sweeper shall be provided by Service Provider. It will be required at Dockyard Road. Fuel, Maintenance and Operator for these Ride-on sweeper Machines shall be provided by Service Provider. The detail specifications of machine are mentioned at Part 1 under "Service Provider scope of supply"
- Wheeled Trolleys
- Garbage Bag
- All types of brooms like Hard Broom, Soft Broom and Broom with long stick etc.
- Pan for lifting rubbish
- All types of brushes like Coir/ Nylon wire cleaning brushes for brushing/cleaning.
- Cherry picker Lift (as & when required by MDL)
- PPEs

Method:

- Put on apron, protective equipment's.
- Leaves, Dirt, Rubbish etc. shall be swept off from roads, pathways and crane tracks etc. on regular basis by MDL's truck mounted sweeping machine at Dockyard road premises. Whereas, ride on sweeper machine provided by Service Provider will be used in residential area at Dockyard road premises twice a day and in company premises, where truck mounted machine is not approachable. Also, during the breakdown of truck mounted road sweeping machine, ride on sweeper shall cover main road areas like (a) Main Gate to East Yard (b) MMP to Main Gate (Pier Road) (c) Main Gate to Moghul Dry Dock (c) Main Gate to Alcock Yard Gate no 6.
- The Service Provider should provide 2 services in a day at 07:00 to 9:30 Hrs. & 13:30 to 15:00 hrs. and additional services if required for the cleaning of roads. Apart from roads/pathways, cleaning of crane tracks and other open premises should be carried out during remaining period of shifts. The Service Provider should keep vigil during entire shift from 07:00 hrs. To 16:00 hrs.

CLEANING / HOUSEKEEPING OF RESIDENTIAL PREMISES

Equipment: Personal Protective Equipment, Ride On Sweeper, Manual sweeper machine, Wheeled Trolleys, Garbage Bag, Hard Broom, Soft Broom, Broom with long stick, Pan for lifting rubbish, Coir/ Nylon wire cleaning brushes, Mop, Bucket, Vacuum cleaner, Jet Spray, Scrubbing / Mopping Machine

Method:

- Put on apron, protective equipment.
- Cleaning of roads, building surroundings, open areas etc. by Ride On Sweeper & Manual Sweeper and Manually.
- Dry mopping/Wet mopping of Lift lobbies, staircases, corridors
- SS polish (R7) of lift cabins
- Cleaning of Walls in lobbies, staircases.
- Collection & Segregation of garbage from individual flats
- Disposal of garbage at MCGM pick up points

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Cleaning of common toilets and Toilets in Currie house flats.
- Dry garbage to be separated in different bins kept for paper, plastic, glass, metal etc. as per instructions.
- Wet garbage collected to be processed through Bio-Waste Compost Machine. For this, 2-3 persons should be trained & deployed for daily activity for making compost as per instructions.
- Cleaning of bird droppings on roads by Jet spray.

DO'S & DON'TS

DO'S

- Dry dusters with hand gloves need to be used to clean any electrical switch plates.
- Use ladder or telescopic rod for cleaning the ceiling.
- Spray bottles used for cleaning agents should be labelled appropriately.
- Cleaning dusters should be carried in a caddy basket.
- All trashes should be carried through service stairs/elevators.
- Dry mops should be used on dry and smooth surfaces.
- Sign board should be displayed while cleaning floor or any other area.
- Housekeeping materials should be kept inside the caddy basket.
- Safety measure needs to be taken while cleaning.
- Speak up words politely.
- Always work in Team.
- Cleaning should be started from the high level, middle level and down to low level.
- Housekeeping materials/equipment should always be kept in stores after its use & it should be maintained clean.

DONT's

- Wet duster should not be used to clean electrical switch plates.
- All ceiling should not be cleaned by standing on work station table/chairs/inverted buckets/crates.
- Do not use unlabelled spray bottle.
- Cleaning duster should not be kept in the pockets.
- All trash or garbage should not be carried through guest stairs/elevators.
- Dry mop should not be used on a wet floor or hard surface.
- Do not block the entire corridor or passage for scrubbing or cleaning.
- Housekeeping material should not be kept on the workstation while cleaning.
- Do not be rude with your co-worker/colleague.
- Do not start cleaning from middle areas or from ground level.
- Housekeeping material/equipment should not be placed in public areas.
- Do not enter the cabins/conference wash rooms etc. without the permission.
- Do not close the door while cleaning a cabin or conference or meeting room.
- Do not wipe screen of the computer with duster (in case of plasma screen i.e. flat screen)

GUIDELINES FOR USAGE OF CLEANING AGENTS

- CLEANING can be described as the removal of unwanted material without damaging the surface to which it adheres.
- As cleaning and hygiene overlaps, it also includes prevention and removal of factors which tend to produce ill health or diminish the quality of life.
- Cleanliness is the absence of dirt, including dust, stains, bad smell, germs and other hazardous material.

SAFETY MEASURES TO BE TAKEN WHILE USING DETERGENTS:

- Avoid direct contact with eyes and skin.
- Do not inhale any cleaning agent/detergent.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Make sure the detergent/cleaning agent bottles are labelled properly for identification.
- Always use safety equipment like hand gloves, shoes, face mask, etc. while handling detergents/cleaning agents.
- Read instructions before using the cleaning agents to minimize accidents or injuries
- Never try to open cleaning agent's container with your mouth.
- Never mix two detergents. Either they become inactive or they may emit poisonous fumes (depending on their Composition).
- Never prepare a dilution and keep it for more than two days. After 2 days it is equivalent to cleaning with water.
- Always follow the manufacturer's dilution ratio. Using less may not give expected results and using more leaves a film on the cleaned surface. In case of floors, it may be a cause of an accident.
- In absence of measuring cup, the best way to measure is to remember that the CAP of a 5ltr can is always 20ml.
- While pouring or making the dilution, always ensure that we place a liner (duster, garbage bag, etc.) on the floor to prevent the detergent from falling on the floor and damaging it.
- If using the cap of the can as a measure, never wash it in the water bucket (which is a usual practice). In case if this is done by mistake; always WIPE the cap before replacing it. This is important because, in case you replace a wet cap, water droplets fall into the detergent can and start diluting the detergent.
- As prevention, wash your hands immediately if you have touched the detergent with bare hands.
- All the heavier items (detergent cans, etc.) should be stored on lower level racks and lighter items (mop refill, scrubbers, etc.) may be stored at higher levels to avoid accidents.
- Follow the FIFO (first in, first out) system while using the material especially detergents to promote usage before they near or reach expiry.

The Service Provider shall provide adequate quantity of consumables and materials required for carrying out Housekeeping activities. List of some of the consumables and quantity of their assumed monthly consumption is as below:

SR. NO.	PARTICULARS	UNIT	Min. Monthly consumption (assumed)
1	AIR FRESHNER ROUND	NOS	200
2	AIR FRESHNER STICK	NOS	200
3	AER POCKET GODREJ	NOS	20
4	BLEACHING POWDER	KG	25
5	BROOM HARD SPECIAL JUMBO	NOS	140
6	BROOM SOFT SPECIAL	NOS	140
7	CAUSTIC SODA	KG	20
8	CHECK DUSTER BLUE	NOS	225
9	CHECK DUSTER RED	NOS	150
10	DETERGENT POWDER	KG	10
11	DRY MOP REFILL	NOS	50
12	GLASS DUSTER BLUE	NOS	100
13	GLASS DUSTER RED	NOS	65
14	NAPHTHALENE BALL	KG	7
15	NYLON SCRUBBER	NOS	50

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

16	ROOM FRESHNER	NOS	75
17	SANICUBES COLOURED	Packet	20
18	SCOTCH BRITE BIG 6 X4	NOS	150
19	PHENYL 5 LTR	CAN	15
20	TASKI R1	LTR	100
21	TASKI R2	LTR	100
22	TASKI R3	LTR	30
23	TASKI R5	LTR	100
24	TASKI R6	LTR	100
25	TASKI SPIRAL	LTR	50
26	TOILET ROLL 200 GM	NOS	150
27	URINAL SCREEN PAD	NOS	400
28	WET MOP REFILL (BLUE)	NOS	110
29	YELLOW SPONGE	NOS	50
30	Multi-Fold Hand Towel Paper (150 pulls per packet)	Packet	20
31	Airwick Automatic Air Freshener Refill (250 ml)	NOS	4

Above list of consumables and quantity is only for reference and assumptions. The consumables shall not be limited to above mentioned items and quantities. No separate payment would be made towards supply of consumables and materials. The Service Provider shall provide additional quantity and extra items as per actual site requirements at no additional / separate cost. The Service Provide shall quote all-inclusive rates for Housekeeping Services.

If Service Provider fails to provide minimum above mentioned quantity of consumables, deduction will be applied as per Deduction Clause.

In addition to above consumables, Service Provider shall provide (but not limited to) regular Housekeeping materials like Plastic Mug & Buckets, Choke Up Pumps, Cob Web Brush, Scrub Pads, Dry Mops Frame with Stick, Wet Mop Clip with Stick, Feather Brush, Floor Wiper, Garbage Bins/Drums, Kitchen Wiper, PPEs (like Safety Shoes, Hand Gloves, Face Mask, Ear Plug, Safety Goggles for all personnel and Leather Gloves & Helmet for personnel working in Workshops and scrap yard), Paint Brush, Putty Knife (PaltiPatra), Toilet Brush, Mori Brush, Clip Dust Pans, Spray Bottles, Dust Pans, Corner Brush, Carpet Brush, Thinner, Caddy Basket, Window Washer / Applicator & Wiper, and any other materials required for Housekeeping activities regularly throughout the contract period.

TASKI PRODUCTS FOR REFERENCE:

CLEANING AGENT	USAGE	DILUTION
R1	Bathroom cleaner- Cum-Sanitizer Concentrate (all surfaces in bathroom, WC, urinal, washbasin etc. Safe to use on granite and marble)	Diluted in water Ratio: 1:15 to 20ml or as per requirement
R2	Hygienic Surface Cleaner (Dusting, Mopping, Glass cleaning)	Diluted in water ratio: 1:15 to 20ml for dusting mopping, 1:10 to 15ml for glass cleaning or as per requirement
R3	Glass Cleaning (all types of glass, windows, mirrors, and glass display cases)	Diluted in water Ratio: 1:15 to 20ml or as per requirement

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

R5	Air Freshener	Direct Use
R6	For W/C and Urinal Cleaning	Direct Use
R7 / Spiral	For Hard stains of floor	Diluted in water Ratio: 1:20 to 30ml or as per requirement
TR 101	For Carpet Shampooing	Diluted in water Ratio:1:20 to 30ml or as per requirement
TR 103	For Carpet Spotting	Diluted in water Ratio:1:20 to 30ml or as per requirement
D7	For Steel Polish Only	Direct Use

MATERIAL & USAGE

Room Freshener (Ready to Use)	For Good Fragrance
Odonil Cubes and Sticks	To control the bad smell
EZE Mop Set	For dry sweeping the floor
Wet Mop Set	To mop the floor with water
Wet Mop Refill	Only the mop without rod
Urinal Screen Pad	To control the smell
Naphthalene Balls	To control the smell
Glass Scraper	To remove stains from glass
Scotch Bright	To scrub the wash basin & others
Nylon Scrubber	Used for scrubbing
Dustpan with Handle	To collect the segregated dust
Carpet Brush	To brush the carpet
Carpet Brush (Soft)	To brush the chairs and sofa
Spray Bottles	To spray cleaning agents, freshener
Hand Brush	To scrub the floor with hand
T-Brush (Soft)	To brush the staircase
T-Brush (Hard)	To brush the hard floor
Plastic Mug	To make dilution of cleaning agents
Plastic Bucket	To take water for mopping, etc.
Feather Brush or Static Duster	For dusting
Ceiling Brush	For high level dusting
Sponge (White or Yellow)	For cleaning delicate or light things
Face Mask	To protect from dust
Rubber Hand Gloves	Used while cleaning washroom
Rubber Hand Gloves	Used while dry/wet mopping
Thinner	To remove polish/paint marks
Caddy Basket	To carry housekeeping materials
Floor Squeeze	To squeeze the water from floor
Window Washer / Applicator	Apply cleaning agent to window
Window Wiper	To wipe the applied cleaning agent
Kitchen Squeeze	To squeeze the wash basin counter
W/C Brush	To clean the W/C
Garbage Bag (Small, Medium & Big)	To collect the garbage

Materials to be supplies by Service Provider:

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Service Provider shall supply Hand Wash(equivalent to Dettol, Fem, Lifebuoy and Diversey) & Wall Mount Soap Dispenser. The hand wash should be supply & refill the dispensers regularly as per requirement. The charges for supply would be paid separately at actual as per PO rates.

The Wall Mount Soap Dispenser shall be supplied with Capacity of 500 ml, Material: Durable Plastic and operation with push button.

EQUIPMENTS TO BE SUPPLIED BY Service Provider:

Service Provider to ensure that all brand new equipment/machineries to be deployed at the site for housekeeping activities & it should be in good working condition during entire course of contract period. The Service Provider must resort to Annual Maintenance Contract (AMC) for such equipment and machineries which are critical for mechanized cleaning to ensure uninterrupted functioning.

Sr. No.	Equipment	Uses	Minimum Quantity for deployment	Penalty for non-deployment / non-operational equipment (per equipment per month)
1	Ride on sweeper	For cleaning / sweeping on roads	1	Rs. 1,25,000.00
2	Battery Driven Ride On Scrubber Drier	To Scrub & Vacuum the floor simultaneously	1	Rs. 48,000.00
3	Vacuum Cleaner (Dry & Wet) (27 L)	To remove the dust from the carpet and floor	10	Rs. 1000.00
4	Electrically operated Walk Behind Scrubber cum Mopping Machine	To scrub and mop the Floor	6	Rs. 7000.00
5	Carpet Cleaner with Foam Generator Machine	For Shampooing of Carpet & Chairs	1	Rs. 5000.00
6	Manual Sweeper	To sweep outer area	2	Rs. 1000.00
7	High Pressure Jet Machine	To Wash Floors & Tiles	6	Rs. 3500.00
8	Mini Floor Scrubber & Drier	To scrub & clean office floors	4	Rs. 2500.00
9	Single Disc Scrubber	To Polish the Marble Floors	3	Rs. 2500.00
10	Industrial Vacuum Cleaner wet & dry (Tank Capacity: 100 L)	To remove welding pieces, welding rods, small MS pieces etc. from the shops, Ship's units under construction.	3	Rs. 15,000.00
11	Industrial Vacuum Cleaner wet & dry (Tank Capacity: 70 L)	To remove welding pieces, welding rods, small MS pieces etc. from the shops, Ship's units under construction.	5	Rs. 2000
12	Glass Cleaning Kit	To remove dust particles	45	Rs. 20.00
13	Wringer trolley/Cleaning gear trolley	For easy cleaning of areas and better transportation of consumable material	100	Rs. 75.00

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

14	Wheeled Trolley 240 L	For garbage transportation	40	Rs. 175.00
15	Wheeled Trolley 120 L	For garbage transportation	40	Rs. 150.00
16	Telescopic rods with brush / mop / duster	To clean the areas at height upto 20 feet	15	Rs. 500.00
17	Cherry picker lift	For cleaning glass facade of the buildings / removing wild growth on buildings approaching minimum height of 7 storeyed building (as & when required by MDL)	1	Rs. 10,000.00 per call
18	Portable Pumps	for Gardening activities	2	Rs. 200.00
19	03/04 Wheeled Trolley (manual operated customised trolley with attached water tank)	For watering of plants/lawns at remote locations	1	Rs. 1000.00
20	Drainage Rodding Machine	For routine cleaning of drainage lines	1	Rs. 2500.00
21	Drainage Suction cum Water Jet Machine Vehicle	For periodical cleaning / choked up drainage lines (as & when required)	1	Rs. 10,000.00 per call
22	Electric Lawn Mower	For cutting and trimming of jumping grass / lawn	1	Rs. 750.00
23	Petrol operated Saw machine (25" chain size)	Suitable for cutting of medium trees/branches	1	Rs. 2500.00
24	Electric operated Saw machine (18" chain size)	Suitable for cutting of big trees/branches	1	Rs. 750.00
25	Petrol operated Hedge Trimmer (18" blade length)	Suitable for trimming hedges	1	Rs. 1000.00
26	Submersible Sewage Pump	For cleaning drainage chambers/ septic tank, removing stagnant water	1	Rs. 750.00
27	Robotic Auto Vacuum Cleaner	For sweeping, mopping of Hard Floor, Tiles, Wooden, Marble, Carpet etc.	1	Rs. 6000.00
28	Workplace Sanitizing Machine	For sanitization of office premises	5	Rs. 800.00

Note: Quantity of equipment given above are minimum requirements to carry out the work at all locations. This list of equipment's covered above are minimum resources. However, Service Provider can deploy machineries more than above mentioned quantity to do the work effectively. Service Provider shall submit Monthly Equipment Operational Report along with Work Done Reports for monthly billing.

Equipment Storage & Safety: By following these 3 simple rules employees can contribute to a safe, accident free work environment:

- Take Adequate Time: No job should be done in unsafe and hurried manner.
- Correct Unsafe Conditions Immediately.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Do It Safely the First Time: Every employee must do his/her job in a safe and correct manner.

This is the best way to prevent accidents While Using Machinery:

- Check the condition of the equipment.
- Check the cord for frays or missing insulation, especially near the plug.
- Do not operate the equipment if it needs mechanical attention.
- By operating an equipment which requires a repair, a person increases his/her chances of suffering from slips, falls, strains, burns and electrical shock.
- Equipment, which sparks, smokes or flames should be turn off immediately.
- Equipment's with loose connection or exposed wire should not be used. An appliance should be neverunplugged by pulling the cord.

Technical Specification of Equipment / Machineries to be deployed:

SrNo	Equipment / Machinery	Technical Specification
1	Ride On Sweeper (with one sidebroom)Diesel Engine Operated	Sweeping Width: Min. 1200 mm (without side broom), Sweeping Width: Min. 1500 mm (with side broom), Sweeping capacity: Min. 16000 Sq. M. per Hour, Hopper Capacity: Min. 450Ltr, Dumping Height: Min. 1400 mm, Overhead guard with laminated safety glass
2	Wet & Dry Vacuum cleaner (27 L)	Air flow: 65-70 L/s, Voltage: 220-240 V, Power: Min. 1300Watts, Vacuum: 20-22 kPa, Tank Capacity: Min.23Ltr, with all accessories.
3	Electrically operated Walk BehindScrubber cum Mopping Machine	Sweeping Capacity: Min. 1700 Sq. M. / hour, scrubbing width: Min. 400 mm,Vacuum Pressure: Min. 1000 mm of H2O, Power Supply: 230 V, WorkingSpeed: 3.5- 4 km/hr., Fresh Water Tank: Min. 40 L, Dirty Water Tank:Min. 40 L.
4	Carpet Cleaner	Cleaning Capacity: min. 400 Sq. M. /Hr., Cleaning Width: 350-400mm, Fresh Water Tank Capacity: 9 Ltr, Power Supply: 230V
5	Manual Sweeper	Sweeping Width with side broom: Min. 600 mm, Hopper Capacity: Min. 24 Ltr, Sweeping capacity: Min 2300 Sq. M. /Hr.
6	High Pressure Jet Machine	Min.Pressure: 130 bar, Flow Rate: Min. 600 LPH, Power: 3 KW, Motor: Min. 1400rpm
7	Mini Floor Scrubber & Drier	Scrubbing width: Min. 315mm, Scrubbing Capacity: Min. 350 Sq.M./Hr., Brush Speed: Min. 600 rpm, F.W. tank capacity: Min. 1.5 L, DirtyWater Tank: 1.5 Ltr, Power Supply; 230 V, 600 Watts
8	Single Disc Scrubber	Scrubbing Width: min. 400 mm, Brush Speed: Min. 165 rpm, F.W. TankCapacity: min. 10 L, Power Supply: 230 V, 1100 Watts
9	Battery Driven Ride On ScrubberDrier	Sweeping Capacity: Min. 4800 Sq. M. /Hr., Working Speed: Min. 6 km/hr.,Cleaning width: min 800 mm, Suction width: min. 1000 mm, DriveMotor Power: min. 750 Watt, F.W. Tank: min 110 L, collection tank: 110ltr. No. of brushes: 02 nos.The machine has to be for heavy duty application, preferably to operatecontinuously for min 4-5 hrs. back up. Drive batteries should haveminimum capacity of 24V/240Ah. Drive batteries to be charged innormal 230V, 50 Hz input.
10	Industrial Vacuum Cleaner (100 L)	Voltage: 230-240 V, Power: Min. 2200 W, Suction power: Min.26kPa, Tank Capacity: Min. 100 Litres, Airflow: Min. 80Ltr/Sec

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

11	Industrial Vacuum Cleaner wet & dry (70 L)	Air flow rate: 2 x 53 l/s, Vacuum:min. 21kPa, Container capacity:Min. 70 L, Max. rated input power:Min. 2300 W, Frequency: 50-60 Hz, Voltage: 220-240V, Suction hose: 2.5 metre
12	Telescopic rods with brush / mop / duster	Telescopic rod 3 pieces (3 x 200 cm)
13	Portable Pumps	1 HP, 230 V alongwith Hose Pipes
14	03/04 Wheeled Trolley	Manual operated customised trolley with attached water tank
15	Drainage Rodding Machine	Suitable to clear the choke ups due to debris/sludge for depth up to 10 Feet & length 200 feet at least.
16	Drainage Suction cum Water Jet Machine Vehicle	As per actual site requirement, as & when required by MDL.
17	Cherry picker lift /Boom lift	IFMS Co. shall bring cherry picker lift / boom lift if not available with MDL and as instructed by YUC Executives, so as to reachatleast 7 storeybuilding facade cleaning.
18	Electric Lawn Mower	2.00 HP / 1.5 KW, 400 mm Blade & 50 Mtrs. Cable alongwith Lawn Mower, 240 Voltage, Single Phase, Cutting Width: 75 mm
19	Petrol operated Chain Saw machine (25" chain size)	Engine power: 3.9 kw, 5.3 HP, 25 inch guide bar length
20	Electric operated Chain Saw machine (18" chain size)	Power: 1.9 kw, 18 inch blade length, 230 V
21	Petrol operated Hedge Trimmer (18 inch blade length)	Power: 0.75 KW, Blade Length: 45 cm,
22	Submersible Sewage Pump	Power: 2 HP , Single Phase, Discharge Range : 100-600 LPM, Head: 3-14 Mtrs
23	Robotic Auto Vacuum Cleaner with Dry Cleaning, Wet Mop & UV sanitization with Smart Sensing Technology, Smart Dust Tank detection system, Multi Cleaning Mode, Auto Docking etc.	Capacity: 0.5 L, Brush: 04 nos., Suction: Min. 1200 Pa, Battery: Min. 14 V,.
24	Workplace Sanitizing Machine (Battery operated)	Tank Capacity: 6 L, Battery Operated-10Ah L-ion, Effective Range - 3-8m, Atomization Volume- 650ml/min, Chemical-Silver Hydrogen Peroxide
25	Wringer Trolley	Single Bucket, Capacity: 20 Litre

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Scope of Work (SOW)

Part I

Housekeeping Services

1. **Office premises:** Cleaning / Housekeeping of offices, staircases, lobbies, passages, lifts, terrace, toilets, urinals, and wash places in buildings located in the Yards.
Workshops / Stores: Cleaning / Housekeeping of Workshops, Ship Units under Construction/ Stores, Shop offices, toilets/ urinals/ wash places in Workshops located in the Yards.
2. **Open premises:** Cleaning / Housekeeping of Open premises i.e. internal roads / pathways, paved areas, Crane tracks etc. within the Yards.
3. **General Toilet Blocks:** Cleaning / Housekeeping of General Toilet Blocks located in NY, SY, ALY.
4. **Residential premises:** Cleaning / Housekeeping of MDL Residential premises at **Dockyard Road (Mumbai)**.
5. **Residential premises:** Cleaning / Housekeeping of MDL Residential premises at **CBD Belapur (Navi Mumbai)**.
6. **Canteen:** Cleaning / Housekeeping of Canteen in NY, Officer's Mess
7. **Drainage Cleaning:** Cleaning of Drainages in NY, SY, ALY & Residential Premises.

SCOPE OF SUPPLY:

MDL scope of supply (free of cost):

1. One number Truck mounted Road Sweeping Machine (with fuel) for cleaning of main roads. However, Operation & Maintenance of the machine will be carried out by Service Provider.
2. 01 No. Office Cabin for Executive staff, 01 no. store cabin in SY, 01 no. cabin in ALY, 02 rooms in Residential Area (Dockyard Road) and 01 no. cabin shared with other contractor at CBD Belapur.
3. Electricity and water for Facility management services from nearest available supply point except water for washing of roads. Service Provider has to arrange suitable cable /switchboard for connecting electric supply.

Service Provider Scope of Supply:

1. One number brand new Ride-on sweeper shall be provided by Service Provider. This new machine shall be procured for MDL purpose exclusively. Fuel, Maintenance and Operators & helpers for these Ride-on sweeper Machine shall be in the scope of Service Provider.
2. If Service Provider wish to provide extra Porta cabins for storage of materials and changing room for their staff, the open space will be provided by MDL subject to availability of space. The elevation of porta cabins should be matching to MDL's portacabins placed in the yard. It will be returnable after completion of order.
3. Service Provider has to make his own arrangement for movement of cleaning material / equipment inside MDL premises.
4. All Material, Equipment, Tools & Tackles required for Housekeeping services.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

DETAILED SCOPE OF WORK

-: Section 1: -

➤ **Cleaning of Offices, Workshops, Stores, Shop Offices, etc.:**

(Areas details of various Offices, Workshops, Stores, Shop Offices, etc. at various yards have been indicated separately at ANNEXURE – I to IV)

Note: Housekeeping Services shall be provided from 0700 Hrs. to 1600 Hrs. from Mondays to Saturdays, with 1 hr.lunch break from 12:00 Hrs to 13:00 Hrs. Deep cleaning and weekly services shall be carried out on Saturdays.Manpower to be deployed as per Rate sheet attached with tender. If some offices/shops are closed on Saturdays, weeklyservices should be carried out on weekdays in consultation with concerned OICs. However, Service Provider shall provide housekeeping manpower in full on all days including Saturdays.

Daily Cleaning:

1. Disinfecting the floor areas, common areas including staircase, landings, skirting, dados, shelves and all nooks and corners. Removal of dirt, dust, waste paper, etc. and disposal of the same. These activities are to be carried out daily. Swabbing to be done with approved disinfectants and water. Cleaning and mopping of the staircases shall be carried out daily before the offices open.
2. Disinfecting, cleaning and mopping the floors with water, detergent and disinfectant to completely remove all dirt, stains, etc.
3. For cleaning of floors, passages in shops, canteens, Facility Manager shall ensure sufficient walk behindscrubbing/mopping machines. Most of cleaning work shall be carried out by Machine only and where area isnot accessible to the machines, it should be done manually.
4. Cleaning of Units under Construction in workshops in North Yard and South Yard.
5. Dusting & Cleaning of Door Mats.
6. All garbage bins are to be emptied and cleaned including the area around the dust bins.
7. Cleaning activity shall be carried out as per SOP given.

Weekly Cleaning:

1. Window glass cleaning, window sliding /seal cleaning.
2. Heavy vacuuming of mats carpet.
3. Partition and glass cleaning.
4. Floors, tiles and corners scrubbing.
5. Washroom tiles and furniture - detailed cleaning / scrubbing.
6. Cob-web removal, Light fittings and fans, AC indoor unit body.
7. Venetian blinds.
8. Cleaning of offices/shops/ internal walls, partitions & ceilings (up to 20 ft. Height)
9. Cleaning of terrace of every building.

➤ **Cleaning of Toilets/urinals /wash places in buildings and workshops (ANNEXURE- I to V):**

Daily Cleaning:

1. Floors & tiled portions of walls, disinfection of MS/stone/brick partitions by washing with water & detergent disinfectant on regular basis.
2. Urinals, water closets, wash basins, etc. shall be thoroughly disinfected with cleaning agent and remove blockages, if any. Urinal Screen Pads shall be provided in each & every urinal pots and it shall be changed every month. There are approx. 450 Nos. Urinal Pots in MDL. Naphthalene balls shall be provided in wash basins and change it as soon as it is sublimed.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

3. Mirrors & glasses of doors, windows will have to be wiped with approved glass/ mirror cleaning agents.
4. Sanitary fittings such as flush tanks, towel rods & other fittings are to be wiped with approved cleaning agent.
5. Toilets shall be kept disinfected and hygienic with absolutely no stink. They are to be washed (disinfectant) mopped and wiped three times a day. They should be checked every day.
6. Toilet paper rolls should be provided in the Toilets of office buildings.
7. Cleaning activity shall be carried out as per SOP given.

Weekly Cleaning: (To be carried out on Saturdays).

1. Window glass louvers cleaning
2. Floors, tiles and corners scrubbing.
3. Cob-web removal.
4. Light fitting cleaning.
5. Cleaning of internal walls & ceilings.

➤ **Cleaning of staircases, lobbies, passages and terraces (ANNEXURE – I to V):**

Daily Cleaning:

1. Cleaning and mopping of staircases, lobbies and passages.
2. Removal of trash and dump into garbage enclosure
3. Cleaning of railing
4. Cleaning of lift cabins, lift doors, etc. by approved stainless steel polish.
5. Dusting of Lift cabin carpets.
6. Cleaning activity shall be carried out as per SOP.

Weekly Cleaning: - It is to be carried out on Saturdays.

1. Window glass cleaning
4. Light / fans cleaning, Cob-web removal.
2. Cleaning of terraces
5. Floors, tiles and corners scrubbing.
3. Heavy vacuuming of mats carpet.

➤ **Cleaning of CNC Machine Tanks / Bed in SY Production Shop:**

1. ADOR & PRO ARC UNDERWATER CNC CUTTING MACHINE

- Total No of Bed: ADOR M/C – 3 BED + PRO ARC M/C- 3 BED
- Estimated frequency of each CNC bed/water tank cleaning: Once in 60 to 75 days.

Requirement exists for cleaning of Water Tanks of CNC Machine in Production Shop SY. There are a total of 6 water tanks which requires this cleaning. The approximate size of each tank is 11M x 4.5M --- 3 nos. & 12M x 3.5 M ---3 nos.

General Scope of Cleaning:

- 1) Cleaning of these tanks can be done on Saturdays only, preferably in first shift
- 2) One tank can be cleaned in approximate 1 shift.
- 3) Following tools will be required for the cleaning activity:
 - a) Spades
 - b) Crow-bars
 - c) Hammers
 - d) Ghamelas
 - e) Buckets
 - f) Brooms which can be used with water

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- g) Water resistant gloves & shoes for cleaning personnel.
- 4) Job will involve the following activities:
- a) Removal of Flat bars from the frames using hammers & crow bars. There are a total of 4 to 5 frames per tank.
 - b) Cleaning of these flat bars of the burrs & excess of any scrap accumulated on these flat bars using hammers & crow bars.
 - c) Fixing these flat bars back on to the frame. Fixing same flat bars or new flat bars will be at the discretion of the Shop in charge. However, even if new flat bars are to be fitted, removal of burrs from the old flat bars will be the responsibility of the Service Provider.
 - d) On the water table, below the frames, there is a lot of mud along with small scrap metal pieces mixed with it. The metal pieces are to be segregated and put in metal scrap bins. The mud from the table is to be transferred to mud bins using spades & ghamelas.
 - e) Water table is then to be cleaned using plain water.
 - f) Sludge boxes equal to the number of frames are to be cleaned. These sludge boxes will be removed with the help of cranes and then will be cleaned of its mud & small metal scrap.
 - g) The mud bins are to be transferred to YUC bins in MDL.
 - h) The job shall be supervised by well experienced personnel. Service Provider shall ensure that all safety measures are taken care of while carrying out the cleaning. The personnel working shall wear personal protective equipment while carrying out the job.

MDL Scope:

- 1) Providing crane along with required riggers for removal of frames and sludge bins from the water table and after the cleaning is completed by Service Provider, putting them back on the water table.
- 2) Providing separate empty bins for metal scrap & mud to the Service Provider.
- 3) Providing manpower/machines/consumables/gases for fabrication of new frames/cutting of old flat bars in case removal by hammering is extremely difficult. This will be provided only on prior one working day notice to the shop in-charge in writing and strictly on need basis.

2. HANCO AND PRO ARC (Mayur) DRY BED CNC CUTTING MACHINE:

- Total No. of Bed: HANCO M/C – 2 Bed + PRO ARC (Mayur) – 1 Bed
- Frequency of each CNC bed cleaning: Once in 60 to 75 days

Requirement exists for cleaning of Dry beds of CNC Machine in Production Shop SY. There are 2 beds of Hanco CNC Plate Cutting Machine each having size of 22 M x 3.5 M. There is one bed on Pro arc (Mayur) machine having a bed size of 5.5 M x 3.5 M. Total 3 dry beds.

General Scope of Service Provider:

- 1) Cleaning of these dry beds can be done on Saturdays only, preferably in first shift
- 2) One bed can be cleaned in approximate 1 shift.
- 3) Following tools will be required for the cleaning activity:
 - a) Spades
 - b) Crow-bars

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- c) Hammers
 - d) Ghamelas
 - e) Brooms
 - f) Gloves & shoes for cleaning personnel.
- 4) Job will involve the following activities:
- a) Removal of Flat bars from the frames using hammers & crow bars.
 - b) Cleaning of these flat bars of the burrs & excess of any scrap accumulated on these flat bars using hammers & crow bars.
 - c) Removal of mud, burrs, slag, small metal scrap from the trays below the flat bars. The metal pieces are to be segregated and put in metal scrap bins. The mud/slag/burr from the table is to be transferred to mud bins using spades &ghamelas.
 - d) Fixing the flat bars back on to the frame
 - e) The mud bins are to be transferred to YUC bins in MDL.
 - f) The job shall be supervised by well experienced personnel. Service Provider shall ensure that all safety measures are taken care of while carrying out the cleaning. The personnel working shall wear personal protective equipment while carrying out the job.

MDL Scope:

- 1) Providing separate empty bins for metal scrap & mud. These bins will be provided one day in advance in consultation with shop in-charge. No cranes will be available on the day of cleaning. The Service Provider has to ensure that the bins are available before start of cleaning operation.

-: Section 2: -

➤ **CLEANING / HOUSEKEEPING OF OPEN PREMISES i.e. INTERNAL ROADS/PATHWAYS, PAVED AREAS, ETC IN MDL YARDS**

(Areas details at various yards have been indicated separately at ANNEXURE – I to IV).

1. Scope of Work is as given below:

Housekeeping Services from 0700 HRS to 1600 HRS from Monday to Saturday (Lunch break: 12:00 HRS to 13:00 HRS).

MDL scope of supply:One number Truck mounted Road Sweeping Machine at Dockyard premises. Capacity of the machine Hopper is 6 Cu. M. and sweeping width is 3000 mm. The Operation & Maintenance of the machine is in the scope of Service Provider. The details of the same is mentioned in Part 6. The fuel for this Road Sweeping Machine shall be provided by MDL. Main roads shall be cleaned twice a day. However, after cleaning by machine, Service Provider shall deploy housekeeping personnel for thorough cleaning.

Service Provider Scope of Supply:One number brand new Ride-on sweeper shall be provided by Service Provider. This new machine shall be procured for MDL purpose exclusively. Old machine will not be acceptable. Fuel, Maintenance and Operators & helpers for these Ride-on sweeper Machine shall be provided by Service Provider.

Technical Specifications of Ride-On Sweeper Machine shall be as under:

- Diesel Engine Operated

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Sweeping Width: Min. 1200 mm (without side broom),
- Sweeping Width: Min. 1500 mm (with side broom),
- Sweeping capacity: Min. 16000 Sq. M. per Hour,
- Hopper Capacity: Min. 450Ltr,
- Dumping Height: Min. 1400 mm,
- Overhead guard with laminated safety glass

Payment will be done as per the order on the basis of daily working of this sweeping machine in the Yard.

Detailed Scope of Work is as follows:

- Leaves, Dirt, Rubbish, etc. shall be wiped off from all roads, pathways, crane tracks, etc. on regular basis by **Ride-On Sweeping Machine** and manually where no access for machine is available.
- MDL's truck mounted road sweeping machine will be used regularly for sweeping all roads, crane tracks and large spaces accessible to it such as (i) Main Gate to EY & MMP road (ii) Main Gate to Moghul Dry Dock road (iii) Mazdock House to ALY Gate no 6 road (iv) Mazagon Dry Dock to NY Assembly Shop road (v) Surrounding of SSA Workshop and (vi) NY & SY Crane Tracks where access is available. This machine will be operated generally in between 0700 to 0900 HRS and 1300 HRS to 1500 HRS.
- Ride on sweeping machine of Service Provider shall be used regularly in Residential Area, Roads, Crane Tracks and Open Spaces in yards accessible to it, but not accessible to MDL's Truck Mounted Road Sweeping Machine. It shall also be used to the areas accessible to truck mounted road sweeping machine, in case of breakdown of Truck Mounted Road Sweeping Machine. However, in case of breakdown of Truck Mounted Road Sweeping Machine for long duration, the Ride on sweeping machine to kept as a substitute/alternate for sweeping of main roads in MDL premises.
- Cleaning of Pathways, Crane Track area, Roads or any other Open area shall be cleaned manually where there is no access for sweeping machines. The paved areas and roads shall be kept clean of moss, mud, dust etc. at all times.
- **Cleaning of Compound walls, Boundary walls and Gates** of North Yard, South Yard and Residential Area of Dockyard Road premises shall be carried out once in a month. Compound walls considered are: Wall from Mazagon Dock Post office to Main gate, wall from Main gate to southwest corner of MDL colony & west side wall of colony opp. to freeway, wall from Main gate to EY gate and wall from Mazagon Dry Dock to Gate no. 6.
- **Glass Façade Cleaning:** The glass façade cleaning of Mazdock House, Service Block and MDRC would be required to carry out at every 03 months. As this work involves at height, Cherry picker lift should be used for cleaning by taking necessary safety precautions by the Service Provider. The cherry picker lift for above activity would be provided by MDL. However, if cherry picker lift is not available from MDL, the Service Provider would be instructed to arrange the same from outside. The payment for hiring of cherry picker lift would be made separate as per PO rate. The façade cleaning of building includes Dust removal, cleaning of glasses, facade, canopy etc. Cleaning required to be done from wherever free access for movement of cherry picker lift is feasible. Necessary precautions shall be taken while carrying out above activity, so that it does not damage the MDL property and personnel.
- **Cleaning of Fire Shed & Parking Shed:** Fire shed to be cleaned once in six months and parking shed in residential area to be cleaned once in a month. While cleaning, Service Provider shall ensure that dirt stains are removed completely and cleaned thoroughly. Contract shall take proper care while carrying out this activity, so that it does not damage MDL property and personnel. The cherry picker lift for above activity would be provided by MDL.
- **Washing of Road:** - Main Roads (Mazdock House to ALY Gate No 6, Main Gate to Mogul Dry Dock) shall be washed with water jets. Fresh Water Tankers required for this activity shall be arranged by the Service Provider. Service Provider shall provide the services as and when required and

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

payments for carrying out the said activity and Supply of Water Tankers (min. 10,000 Litres) would be made separately at actuals.

- **Removal of debris:** Debris generated by in-house activities (other than Project work/Contractor's work), Soil, Dust collected by Road Sweeper Machine, Mud and sludge removed from Drainages etc. is dumped in a designated bin. Service Provider shall remove debris etc. from designated location/bin, with the help of his Dumper / Truck, as and when required. Service Provider shall arrange for Dumper/Truck with Min. Capacity of 11 Cu. M. (4 brass) for loading of debris. For loading of debris, JCB / Loader cum Excavator will be provided by MDL free of cost, Payment for removal of debris per Dumper / Truck would be done on actual basis as per PO rates after removal of debris.
- **Roads Cleaning in Alcock Yard:** Cleaning and sweeping of internal roads TWICE A DAY i.e. between 7.00 AM to 9.00 AM and between 13.00 PM to 15.00 PM by manual means and thereafter whenever rubbish / waste papers are scattered to be picked up (touch cleaning and sweeping) to keep the road clean throughout the day. Dumping the collected rubbish/waste materials into nearest respective disposal bins. Dusting & Cleaning of Gates, removal and disposal of dogs, excreta, dead rats, cats, birds, dogs etc. as and when found or reported all completed as directed.
- **Records:** Service Provider shall arrange for generation, maintenance of all records related to quality and quantity of service delivery. The same shall be made available to MDL for certification of the bills and for analysis as and when required.

-: Section 3: -

➤ **CLEANING / HOUSEKEEPING OF GENERAL TOILET BLOCKS IN NY, SY & ALY (ANNEXURE-IV)**

- General Toilet Cleaning Services from Monday to Saturday:
- First shift timing is from 0700 Hrs. to 1600 Hrs.
- Manpower requirement: Minimum 23 workmen, 2 supervisors (Total = 25 Nos.)
- Second shift timing is from 14:00 Hrs. to 23.00 Hrs. Manpower requirement: Minimum 9 workmen, 1 Supervisor
- Total Manpower requirement in First shift and Second shift: **35 Nos.**

Scope of Work:

- Floors & tiled portions of wall, MS/stone/brick partitions are to be disinfected by washing with water & detergent disinfectant on regular basis.
- Urinals, water closets, wash basins, etc. shall have to be thoroughly disinfected daily with approved cleaning agent like Diversy/Ecolab or equivalent.
- Urinal Screen Pads shall be placed in every Urinal Pots of all General Toilet Blocks. The same shall be changed monthly.
- Mirrors & glasses of doors, windows will have to be wiped with approved glass/mirror cleaning agents.
- Sanitary fittings such as flush tanks, towel rods & other fittings are to be wiped with suitable cleaning agent.
- Toilets will have to be kept disinfected and hygienic with **absolutely no stink at all times.** Floors are to be washed (disinfected) mopped and wiped. These should be checked every day for any damages, etc. requiring special cleaning or repair. Thorough cleaning & disinfecting shall be carried out four times a day around 07:00,10:00, 13:00 and 15:00 hrs.
- Continuous Manning: - As per YUC Executive's instructions, Service Provider shall provide One/Two attendants throughout the shifts (i.e.,0700 Hrs. to 23:00 Hrs.) per toilet block at major locations such as Near Small Dry Dock (Joiner Shop), North Yard Slipway (Jumbo Toilet Block), Near South Yard Main Gate, Back side of Moghul House, Behind Module Shop.
- Cleaning times/schedules should be displayed at all toilets Blocks.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Precautionary signage to be placed by the Service Provider while carrying out the work.

-: Section 4: -

CLEANING and HOUSE KEEPING in Residential Area of MDL at Dockyard Road.(ANNEXURE - V)

Scope of Work: -The Service Provider shall carry out Cleaning and Housekeeping of the following Residential Buildings (excluding Flats internally), Roads and Surrounding of building area at the following locations.

- a) Currie House – G+7 bldg.
- b) Sarin House – Stilt +10 bldg.
- c) Angre House - Stilt +18 bldg.
- d) P and O Terrace – G + 2 bldg.

Working Days & Timings: Housekeeping Services from 0700 Hrs. to 18:00 Hrs. from Sunday to Saturday (i.e.for all 7 days in a week throughout the year.) for Residential Area at Dockyard Road, Mumbai. Minimum 26 nos. Housekeeping staffshall be deputed at this location.

Daily Cleaning:

- Cleaning of building surroundings, roads, pavement areas, stairs & passages inside buildings, sweeping & cleaning inside Crèche located in Residential Area.
- Cleaning of inside MDRC Club, Gymnasium and Guest House on 17th& 18th floor of Angre House.
- Collection & Segregation of garbage from individual flats once a day (in morning) and disposal to Municipal collection place, as per the Municipal guidelines prevailing during the contract period. Suitable bags for collection of garbage should be provided by the Facility management company. Service Provider has to train 2-3 persons from their regular Housekeeping staff, for Operation of Bio-Waste Compost Machine located in Residential Area and deploy them as & when required for operation of machine to make compost, as per instructions.
- Cleaning/mopping of stairs of all buildings once a day.
- Removal and disposal of unwanted material from passages, staircases of buildings thrown by resident.
- Removal and disposal of dead animals such as dog, cat, rat, bird, etc. as and when required.
- Cleaning and Housekeeping work shall be carried out in such a way that each and every part of the residential area should be neat and clean throughout the day. Supervisor shall control, supervise and monitor all the Housekeeping activities throughout the day including manpower and also give the feedback / status / report of the same on regular basis.
- Service Provider shall ensure that all the cleaning / housekeeping jobs are attended as per the contract conditions.
- Any work not done properly /satisfactorily shall have to be re-done at free of cost to MDL. If immediate action towards re-doing the job is not taken, MDL shall be at liberty to make necessary deductions from the running bills. MDL's decision in this regard shall be final and binding on the Service Provider.
- Cleaning, sweeping and mopping of vacant flats of residential quarters shall be carried out while taking possession of that flat by the occupants as per instructions of MDL.

4. Weekly Cleaning: Cleaning of chajjas, terraces etc. and removal of cobwebs from lift lobbies, staircases, stilt areas, passages, common toilet blocks /bathrooms and water pump rooms, lift machine rooms etc. Passages, floorings shall be scrubbed with scrubbing machine. For cleaning of staircases & bird dropping on the roads, high pressure jet spray with proper brushes shall be used.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

5. Cleaning activities specific to Residential area:

- Cleaning of main Roads approaching to all buildings inside residential complex, three times daily between 7.00 AM and 9 AM, 1PM and 2PM and 4PM and 5PM. Ride on sweeper shall be used for roads in Residential area in Morning & Afternoon.
- The timing for work shall be split in the following manner:
 - 20 persons shall work from 0700 Hrs. to 1600 Hrs. with 1Hr lunch break.
 - 06 persons shall work from 0900 Hrs. to 1800 Hrs. with 1Hr lunch break.
- Service Provider shall also provide services of housekeeping personnel beyond 18:00 Hrs. on per man-hour rate on specific occasions as per instruction from MDL.
- Cleaning of all lift cages & doors of St. Steel by using St. Steel polish Suma Inox D7.1 of Diversy or equivalent. Cleaning/mopping of lift lobbies and removal of cobwebs in lift lobbies/common passages area if any including cleaning of granite/marbles on the wall, building entrance porch, Gazebo etc. once a day.
- Cleaning of toilet-bathrooms in Currie house flats as per requirement of occupant. (Total flats=16 nos.)
- Cleaning of common toilet Block in P & O Terrace twice a day (meant for servants).
- Cleaning / Mopping of Crèche once in a day.
- Removing of bird dropping on brick tiles surrounding garden areas, lamp posts, granites, compound wall etc.
- Cleaning of granite, tiles in building stilt/ ground floor area etc.

-: Section 5: -

CLEANING and HOUSE KEEPING in Residential Area of MDL at CBD Belapur

MDL is having 60 nos. of residential flats in 3 buildings of C6 type in sector 3 at CBD- Belapur, Navi Mumbai.

The Service Provider shall carry out Cleaning and Housekeeping of the common spaces of 3 Buildings (G+4) and Surrounding of buildings at Belapur's MDL residential quarters.

WORKING DAYS and TIMINGS:

Housekeeping Services from 8:00 Hrs to 16:30 Hrs from Sunday to Saturday (i.e. for all 7 days in a week throughout the year.). The Service Provider shall also provide services of housekeeping personnel beyond 16:30 Hrs on per man-hour rate on specific occasions as per instruction by nominated Resident officer/ committee.

Daily Activities:

- Cleaning of common spaces of buildings and surroundings & open area to all buildings. Wild growth of bushes, grass should be removed from surrounding area regularly.
- Collecting the garbage from all flats once a day and disposal to NMMC collection place. Suitable bags for collection of garbage should be provided by the Service Provider.
- Cleaning/mopping of stairs of all buildings once a day.
- Removal and disposal of unwanted material from passages, staircases of buildings thrown by resident.
- Staircase washing should be done twice a month.
- Cleaning of drainage line, gutter & chamber as and when required to clear the blockages/choke ups.
- Removal and disposal of dead animals such as dog, cat, rat, bird, etc. as and when required.
- Cleaning of chajjas, terraces etc. and removal of cobwebs from staircases, passages.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Disposal of fallen trees, if any, should be carried out by the Service Provider. No separate payment will be made for this activity.
- Cleaning and Housekeeping work should be carried out in such a way that each and every part of the residential area should be neat and clean throughout the day. Service Provider shall control, supervise and monitor all the Housekeeping activities throughout the day including manpower and also give the feedback / status / report of the same to the nominated resident officer/committee on regular basis. Service Provider shall ensure that all the cleaning / housekeeping jobs are attended as per the contract conditions.
- Any work not done properly /satisfactorily shall have to be re-done free of cost to MDL. If immediate action towards re-doing the job is not taken, MDL shall be at liberty to make necessary deductions from the running bills. MDL's decision in this regard shall be final and binding on the Service Provider.
- Day to day inside housekeeping of flats is not involved as a general case in this contract. However, vacant flats should be cleaned thoroughly during handing/taking over of the flats as per instruction of Estate office. No separate payment will be made for this activity.

Trimming of Trees & removal of shrubs, wild growth from external wall of buildings at Belpaur:

- Removal of vegetation/shrubs from external walls/terraces of all three buildings to avoid growth of new shrubs on terraces, building walls and surrounding premises. The activity should be carried out twice in a year.
- Trimming of excess branches of trees (6 nos.) surroundings the buildings & disposal of the same should be done by the Service Provider. The activity should be carried out twice in a year. Necessary permission from NMMC should be taken by the Service Provider.

GENERAL REQUIREMENTS:

- **MANPOWER:** The contractor should deploy min. 3 nos. housekeeping persons for housekeeping of MDL's residential quarters at Belapur. Contractor shall ensure that minimum 3 persons are available on duty every day at each locations. Considering weekly off, leave, absenteeism of employees & to maintain physical attendance of 3 persons every day. If absenteeism is more, the contractor should arrange for temporary manpower and ensure that minimum 3 persons are available on duty every day. Contractor shall also maintain the attendance/leave register and shall submit whenever required by MDL.
- **EQUIPMENTS:** The contractor should provide and maintain throughout the contract period following Equipment: Wheeled trolley for collecting/ transporting rubbish- 1 nos. and 50/75 Litre buckets- 4 nos. at each locations. This list of equipment is not exclusive but min. required. Contractor can bring more equipment as per the need & his expertise.
- **MATERIALS:** The Contractor should supply all materials in sufficient quantity required for housekeeping work. Material like soft brooms, hard brooms, brooms with long stick for road sweeping, odopic powder, Good quality phenyl, floor mop, wiper, duster, grass/bush cutting equipment, hand gloves, small buckets, mugs, nylon scrapper, masks, drainage cleaning equipment etc. The quality and quantity of consumables should be to the satisfaction of MDL.
- Contractors performance shall be decided on the basis of the factors like level/quality of cleanliness, regular site visits by the contractor, response of the contractor, quality of work performed, housekeeping, effective work practice, resource and attendance of manpower, quality of material used and overall performance towards the output of the day to day cleanliness.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- In case of any damage to MDL properties, due to negligence or wrong work practices / equipment / consumables by contractor's workmen the cost of making good the same and cost of any loss consequent to the damage will be recovered from the contractor's bill.
- Daily check list shall be maintained by contractor as per the order and it should be submitted to nominated resident officer/committee daily after completion of work. Format for checklist should be changed by contractor as per MDL requirements.
- Safety precautions must be followed while carrying out work on height, buildings, tree trimmings etc.
- Contractor shall provide uniforms for their workmen with company name / logo on it. Contractor shall also provide raincoats during rainy season for them for carry out the work.
- Gardening Activities: Contractor shall create / maintain garden and supply potted plants as per requirements at CBD Belapur Quarters. List of gardening materials mentioned in the rate sheet. Payment for supply of material will be made at actual as per accepted rates in the order.
- **Deduction applicable:** The deduction for absenteeism and work not done will be applicable similar to deduction clause mentioned under General Requirements for IFMS Services.

-: Section 6: -

SCOPE OF THE WORK FOR CLEANING / HOUSEKEEPING OF NORTH YARD CANTEEN & Officers' Mess.

Daily Activities

- The IFMS Service Provider shall deploy min. 10 nos. of Housekeeping Staff at NY Canteen.
- Cleaning, swabbing & mopping of dining halls, floors, kitchens, wash basins, wash areas, wall tiles, bath rooms, dining tables & benches of all canteens after breakfast at 8.30 AM & after lunch at 2.00 PM every day from Monday to Saturday throughout the year. Sunday will be observed as weekly off. Detailed cleaning, washing and swabbing of the canteens shall be carried out on Saturdays.
- Deep cleaning activities like Dusting & cleaning of the canteen ceilings, walls, windows, wire meshes of windows, glass panes, light fittings, fan canopies, chajjas, other fittings & fixtures, equipment of the canteens shall be done once in a week.
- Canteen should be kept clean and tidy at all times.
- Removal of choke in the kitchen, toilet blocks/bath rooms etc. shall be immediately attended. Necessary manpower and resources shall be in the scope of the Contractor.
- Collection of canteen waste / leftover food items, rubbish etc. and dumping them in the dustbins provided as and when they are generated. Suitable trolleys, bins must be arranged by the Service Provider for this purpose.
- All materials, resources such as cleaning powder, cleaning agents, soft soap, cleaning mops and walk behind scrubber cum mopping machine, vacuum cleaner shall be used in adequate quantities for cleaning to the satisfaction of the canteen authorities.
- Water and storage space for cleaning equipment/materials shall be provided by MDL.
- Stores and other allied areas of the canteens shall also be cleaned on regular basis.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

-: Section 7: -

SCOPE OF WORK FOR CLEANING OF STORM WATER DRAINAGES AND SEWAGE DRAINAGES:

- Cleaning of Storm Water Drainage (SWD) line and Sewage drainage lines in the Yard.
- Six nos. of drainage assistant / personnel should be deployed for day to day work. Material/Equipment e.g. drainage cleaning rod with suitable rodding machine, High Pressure Jet Machine, solid bamboos etc. required for removing choked drainages should be kept available in sufficient quantity for clearing the work immediately.
- Contractor shall clear Septic tanks in the yard by suction machine, minimum twice in a year or as & when instructed. Septic tanks are located mainly in 4 (Four) nos. located in North yard and 1 (One) no. located in Alcock Yard. Total approx. size of each tank is 1000-1500 Cu.M. Contractor shall provide Suction & Water Jet machine, as & when required, for cleaning of drainages. Payment for services using Suction & Water Jet Machine would be made separately after its successful completion.
- Contractor should ensure that all drainage lines in the premises in the yard, in shops, in and around buildings and in residential premises should be free from any blockages all the time.
- If any choke / blockage found in the drainage line, it should be immediately cleared by the contractor.
- Thoroughly cleaning of storm water drainage and sewage drainage lines in every Six months and also as and when required. Before cleaning of drainage, inspection of chambers, sewer trap chambers and gully trap chambers should be carried out. Machinery like Suction machine, rodding machine, high pressure jet machine, any other latest equipment may be utilized for carrying out the work effectively. After removing of waste/mud by suction machine from septic tank, drainage line, the waste/mud/sewer etc. should be taken out of MDL and disposed of by the contractor. However, mud/soil removed from drainages through regular activities can be dumped in MDL's Mud/Soil Bin. Use of manpower should be minimized and limited to only where mechanically not possible.
- While carrying out the work, Contractor should ensure safety of the working personnel giving them proper safety gears.
- During working, if any damage in the drainage line / chambers is found, it should be immediately brought to the notice by the contractor to concerned user dept.
- If any damage to the drainage line / chambers is done by the contractor while on working, it should be immediately repaired by the contractor from his own cost.
- It is quite possible that some chambers may not be visible due to construction of road, structures etc. In-spite of this, the contractor should ensure thorough cleaning of sewage/storm water lines.
- The approximate no. of chambers, Septic tank are as follows:
 1. Approx. No. of Sewage chambers= 300 (in NY, SY, ALY, Residential area)
 2. Approx. No. of Storm water chambers= 100 (in NY, SY, ALY, Residential area)
 3. No. of septic tanks= 4 nos. in NY and 1 no. in ALY
 4. Storm Water Line (Grilled cover) = Approx. 2000 Mtr.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

PART 2:

GARDEN MAINTENANCE IN MDL YARDS AND RESIDENTIAL AREA

Scope of Work:

1. Creation of New Gardens: At present, the existing gardens in MDL would be covering an area of approx. 7000 Sq.M. in various locations in the yards. Some of the existing gardens are old and hence would require revamping. In addition to this, certain additional area may also be brought under the gardens at different locations in the Yards. The additional areas for gardening may be created on the ground, or walls or as vertical gardens or on terrace. Contractor has to provide manpower and expertise, all tools and tackles, equipment like lawn mowers, sprinklers, etc. required for creation of gardens. All the activities right from preparation of land/soil to plantation and successful growth are part of this activity. Consumables (Red earth, manure, fertilizers, saplings, plants, lawn carpet, trees, pesticides, etc.) for creation of gardens will be provided or paid separately by MDL at actual basis. Contractor has to develop the gardens as per instructions of MDL and payment would be made on actual basis.

2. Maintenance of Normal Gardens and Terrace Gardens: This activity includes maintenance of lawns, plants, pots by way of watering, trimming, mowing, weeding, cleaning and providing manure, loosening of soil, spraying of insecticides, putting of Geru on pots etc. Presently, area covered under this contract is approximately 7000 Sq. m. spread over North yard (NY), South Yard (SY), outside the Main Gate (Garden alongside the wall from MDL Main Gate to MDL monument near post Office), Alcock Yard and Residential premises at Dockyard Road & CBD Belapur. The approx. 3000 Sq. M. Gardens may be created / revamped progressively at various locations in the Yards. In all, max. 8000 Sq. M. area of gardening would have to be maintained. The above area may increase/decrease as per the requirements of the company and Contractor will be paid on pro-rata basis every month for the actual area maintained during the month. Salient activities in respect of maintenance of Gardens are listed below. However, it is Contractor's sole responsibility to ensure proper maintenance of gardens.

a) Watering:

- i. All the garden area shall be watered twice a day making proper adjustments for different environment, site and seasonal conditions.
- ii. Sprinkling of water over the leaves of hedges and border plants shall be done to ensure removal of dust from leaves to give tidy appearance.
- iii. Care should be taken that watering does not expose the plants roots and cause erosion of soil.
- iv. Contractor shall arrange portable pumping unit for speedy & effective watering of the gardens.
- v. Contractor shall bring one mobile water tank fitted on two wheeler or three wheeler trolley for watering on road sides.

b) Weeding, Cleaning and Trimming:

- i. All garden areas shall be kept free of weeds throughout the contract period.
- ii. Rubbish/litter/leaves, etc. shall be removed from garden areas to keep it clean at all the times.
- iii. Contractor shall do proper top dressing, rolling and periodical hand cutting & machine mowing of lawns during maintenance period in order to bring and maintain the lawn in perfect green, thick and springy carpet of turf.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

iv. All the bushy plants, shrubs, etc. in the garden area shall be trimmed and shaped properly.

c) Adding Fertilizer, Manure and Insecticides:

- i. The plants shall be fertilized as and when required to establish vigorous growth and avoid any deficiencies in plant nutrients.
- ii. Spraying insecticides to be done as required for preservation of plants, shrubs, etc.
- iii. Contractor shall provide required fertilizer, insecticides with proper spraying equipment.

d) Loosening of Soil:

- i. Loosening of soil surrounding the plants and trees, wherever deemed necessary.
- ii. Levelling of soil/ground in way of garden as required.

e) Terrace Roof Garden Water Proofing Method of Application:

- Surface Preparation:
 - Prepare the surface thoroughly by cleaning, washing and removing dust, dirt, oil, grease and loose particles.
 - As the existing terrace is old, the substrate must be checked for its soundness. Damaged or hollow portions, sharp edges etc. must be cut and repaired with a polymer-modified mortar using styrene butadiene co-polymer latex liquid.
- Application:
 - Apply one coat of primer composed of acrylic emulsion polymer (diluted with water in the ratio of 2:1) at the rate of 100-110 sqft / litre. Allow it to dry for 2-3 hours.
 - Apply the first waterproof coating at the rate of 2.25 sq. mtrs per litre and allow it to dry before taking up the second coat, the rate of application being the same.
 - Minimum drying time between coats will be 4 to 5 hours.
 - Allow the system to air cure for 7 days minimum.
 - All corners, gaps, joints, protrusions & outlets shall be coated with extra coat.
 - Substrate must be in SSD condition for application of primer.
 - All parapet walls should be covered with waterproof coating. All wall to floor joints must be provided with proper angle fillets prepared with polymer modified mortar using styrene butadiene co-polymer latex liquid.

3. (a) Maintenance of Pots: There are approx. 4000 potted plants exist at different locations in the Yards. These pots shall be maintained by loosening the soil and replanting the plants, cleaning, watering, trimming, putting the fertilizer and giving insecticide treatment as and when required for the proper growth and nourishment of the plants. Periodic painting with geru/colour shall be done. Some pots shall be kept always ready for temporary decoration as per MDL requirement. Payment shall be made by MDL on pro-rata basis for number of pots maintained by the Contractor during the month. Any other allied work as per instruction of YUC Executive should be attended by the Contractor.

(b) Flowery Plants and Indoor Plants on Rentals: The Service Provider shall maintain up to 100 nos. of best quality indoor plants with pots and up to 300 nos. of outdoor flower plants with pots. These plants shall be rotated in every week and maintained throughout the year with seasonal flowers. The indoor plants shall be maintained at CMD's office, Directors cabins, Mazdock House lobby at 5th & Ground floor, Angre house entrance and Guest House Lobby. The outdoor flower plants shall be maintained at Mazdock House Entrance, Fountain area, Currie House Entrance & Main Gate Reception area etc. These plants will be the property of Service Provider and payment will be made at actuals as rentals as per PO rates. Indicative list of indoor plants with pots and outdoor flowery plants with pots for supply on rental basis is given below:

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Flowerly Plants: - Adenium, Anthurium, Aster, Balsam, Begonie, Carnation, Celosia, Dahilia, Dianthun, Draceana, Gazania, Geranium, Gerbera, Gloxinia, Kalanchoe, Merigold, Gloxinia, Kalanchoe, Merigold, Petunia, Poincetia, Portulace, Red Allura, Shevanti, Spethiphylum, Vinca, Zinia, Roses Floribanda pink.

Indoor Plants: - Areca Palms, Croton, Dracaena Sanderiana, Fiji Pan Palm, Palm Nea, The Bella, Raphis Palm, Ravena Palm, Sago Palm Tree, Ficus, Benjamina Monique Lattice, Zamifolia, Aglaonema Silver Queen, Dieffenbachia amonea, Philodendron Black, Philodendron Selloum, Pleomeleangustifolia, Schefflera.

However, in case bidder would like to provide any additional category of plants with pots not covered in the above list on rental basis, the same may be supplied subject to mutual agreement between MDL User Dept. and the Contractor without any additional cost implication to MDL.

4. General Conditions for Gardening activities:

- Supervisors and Workmen deployed by the contractor for creation/maintenance of gardens shall be well conversant with the garden maintenance techniques, periodical and seasonal requirements varying from plant to plant in respect of gardening and also possess knowledge of treatment of soil / use of particular fertilizer/manure for the development of garden, etc.
- The tools & tackles like ladders, drums, trollies, dustbins, sprinklers/spraying equipment's, lawn mowers, electrical/diesel operated saw machine, pipes, shovels, brooms and any other material required for gardening, tree trimming, grass removal etc. needs shall be brought by the Contractor.
- Water points with adequate pressure may not be available at all locations/gardens. Hence, Contractor shall arrange portable pumping unit with vehicle /water tanker for speedy & effective watering of the gardens.
- Water & electricity shall be supplied by MDL free of cost at the nearest available point. However, the necessary pipe fittings & electrical cables shall be in the scope of the contractor.
- Schedule of activities to be carried out daily/weekly/monthly/Seasonally /randomly shall be submitted by the contractor within 15 days from start of the contract.
- Activities should be carried out as per schedule finalized by MDL (YUC). Payments will be made by MDL based on the actual quantity of work done after taking joint measurements by the representatives of Contractor and YUC Department.
- The duty hours for gardening shall be 0700 Hrs. to 1600 Hrs. from Monday to Saturday.
- Supervisor shall report on progress of the work to YUC on regular basis.
- Contractor shall work on holidays and Sundays, if necessary, as per instructions of the concerned YUC Executive, for which extra payment shall be payable as per the order.
- Contractor shall ensure that at all times, workmen appointed by the Contractor to serve in the premises are physically fit and free from any disease, injury or illness to ensure healthy, hygienic and clean services.
- Contractor shall provide uniforms to all the workmen with the name of their company at the back of the uniform. Contractor shall also provide rain gears during the monsoon.

5. Deployment of Manpower:

For maintenance of existing gardens, Contractor shall deploy on daily basis, 01 No. Supervisor, 26 Nos. Gardeners, totalling to 27 Nos. For maintenance of terrace garden at Currie House, Contractor shall deploy a pair of gardener and labour from the above total manpower. Contractor shall deploy

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

1 gardener over and above the total strength for every 500 Sq. M. additional garden maintenance as and when created in MDL.

6. Supply of Material:

All supply items shall be brought in MDL through MDL Security and inward entry of the same shall be done by security on material challans. The accepted rates for this shall be for MDL door delivery. The inspection of received items will be carried out by YUC Dept. Payment shall be made by MDL for actual consumptions only. In case of quality of materials supplied is not acceptable to MDL, the same should be replaced with required quality material within 5 working days of rejection/intimation by MDL. List of supply materials to be supplied during contract period is as per Rate sheet.

7. (a) Removal of Unwanted Growth of Grass Plants, Bushes, Etc in open premises in NY, SY.:

The removal of Unwanted Growth of Grass, Plants, Bushes, etc. shall be carried out at all the compound walls, surrounding of dry docks and open areas in NY, SY and residential premises. This activity shall be carried out two times in a year i.e. approximately once in six months. Any growth between two services shall be attended free of charge by the contractor. Every service shall be commenced within seven days of notice from YUC. Contractor has to bring chemical /pesticide required to stop regrowth. The wastage generated out of this activity shall be properly disposed of into the designated bins.

(b) Removal of grass & wild growth scattered in open premises in Alcock yard (excluding areas under EY):

- Cutting, Removal and Disposal of Grass / Wild growth scattered at Alcock Yard. Bidder should visit the site & get acquainted with the work to be carried out during contract period.
- Grass removal: The grass grown in open areas of the yard is to be plucked and removed. The removal of grass is to be carried out 2 times (July/August & October/ November) in a year as per the instructions of User Department.
- Removal of Wild growth: The Wild growth in the yard are to be cut and removed. Also, the roots are to be removed by digging the soil. The removal of Wild growth is to be carried out 2 times (July & October) in a year as per instructions of User Department.
- Each stage of removal of grass and Wild growth is to be carried out within a span of month.
- Contractor shall supply all safety gears & all tools and tackles to his workmen and ensure that they use appropriate safety gears & precautions while working.

(c) Removal of Wild Growth / Vegetation in All Yards:

Removal of wild growth / vegetation on all buildings in NY, SY, ALY, Residential Area. After removal of vegetation, the roots shall be destroyed by its removal or with the help of acid, to ensure that the vegetation is not grown again. This activity shall be carried out as and when required with the help of cherry picker lift provided by MDL. The necessary safety precautions shall be taken while carrying out above activity, so that it does not damage the MDL property or personnel. The payment for removal of wild growth / vegetation will be done per wild growth/vegetation/plant removed in a month.

8. Maintenance/Trimming of Trees: There are approximately 400 trees all over MDL yards (NY, SY, ALY) and residential premises at Dockyard Rd. Maintenance of trees covers trimming of the

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

trees thrice in a year to ensure their proper growth, beautification of the sites and prevent from improper growth of trees near various structures like compound walls, buildings, etc. Required tools and tackles like saw, power saw axe, ladders etc. to work on heights are the responsibility of the Contractor. The accepted rates per tree trimming may also include pesticide and allied treatment for the trees, if so required. Manpower / expertise for trimming activity shall be separate and not from the existing garden maintenance manpower. Painting of trees by Geru (Brown colour) & White colour should be done once in six months.

Approximate dimensions of three different categories are mentioned below. However, MDL's judgment in this regard will be final and binding on the contractor.

- a) Small Height less than 4 meters, Stem Dia. less than 150 mm.
- b) Medium Height between 4mtr & 8mtr, Stem Dia. between 150 mm & 400 mm.
- c) Big Height more than 8 meters, Stem Dia. more than 400 mm.

It is very important to note that sizes mentioned above are approximate and indicative. For example, a tree more than 4 mtr. height may also be considered as small if its diameter is smaller. As such it is repeated that MDL officer's judgment and decision in this regard shall be final and binding on the contractor.

9. Statutory requirements/permissions: Contractor shall obtain all permissions, as & when required, from government agencies viz. MCGM, Tree Authority Department, State Government, etc. for trimming & transportation / disposal of cut trees.

10. Disposal: Disposal of Cut tree / branches shall be done by the Contractor outside MDL premises at his cost and risk following all statutory requirements. Disposal of trees fallen naturally or due to rains/storms etc. is also the responsibility of the contractor as a part of this contract and contractor shall comply with disposal of the same as indicated above following all statutory norms. Payment for trimming of trees and disposal of trimmed trees / fallen trees will be allowed only after disposal as explained above.

11. Provision of Manpower on Sundays / Holidays: Contractor shall provide manpower on Sundays/ holidays for garden maintenance as per the requirement of YUC Dept. The work will be limited to certain occasions & areas only, which will be intimated in advance. Payment will be made as per man-day basis as per order.

12. Supply of Gardening Material: List of gardening materials mentioned in the rate sheet. Contractor shall supply gardening materials as per the requirement of MDL. Payment for supply of material will be made at actual as per accepted rates in the order.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

**PART 3:
PEST CONTROL**

Note: - The contract for Pest Control Services is already in force. MDL does not guarantee to avail the services during the course of IFMS contract. The quantity given in the present tender is for 01 Year, which may or may not be executed in full or part. When the need arises, IFMS Service Provider would be given prior intimation of 01 month for commencement of services.

Pest Control Treatment at MDL

SCOPE OF WORK

A) RODENT TREATMENT SERVICE. The treatment is for the management of rodents i.e. rats, mice, bandicoots at MDL Factory Premises in **North Yard, South Yard & Residential Premises (Dockyard Road & CBD Belapur).**

Rodent Bait:

- For outdoor control, Roda Boxes to be placed external of the Bldg or Shops by contractor. Rode bait to be placed inside Roda box. Contractor must monitor Roda Boxes Once in Fortnight. Rode bait will NOT be used inside any building or facility.
- For indoor control of rats and mice, TrubbleGum™ Glue boards or multi-catch wire traps will be used. The placement of the glue boards or wire traps will be along the walls in all areas, close to doors and other openings into an area from where rats and mice are likely to enter inside the building. Spacing of these devices will be determined on practical feasibility, upon inspection. Frequency: Once in Fortnight to monitor activities on the bait stations and TrubbleGum™ Glue boards. Above Services to be carried out TWICE in a MONTH. Dead rodent to be removed & area to be cleaned to avoid obnoxious smell.
- The firm has to ensure that the entire premises is free from rodents. The frequency of rodent treatment is fortnightly (twice a month). If necessary, the firm has to provide additional services free of cost if need arises." The damaged Roda Boxes to be replaced immediately with new boxes.
- If any need arises to provide additional services, the same should be provided without any cost to MDL ".

B) MOSQUITO CONTROL SERVICE.

The Mosquito Control Service to be provided in Open Space & Workshops at **MDL Factory Premises in North Yard, South Yard & Residential Premises (Dockyard Road & CBD Belapur).**

Residual Spraying: - Indoor residual spraying is used for vector control in anti-malarial pogroms and, one of the measures employed to prevent halt or retard the spread of drug resistant malaria. Indoor residual spraying to be done in all offices, workshops, staircases with stagnant water etc. in NY & SY with suitable chemicals to terminate mosquito breeding. In some instances, the under sides of furniture, outside caves and porch may also require treatment. Residual spraying it is defined that application of an insecticide having the property for a long residual effect in some liquid forms, which on drying, leaves a crystalline deposit on the sprayed surface. On coming into contact with the sprayed surfaces mosquitoes are killed by absorbing a lethal dose of insecticide.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Mosquito resting-places are the primary sites in the house for treatment. Residual spraying to be done on staircases, corners etc.

Space Spraying (Fogging): Space spraying is defined as the destruction of flying mosquitoes by contact with insecticides. The objective of space spraying is to prevent adult mosquitoes from biting human being. Scope of space spraying includes outdoor space application of adulticides. Outdoor application equipment may be so directed as to permit the spray to enter in to houses and other building, kill resting and flying mosquito's found there.

Space spraying to be done in evening only in open spaces, in shops etc. Fogging should be carried out ONCE in a WEEK during monsoon season (i.e. FOUR times in a Month from June to September) and TWICE in a MONTH for remaining months (October to May). Fumigation is to be done in following areas Open spaces in NY & SY, All Shops in NY & SY.

The machine & pesticide used for FUMIGATION should have following specification: The machine used should be German Make IGEBA - T35 or Equivalent (Heavy Duty). The Tank Capacity (Pesticide + Diesel) should be 4-5 litres. The Pesticide used for Fumigation should be PYRETHRUM (ADULTICIDE) or Equivalent. The mixing proportion of Pesticide with Diesel (solvent) should be 50 ml: 1.0 litre. i.e. 200 ml of Pesticide should be mixed with 4.0 litres of Diesel to generate SMOKE/FOG or gaseous fume. The Capacity of fuel tank (Petrol) to run the machine should be adequate to fumigate the entire Pesticide (200 ml of Pyrethrum or equivalent approved pesticide & 4 litres of Diesel) in a one stretch.

If any need arises to provide additional services, the same should be provided without any cost to MDL ". The IFMS Service Provider shall deploy atleast 02 no. Fogging Machine stationed at MDL during the course of contract, for carrying out the work in efficient manner.

C) HONEYCOMB REMOVAL:The treatment is for the Honeycomb Removal at MDL Factory Premises in **North Yard, South Yard & Residential Premises (Dockyard Road & CBD Belapur).**

The IFMS Service Provider shall remove Honey Combs from Building Premise, Workshops, Cranes, Trees or wherever found / instructed by CMS Executives. The area shall be vacated before carrying out the activity. Smoke method to be used by firm, preferably without killing of bees. This process to be done after sunset i.e. after 6pm. After making sure that the hive and nearby area is free of bees, remove the hive and dispose it off.

Note: As the activity involves working at height, proper safety precautions shall be taken during the activity by wearing protective clothing while dealing with honey bees, swarms, hives, trapped bees or even supposedly dead bees. Thick sweats, long sleeves, thick gloves and protective headgear should be worn. The work shall be completed within 48 hours after intimation of the complaint.

D) Cockroaches & Ant treatment:The treatment is for the Cockroach and Ant Treatment inside MDL **Officers' Mess in North Yard & Residential Flats (Dockyard Road, Vashi & CBD Belapur).**

This Service is recommended for control of Cockroaches and other house hold pests such as Silverfish, Red & Black Ants. A Gel having micro-dose-baiting technology to provide long-term results to be used and must be safer, clean, odourless, discreet, eco-friendly and highly effective. To control cockroaches, spraying must be done in manholes of drainages in once in a four months in residential area. All flats of Buildings including Passageway and Staircases are to be treated once in every FOUR MONTHS. Firm has to ensure that all flats are free from Cockroaches and Ants by providing effective Pest Services which are eco-friendly. Firm Should use only approved Pests by Competent Authority. THREE Services are to be provided per Year Per Flat. If any need arises to provide additional services, the same should be provided without any cost to MDL.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

E) Bed Bugs Control:The treatment is for the Bed Bug Control inside MDL Residential Flats (Dockyard Road, Vashi & CBD Belapur).

BED BUG (*Cimex lectularius*) is a cosmopolitan pest that is often found in human habitation. They are mainly active at night and hide in cracks and crevices in walls, beds and furniture and along the folds of mattresses and upholstery during the day. Firm has to make house free from bedbugs. This service shall be provided at infested area as and when required. Execution of treatment, regular monitoring shall be done by firm to keep infected area free from bedbugs during entire contract period. The infected area due to bed bugs shall be taken under control by the firm for 1 year.

F) Termite & White Ant Treatment:Termite Treatment in MDL Factory Premises (Buildings in NY & SY) & Residential Buildings (Dockyard Road, Vashi & CBD Belapur).

a) Treatment to wall and floor junction: Holes of 12 mm dia 30cms apart will be drilled along the inner junction of wall and floor in the entire ground floor premises. Water based chemical emulsion will be injected under pressure into these holes, to create a barrier against termites. If the building is on stilts, holes shall be drilled along the column sides at ground level.

b) Treatment to soil under floor: On the ground floor; if the cracks are noticed because of construction joints, expansion joints or shrinkages, the soil below floor needs to be treated. Holes of 12mm dia. 30cms apart will be drilled along the cracks only & water based chemical emulsion will be injected.

c) Treatment to wooden fixtures: Holes of 12 mm dia. will be drilled at the base of wooden members such as window frames, door frames inset in the flooring and water based chemical emulsion will be injected. This treatment will be done on floors (except basement/terrace). An oil based chemical will be sprayed on all the wooden infested by termites within the premises.

d) Treatment to termite tubes: Visible and accessible shelter mud tubes will be removed and the infested area treated with water based chemical emulsion. This treatment will be done on all floors.

e) Treatment along the external perimeter of the building: Trenching or drilling holes along the external walls of the building (similar to stage a mentioned above) will be carried out to create a continuous chemical barrier around the building. It will be the responsibility of the firm to maintain all concerned offices free from TERMITE & ANT. Any additional services required is to be carried out by the firm without any additional cost to MDL within the contract period. Pest Control Work & Periodic inspection as per Pest Control Standard guidelines should be carried out.

Inspection: Quality and quantity of work will be checked and inspected by CMS Executive.

IFMS Service Providers shall carry out the work as per instruction of CMS Executive.

General Terms & Conditions for Pest Control Services:

- Contractor must visit & understand the area where the work will be carried out viz. in buildings, shops, open area in NY, SY and Residential Areas. Contractor shall visit the site regularly, provide supervision and ensure that all the jobs are attended as per the contract terms & conditions. The firm shall control, supervise and monitor all the activities including manpower and also give the feedback or status of the same to the officer in-charge on regular basis.
- The firm has to ensure that their employees wear uniform with their company logo.
- All services are to be provided as per convenience of office & workshop in charges.
- Contractor's performance shall be decided on the basis of the factors like regular site visits by the contractor, response of the contractor, timely delivery, quality of work performed, upkeep, user's requirement, effective work practice, resource and attendance of manpower, quality of material used and overall performance towards the output/results.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- MDL reserves the right to get the services only upon site conditions and user requirements. MDL does not guarantee to get services or execute / consume the PO quantity. It is entirely in the purview of CMS Executive to execute the services on need basis.
- Any dead animals like rats, cockroaches etc. are to be disposed of by contractor.
- Please note that all chemicals used shall be of approved, high quality of reputed make.
- Damage to floor, skirting, steps, platform, fittings, paintings, polish, etc. should not occur. In case of any damage to MDL properties, the cost of making good the same & cost of any loss consequent to the damage will be recovered from the contractor's bill.
- Checklists and records of the work to be carried out to be maintained by firm in a prescribed format mutually agreed by the firm & MDL. The format mutually agreed should be signed / certified by User Dept. for Building Floors, Shops & Occupant Residents for the work done. For Open area, CMS Executive will certify the work done in the prescribed format.
- Payment will be made as per actual services provided to the entire satisfaction of the User Departments and CMS as applicable.
- Service Provider shall hold valid Licence to stock & use insecticide for commercial pest control operations issued by Agriculture Dept./Govt. Statutory Body.

- **LIST OF BUILDINGS IN NY & SY:**

Mazdock House (G+6), Service Block (G+7), West block (G+3), FOB Building (G+3), MogulHouse (G+5), Scindia Building (G+3), Fire Dept., CISF/CSO office.

- **LIST OF SHOPS IN NY & SY:**

New assembly shop N.Y., Paint shop, Sheet metal shop, Foundry lockers, SD & D, Joiners shop, gunners labour, sail loft, AC, DRS, SB-Engineering, Fitting & machine shop, Fitting & machine shop, SB-Pipe shop, Titanium/pickling shop, SB- Electrical, Inst, weapon Shop, Electric repair shop & FOB Shop, SB-Maintenance shop, NY-Powerhouse, GRS, Common stock store, linen store, Workers lockers behind fitting shop, MDL Co. op. society office, Dispensary, Offices under NY slipway. Production shop (SY), Assembly Shop (SY), F1, F2, Shed, Bond store, SY power house, Offices under SY slipway 1 & 2.

Buildings in Residential Area (Dockyard Road): Currie House, Sarin House, Angre House, P&O Terrace, MDRC Club, Gymnasium.

Buildings in Residential Area (Navi Mumbai): CBD Belapur Officers' & CISF Quarters, JN2 Type Quarters & F Type Quarters at Vashi.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

PART 4:

CLEANING OF SERVICE TRENCHES

- The 14 Nos. of Service Trenches in North Yard and South Yard shall be cleaned once in a Six Month.
- Remove Grates: - The trench covers are to be removed prior to cleaning by mechanical means or manually as required depending on size & weight of grates.
- Electrical Power shall be switched off, if required, for cleaning by the Firm in consultation to CMS-Section / SB-Maintenance Dept. If required, Switches / Junction Boxes etc. fixed on the Trench covers, will be disconnected and reconnected by the Firm in consultation to CMS-Section/ SB-Maintenance.
- Rubbish/Debris removal: -Remove the debris from channel manually with shovels or brushes. The unwanted material removed from channels should be segregated in four parts viz. Wooden. Metal, Rubbish& Debris.It should be disposed in the designated bins in Alcock Yard.
- Re-install Grates: - The trench covers are to be placed in position by the contractor after cleaning, ensuring they are locked in place. The inspection would be carried out by CMS Section. The job will be treated as completed only after Trenches are covered.
- The drain holes for service trenches should be cleaned properly to drain the water into Dry Dock / Wet Basin etc.
- Above method is to be used for internal cleaning of all 14 nos. Service Trenches.
- The dimensions of the trenches are given as under:

SIZES OF TRENCHES TO BE CLEANED IN NY, SY, OF MDL:

Sr. No.	Location	Length (In Meter)	Width (In Meter)	Depth (In Meter)
1	Kasara North wall side	310	0.75	0.75
2	Kasara South wall side	265	0.75	0.75
3	Ritchie Dry Dock North side	220	0.75	0.75
4	NY Slipway (North Side)	105	1.4	0.56
5	NY Slipway (South Side)	105	1.4	0.56
6	North Yard Assembly Shop	100	1.45	1.45
7	SY Slipway No.1 (North Side)	121	1.12	1.12
8	SY Slipway No.2 (South Side)	112	1.12	0.52
9	SY Slipway No.2 (North Side)	132	1.15	0.52
10	SY Slipway No.2 (South Side)	110	1.14	0.52
11	South Yard Assembly Shop - (a)	87	1.9	0.85
12	South Yard Assembly Shop - (b)	90	0.6	0.6
13	Cable Service Trenches in EY	156	1.14	0.75
14	Miscellaneous Trenches	250	0.75	0.75 -1.00
	Total:- 2163			

Terms and Conditions:

- Frequency of cleaning: - The interval of cleaning of the service trenches are twice in a year i.e. all the trenches should be cleaned twice in a year. However, the subcontractor will be given instruction to clean the individual trenches as desired by CMS-Section whenever required.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- MDL reserves the right to offer the services only upon site conditions and as per requirements. MDL does not guarantee to offer services or execute / consume the PO quantity.
- All works shall be carried out as per standard engineering and sanitizing practices.
- The grates are heavy and have to be carefully handled by maintenance crews to avoid injuries such as injuries resulting from dropping grates on toes or back injuries resulting from improperly carrying heavy weight.
- Injuries due to improper handling of grates or any other reasons due to negligence of contractors' workmen no compensation will be given by MDL.
- The grates may have to be marked after removal to facilitate their installation in the correct position.
- The trenches covered and uncovered should be identified from the list by you, prior to giving the Offer.
- A trench maintenance & cleaning should be as per schedule given by User / CMS Executive.
- Planning the job should be done well in advance the drain cleaning operation to ensure that when equipment and men arrive at the job site the drain can be cleaned correctly and efficiently. Planning should include visiting and inspecting the site to determine the correct type of equipment needed and the proper cleaning procedures.
- Proper traffic control signage should be used to alert drivers that road maintenance is being performed and to help prevent traffic from interfering with the job.
- It is responsibility of the Contractor to ensure full compliance with safety and security regulations and all statutory requirements with respect to labourers employed. The Contractor should supply safety gears to his labourers and ensure that the labourers use appropriate safety gears while working.
- The contractor shall deploy the manpower to clean the Service Trench within 7 days of telephonic instructions. You will have to depute one Site Supervisor for overseeing the work.
- If the Trench cleaning is not attended within seven days after written instructions given to contractor, the performance rating of contractor may be degraded.
- Since the time for cleaning for trench is very short, the contractor shall deploy adequate numbers of manpower.
- The work for the cleaning the trenches should be carried out on normal working days and Saturday, Sundays and holidays as instructed by User Dept./ Technical Services Dept.
- Rubbish/Debris removal: - Debris generated during execution of work shall be promptly disposed of in designated bins in Alcock Yard. The job will be treated as completed only after this is done.
- Power: Power, if available and required by the Contractor, may be supplied in single phase or three phases, at a single nearby source free of cost. The contractor shall make his own arrangement for electrical fittings, extension boards, cables/wires, etc. at his own cost.
- Equipment/Machinery: The contractor shall make his own arrangement for all equipment, machinery, tools and tackles etc. required to carry out the job efficiently.
- Contractor will be liable to pay the cost of any fittings or fixtures damaged by their workmen during the execution of work.
- Inspection: - The quality of service inspection will be done by MDL's CMS-TS/ User Dept.
- The payment for the activity will be done only upon satisfactory completion of work.
- Service trench cleaning work should be completed within mutually agreed time frame/ date, otherwise Penalty / LD will be applicable @ 10% of the value of the particular work not carried out as per instructions.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

PART 5:
CLEANING OF FRESH WATER TANKS

Note: - The contract for cleaning of Fresh Water Tanks is already in force. MDL does not guarantee to avail the services during the course of IFMS contract. The quantity given in the present tender is for 01 Year, which may or may not be executed in full or part. When the need arises, IFMS Service Provider would be given prior intimation of 01 month for commencement of services.

The Overhead and Underground Fresh Water Tanks in **North Yard, South Yard and Residential area (Dockyard Road)** shall be cleaned once in a **SIX-MONTH**.

The following procedure shall be followed for cleaning after emptying the tanks:

OVERHEAD PVC WATER TANKS (SINTEX)

- Clean the inside surfaces of the tank with a water jet using suitable machines, chemicals and long handle scrubbers.
- Flush the tank with clean water again.
- No person shall enter these tanks.

OVERHEAD STEEL TANKS

- Scrub and clean the inside surfaces of the tank. Remove all loose material and dirt.
- Apply a coat of cement slurry to the inside surfaces of the tank.
- After curing, flush the tank with clean water.
- Paint the external surface of the tank with red oxide primer followed by one coat of light blue enamel paint. This painting has to be done one time in the contract period.

OVERHEAD & UNDERGROUND RCC TANKS

- Scrub and clean inside surfaces of the tank. Remove all loose material and dirt.
- Apply a coat of cement slurry to inside surfaces of the tank.
- After curing, flush the tank with clean water.

General Scope of Work:

- Each Fresh Water Tanks shall be disinfected using a suitable disinfecting agent after cleaning.
- In period of six months, 15 water samples shall be collected from 15 locations decided by CMS officers. Potability Test Certificates for the above collected water samples from govt. laboratory / govt. authorized laboratory shall be submitted to CMS Section within 15 days from date of collection of water samples. These certificates (test results) shall be treated as confidential and not leaked to anyone other than CMS officer. The contractor should arrange new/disinfections bottles for testing of potability/ microbiological testing of water samples.
- The cleaning of the tanks shall be pre-planned and done on weekdays. Wherever required, the cleaning shall be done on yard holidays i.e. Saturday/Sunday/Holiday as instructed by CMS officer.
- The contractor shall provide all the required manpower, equipment (High pressure jet machine, vacuum cleaners, necessary submersible pumps and auxiliary machineries required) , safety gears and materials. MDL will provide water and electricity supply only free of cost.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- All the work shall be carried out as per normal Civil Engineering practices.
- The personnel deployed for cleaning must be healthy and free from contagious diseases and hygiene-conscious, as they shall be working with drinking water.
- All the rubbish/debris generated while working and cleaning shall be removed and disposed in designated rubbish bins in the yard.
- The contractor shall deploy the manpower to clean the fresh water tank within 24 hours of telephonic instructions.
- Most of the underground tanks are required to be cleaned within the time span of four to five hours i.e. from 7.30 AM to 12.30 PM.
- Since the time for cleaning for tanks is very short, the contractor shall use suitable small dewatering pump and adequate no. of manpower to clear the left over water to clean the tank.
- Prior intimation for cleaning of water tanks shall be given to occupants / residents of respective buildings, so that they can store water in advance.
- The supervisor of the contractor has to inform the CMS officer for inspection of the tank after completion of the work for cleaning of fresh water tank.
- Fresh water tank cleaning work should be completed within mutually agreed time frame/ date, otherwise Penalty / LD will be applicable @ 10% of the value of the particular work not carried out as per instructions.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Part 6:
Operation & Maintenance of Road Sweeper Machine

Note: -The Road sweeper machine is not operated since last 8-9 months. Hence Bidders must visit, see the condition of existing Road sweeper machine, do necessary checks/inspections etc before bidding.

Technical Data of Road Sweeper Machine (RSM):

A. Basic criteria & features –

Description & Details:

1. Make & Model: Eicher 20.16 (HCV chassis mounted)
2. Machine Make: Pyara Singh & Sons, Ludhiana (Punjab), Model No. R3000D, Mfg. Year: 2015
3. Sweeping capacity: 30,000 Sq. Mtr. per Hour
4. Sweeping width: 3000 mm
5. Hopper capacity: 6 m³
6. Holding capacity: 5 MT
7. Hopper dumping height: 1000 mm
8. Sweeping Speed: 1-10 km/hr. in normal condition
9. Additional Features: Hopper has vibration feature for clearing the jammed dust from the filters. Cleaning of footpaths alongside the roads with the help of front brush attached with hydraulic arm.

B. General Information of Road Sweeper Machine (RSM):

1. The RSM is capable of sweeping in wet as well as dry atmosphere.
2. It can function efficiently throughout the year including monsoon season.
3. The RSM has components such as, a hopper, front, side & centre brush, blower, water tank with spray nozzles, both sides & rear camera, suction hoses for collection of higher size & heavier objects like broken bricks, stones, rubbles etc.
4. The RSM has illumination facility / lamp near the brush apart from mandatory front, rear lights for operation during night time and central red beacon on the driver's cabin.
5. The brushes are controlled from the operator's cabin for all its movements.
6. The brushes have a feature to adjust with minor uneven road surfaces.
7. One brush is provided on front side having capability of sweeping the elevated foot paths of up to 250 mm height alongside the roads.
8. The brooms have bristles of corrosion & wear resistant material & having higher durability. The dust/garbage swept from these foot paths gets collected inside the hopper.
9. Water tank & spraying system - The road sweeper machine has a water spraying system in place that is used for inside cleaning of the hopper & jetting the water at a high pressure for cleaning the roads & uneven areas. The water spray nozzles are installed near brushes for dampening the dust for avoiding dust clouding near the brushes during sweeping operation. The spray system is supported by a water tank of capacity 500 litres.
10. Appropriate panel is available inside Operator's Cabin so as to facilitate almost all the operations by Operator from his cabin like sweeping, water spraying near the brushes, tilting of hopper etc.
11. Flexible Hose - The RSM is equipped with a flexible hose of 150 mm diameter & 5 meters in length, coupled to an extension arm suitable for collection of heavier objects.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

12. Close circuit camera - The RSM is provided with a rear & side waterproof camera suitable for functioning during all seasons.
13. Operators cabin controls & display - The operator's cabin is equipped with an air conditioner. The RSM operator has controls in his cabin as listed below:
 - i. Operation & Adjustment of all brushes vertically & horizontally according to site requirement.
 - ii. Operating mechanism for Hopper tilting & opening / closing of its door.
 - iii. Hopper vibrator
 - iv. Operating of lights / lamps
 - v. Operating the blower
 - vi. Engine speed control
 - vii. Suction nozzle control
 - viii. ON/OFF control for Water Jet Spraying system & water spray nozzles for suppressing the dust during sweeping
 - ix. Emergency stop
14. The operators cabin has displays pertaining to sweeping apparatus (i.e. apart from main vehicle) as mentioned below –
 - i. Hour meter
 - ii. Engine speed indicator
 - iii. Requisite indications & pressure meters for hydraulic system
 - iv. Water spray indicator (Jet spraying & dust suppressor nozzle spraying)
 - v. Display for side & rear view camera

Operation of MDL's Truck Mounted Road Sweeping Machine by providing Operator and Helper

A. Scope of Work for Operator & Helper:

1. Service Provider shall supply 01 No. Operator, 01 No. Helper for daily operation of Truck Mounted Road Sweeper Machine.
2. Service Provider shall supply trained Operator holding valid Driver's License of Heavy Motor Vehicle (HMV) only. If Driver's License gets expired during the course of contract period, Operator would not be allowed to operate the vehicle and deduction equivalent to per day absenteeism would be applied as per Penalty Clause. Hence, Service Provider shall ensure Operator holds a valid license during the entire contract period and if it is about to get expired then operator shall apply immediately for its renewal, else Service Provider shall replace operator with another well trained Operator holding valid driver's license & required experience.
3. Operator shall have minimum 01 year of experience in operation of Truck Mounted Road Sweeper Machine. In support of the same, Service Provider shall submit an experience letter of the Operator from the company/firm/organization in whose premises Operator has operated the Truck Mounted Road Sweeper Machine. MDL reserves the right to verify the original documents from the issuing company/firm/organization.
4. The firm shall provide training of Operation & Maintenance of Machine, initially to 02 (Two) Nos. Operators and 01 (One) No. Technician and later if Operator and Technician are changed/replaced, then Service Provider shall provide a training to the new Operator & Technician also.
5. If any specialized training is required then training for 03 people (01 Operator, 01 Helper and 01 Technician) may be done at OEM's Ludhiana factory at Service Provider's own expenses. MDL would neither provide any training nor make any payments for the same.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

6. All the above trainings are not mandatory, however if required, it shall be completed before the commencement of contract.
7. If Operator is not well trained, then Executives of YUC Dept. may instruct for training of Operator prior to regular operation of machine. If training is not provided after instructions, MDL has the right to reject the Operator till proper training is not provided to Operator and Technician. Also, appropriate deduction for non-operation of machine would be applied as per the penalty clause.
8. The Operator and Helper are responsible for daily operation of machine within MDL Premises and outside MDL Premises upon instructions.
9. For security reasons, smartphones are not allowed inside MDL Premises. Hence, Operator shall be provided basic feature mobile phone (without camera, internet and data transfer facility) by Service Provider.

B. Areas to be covered for sweeping:

1. The machine is required to be operated on the open roads and crane track areas in North Yard, South Yard, East Yard, Alcock Yard. The machine may be operated in MDL Residential Area only upon instructions by Executives of YUC Dept.
2. All roads, pathways, crane tracks, etc. will have to be wiped off leaves, dirt, rubbish, etc. on regular basis by Road Sweeping Machine wherever access for machine is available. The paved areas and roads will have to be kept clean of moss, mud, dust etc. at all times.
3. The machine is required to be operated in MDL's AnikChembur Yard, once in a month or as per instructions by Executives of YUC Dept. Hence, it shall be Service Provider's responsibility to transport the RSM from MDL Dockyard Road to AnikChembur Yard and return the same to MDL safely.
4. If required, outside roads approaching MDL shall be cleaned on specific occasions as per instructions from YUC Dept.
5. Service Provider shall generate & maintain all records such as Daily Attendance, Daily Work Reports, and Maintenance Reports etc. The same shall be made available to MDL for certification of the bills and for analysis as and when required.

C. Working Days & Hours of Operator & Helper:

1. Shift timing 0700 HRS to 1600 HRS including 1 HR Lunch Break from Monday to Saturday. Shift timings are tentative and may vary as per the requirements of MDL.
2. Sunday will be given as weekly off as well as 12 Holidays will be given per year. However, Service Provider shall provide Operator & Helper on Sunday / Holiday as per requirement of MDL. The payment for the same would be paid as per PO rates.
3. Further, sometimes services may be required beyond shift hours. For such occasions, payment will be made per man hour as per PO rates.
4. Designated operator/helper shall not leave work site during working hours unless instructed by MDL concerned Executive.

D. Uniform & Safety Gears:

1. Service Provider shall provide 02 Nos. set of uniform to Operator & Helper with Company Name & Logo embroidered/printed on it. The uniform shall comprise of a Cap, Driver's Shirt/Jacket, Helper Shirt and Trousers.
2. Service Provider shall ensure that both the Operator & the Helper are always in neat & clean uniform and in appropriate safety gears while working.
3. Also, Service Provider shall provide PPEs regularly to Operator & Helper like Safety Goggles, Nose Mask, Ear Plugs, Hand Gloves and Safety Shoes and they shall abide by the

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Factories/Industrial Safety Rules & Regulations and follow the guidelines of MDL's Health, Safety & Environment Policy.

E. Personal Health & Hygiene Standards:

1. Operator & Helper must be in good physical & medical health free from any disease likely to interfere with the efficient performance of duties.
2. Operator & Helper shall maintain the professional image in company premises and avoid Permanent/Temporary body tattoos on any part of the body and avoid wearing of any unwanted jewellery or articles.
3. Service Provider shall report any accident/incident of Operator & Helper immediately and submit the copies of "Accident Report Form" to Medical Dept., Safety Dept. and YUC Dept.

F. Deduction & Penalty:

1. On absenteeism of Operator & Helper, Service Provider shall make necessary replacements. If Service Provider fails to provide Operator or Helper on any day, no payment for the absenteeism on that day would be made.
2. In addition to above, Penalty would be applied as follows:
 - a. Penalty for absenteeism of Operator per day = Equivalent to PO Rate for Supply of Operator per day.
 - b. Penalty for absenteeism of Helper per day = Equivalent to PO Rate for Supply of Helper per day.
3. In case of any damage occurred to MDL properties while operation of machine, the cost of making good the same & cost of any loss consequent to the damage will be recovered from the Service Provider's bill.

Scope of Work for Semi-CAMC of Road Sweeper Machine

- i. Service provider shall quote for 01 Year Semi Comprehensive Annual Maintenance Contract (Semi-CAMC) assuming average 300 sweeping hours per year, average 2000 running kms. per year and oldness of vehicle being 04 years. The spare parts which are not covered under regular Semi-CAMC are listed separately and they will be paid at actuals. All the parts / materials/ consumables which are not mentioned in spare parts list shall be covered under regular Semi-CAMC.
- ii. Service Provider shall visit MDL and inspect the vehicle before submission of bids. The Service Provider shall submit a "Vendor Declaration" along with bid.
- iii. The servicing of vehicle (Chassis & Cabin) shall be carried out at every 06 months at Eicher Authorized Service Centre only and all the charges relevant to the servicing shall be borne by the Service Provider. It shall be the responsibility of Service Provider to transport the vehicle from MDL to Service Centre and return the same to MDL safely after its servicing. Service Provider shall depute a representative/operator/helper along with vehicle till the time RSM is parked at Service Centre, to ensure supervision & safety of the vehicle. Service Provider shall submit report of services to YUC Dept.
- iv. The servicing of sweeping machine engine (Kirloskar Make) shall be carried out every 06 months at MDL Premises only. The spare parts and consumables required to be changed during services shall be used Kirloskar Genuine Parts only. All the charges relevant to the servicing shall be borne by the Service Provider. Service Provider shall submit report of services to YUC Dept.
- v. Service Provider shall provide Service Reports to YUC Dept. after servicing of vehicle at Eicher Service Centre and servicing of Kirloskar Engine.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- vi. Service Provider shall timely obtain necessary permits, PUC of the vehicle, Fitness Certificate, Road Tax etc. as & when required from concerned regulatory/statutory bodies/RTO for running the RSM for intended purpose on the roads within as well as outside MDL premises. All the charges relevant to above shall be borne by the Service Provider.
- vii. Penalty:
 - a. Penalty would be applied for non-rectification of any fault/breakdown of RSM by the Service Provider after 48 hours of reporting. The amount of penalty will be on pro-rata basis based on monthly CMC cost as per PO.
 - b. If vendor fails to renew PUC of the vehicle, Fitness Certificate, Road Tax or any other statutory requirements within time / before expiry date, vendor shall have to borne penalty charges / fine levied by RTO for its renewal along with its actual charges. Also, deduction of 10% of monthly Semi-CAMC charges would be applicable from monthly running bill till the renewal of same.

Scope of Work for Spare Items not covered under regular Semi-CAMC of Road Sweeper Machine:

- i. The vendor shall quote for total quantity of spare items of the vehicle which are not covered under regular Semi-CAMC.
- ii. The vendor shall Supply, Install and Commission the Spare Items which are not covered under regular Semi-CAMC and the payment for the same will be made at actuals.
- iii. Service Provider shall submit a copy of challan of every inward material (duly endorsed by CISF) to YUC Executive on monthly basis for certifications.
- iv. Following is the list of Spare Items not covered under regular Semi-CAMC:

Sr. No.	Spare Items
1	New Tyres
2	Hydraulic motor
3	Centre Broom motor
4	Side Broom Motor
5	Vibrator motor
6	Side Cylinder
7	Drum Cylinder
8	Pneumatic Valve
9	Clutch
10	Air Filter Unit
11	Compressor Belt
12	Radiator
13	Power Steering Box
14	Break Booster

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

15	Battery Main
16	Battery Auxiliary
17	Main engine Over hauling service cost
18	Auxiliary engine over hauling service cost
19	Gear Box Overall service cost
20	Suspension - front (set)
21	Suspension - Rear (set)
22	Air Compressor Overhauling Service Cost
23	Lower housing assy (Fow jet) MS
24	V-Grove belt
25	Rear door seal
26	Side Broom Mud flap rubber
27	Main Broom Mud flap rubber
28	Main Broom Front flap
29	Logic module RT05
30	Water control module
31	Light control module
32	Motor Control Module
33	Suction Head Front flap
34	Suction Head Rear flap
35	Seal kit Main Broom Motor
36	Suction Head Bellow
37	Suction Head Wheel
38	Main Broom MRW Motor coupler
39	Main Broom Drive tube
40	Fuel off sol 12VDC with fine
41	Hose clamp 11" Suction Head SS
42	Flexible Suction Hose
43	Metal Hose Handle
44	Service Charges for Renewal of Fitness Certificate, PUC, Payment of Road Tax

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- v. The charges for above spare items shall include Supply, Installation & Commissioning. No extra charges for the same would be made separately.
- vi. However, repairs, supply, installation & commissioning of all the parts, which are not mentioned in above spare items list shall be included under regular Semi-CAMC.
- vii. Supply of Tyres: If tyres are required to be changed at any point of time during the course of contract, the Service Provider should change the same as per PO rates. However, periodical servicing, repair and maintenance of tyres shall be included in the CMC Cost. Details of Existing Tyres is as below:
 - J K Tyres, 10.00-20 (NYLON), SIXTEEN (16) P.R.
 - MAX. LOAD SINGLE 3000kg AT 795 kPa COLD,
 - MAX. LOAD DUAL 2630 kg AT 725 kPa COLD,
 - 146/142 J

General Terms & Conditions for Operation and Semi-CAMC for Road Sweeper Machine:

1. Supplier shall carryout all the periodical preventive maintenance as mandated by OEM for that machine or any other component thereof.
2. The spare parts & consumables shall be supplied as per OEM standards with all standard accessories in the preserved manner.
3. The fuel i.e. Diesel required for operation of RSM would be provided by MDL free of cost.
4. Service Provider shall maintain a log book for daily inspection points, routine check-ups, servicing, breakdown & overhauling of machine etc.
5. The Service Provider shall maintain proper duty slips / challans / log sheets in the appropriate format for the work done. The nominated representative must ensure that the same will be endorsed in time by the authorized Executive of MDL and certified by the Executive not below the rank of Chief Manager. Any delay in billing due to non-submission of slips/challans will be Service Provider's responsibility.
6. The Operation and Maintenance manuals of RSM will be provided in hard bound only for reference purpose.
7. Service Provider shall maintain sufficient quantity of essential spares / consumables at site in advance, however, lockable space/room for the storage would be provided within MDL, free of cost.
8. During Semi-CAMC, Service Provider would be paid Semi-CAMC cost as per P.O. rates on monthly basis.
9. The necessary spares / tools/ skilled manpower required to carry out preventive and breakdown maintenance shall be arranged by the Service Provider.
10. To be supplied by MDL Free of Charge: (a) Fuel i.e. diesel (b) Water for spraying / sweeping. (c) Lockable space for spares & consumables, (d) Insurance of the vehicle will be done by MDL.
11. To be supplied by Supplier: (a) All the Consumables, Spares, Service Charges, Documentation Charges, RTO Charges or any other charges/expenses applicable for carrying out Semi-CAMC of vehicle as per PO General terms & Scope of Work, (b) Providing Operator & Helper, (c) Training for operation and maintenance to Operator, Helper & Technician (at no cost to MDL).
12. Statutory Requirements: All statutory compliance w.r.t. Labour will be borne by Service Provider.
13. Service Provider shall arrange for Entry Passes, Permission for working on Saturday, Sunday and Holidays for Operator & Helper with necessary documents such as Identity Proof, Address Proof, PVR, Life Insurance / Workers Compensation Policy, PF, Bank Statement, Wage Slip, and any other documents required by HR-Contract Cell / Security Dept.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

14. MDL shall claim / recover cost from Service Provider against damage to MDL equipment/machines/property, injury or loss to our personnel or third parties or consequential damage occasioned by any cause whatsoever during the course of this contract, in case it is established that the damage / loss / injury as above was caused as a result of negligence on Service Provider's part. MDL decision in such cases shall be final and binding on Service Provider.
15. Service Provider shall comply with RTO rules and regulations while driving the vehicle. Any fine / penalty applied by RTO due to non-compliance of RTO rules shall be borne by the Service Provider.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Part 7:
Operation & Maintenance of Bio Waste Compost Machine

Comprehensive Maintenance Contract for Bio Waste Compost Machine at Residential Area (Dockyard Road), MDL.

The Bio-Waste Compost Machine was procured by MDL in Year 2012, which is currently placed in Residential Premises at Dockyard Road.

Technical Specifications of the machine:

Make: Traxit Engineers Pvt Ltd
 Model: BWC-60
 Capacity: 25 Kg per batch
 Power: 4 HP

Standard Operating Procedure:

The bio waste compost machine is an electrically operated bio-mechanical equipment that can convert large amount of organic waste such as kitchen waste, garden waste, food processing waste etc. into compost. The compost is further used for gardening in MDL premises.

The contractor shall carry out following process for generating compost:

1. Segregate the organic waste collected from all the residences in the colony.
2. Feed it to the composting machine after chopping the waste into small pieces. Contractor shall ensure that no hard metal / wooden pieces is mixed along with the waste, which may damage the chopper blades.
3. Add saw dust along with the waste, so as to lower the amount of moisture in the waste. Generally, the saw dust will be provided by MDL. However, if not available with MDL, the IFMS Service Provider shall supply the saw dust. The payment for the same would be made at actual as per PO Rate.
4. Add Bio Culture in the waste to accelerate the aerobic composting of organic waste.
5. Run the machine to churn the waste into powder form.
6. The waste is to be then collected into separate well ventilated baskets / crates and keep the baskets in open dry place.
7. Periodically, spray the water and turn up & down to mix well.
8. The compost may be ready to use in next 10-15 days.

STANDARD OPERATING PROCEDURE OF BIO-WASTE COMPOST MACHINE

1. Ensure Main Power Supply is in OFF position before operation of the machine.
2. Open the lid and fill green/wet waste in the machine.
3. Turn ON the Main Power Supply & check red light on lid is ON.
4. Pull emergency stop switch to turn it OFF.
5. Close the lid.
6. Set the machine in Auto or Manual mode.
7. Set the timer, as per the volume of the food waste, say approx. 15 mins for 25 kgs of waste.
9. When the timer stops, machine would automatically stop.
10. Add bio culture and saw dust in machine, and set the timer and start machine again to mix it well with green/wet waste for around 5 mins.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

11. After mixing it up well, collect the waste into the trolley of the machine.
12. Collect the mixed waste into separate baskets and put the trolley at its place after properly cleaning it.
13. Clean the chopper assembly unit properly, close the lid.
14. The machine shall be covered safely and ensure power supply is off before leaving the machine.

General Terms & Conditions:

1. BWC Machine will be given for Maintenance tentatively from 11.01.2021.
2. During AMC period, firm should carry out overall inspection and servicing of the machine once in three months (quarterly). Record of each servicing is to be duly signed by the concerned MDL Executive. All necessary services shall be rendered to the satisfaction of MDL.
3. Also the firm should attend breakdown calls if any problem /breakdown arise in between. Complaint should be attended and rectified within three days.
4. Defective spares should be replaced within ONE WEEK of intimation.
5. The list of Spare Parts are mentioned in the Rate Sheet. The payment for replacement of spares will be given as per order at actual. All other parts, which are not included in the Rate sheet, shall be included in the AMC.
6. Contractor shall make Inward Entry of Spare parts through Security at Main Gate before installing them on the machine at Residential area.
7. Necessary materials, tools etc. required for carrying out the work shall be arranged by the contractor.
8. AMC charges shall be firm and fixed during the tenure of the contract.
9. MDL will supply Electricity and water free of cost.
10. Contractor shall produce quarterly service report along with spare parts consumed (challans), if any, to concerned MDL Executive for obtaining Work Completion Certificate (WCC).
11. If Quarterly servicing of the machine is not carried out, Payment will not be made for that quarter. The breakdown calls are not attended within in 01 Week, the penalty of Rs. 500/- per week would be applied.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

**PART 8:
PROVIDING SERVICES OF LIFTMEN**

Scope of Work for Services of Liftmen:

MDL has various types of Office Buildings in Factory Premises having lifts, namely, Mazdock House, West Block, Service Block (North Wing, South Wing & Extension), FOB Building, Bond Store & Mogul House. Also, it has various Residential Buildings in Residential Colony, namely, Currie House, Sarin House, Angre House and Gymnasium. The total number of lifts in buildings is as follows:

Building	Location	No. of Lifts
Mazdock House	NY	02
West Block	NY	02
Service Block (North Wing)	NY	02
Service Block (South Wing)	NY	02
Service Block (Extension)	NY	01
FOB Building	NY	01
Mogul House	SY	01
Bond Store	SY	01
Currie House	Residential Colony	01
Sarin House	Residential Colony	02
Angre House	Residential Colony	03
Gymnasium	Residential Colony	01
Total		19

- Above lifts are used heavily and continuously daily by employees, visitors, guests, contractors in Company premises and Residents in residential area.
- This work includes providing total 12 Nos. Liftmen for the operation of 19 nos. of Lifts at MDL Factory and Residential Premises in different shifts. The shift wise allocation of manpower will be done by TS-CMS Dept.
- The tentative timings of shifts are as below:

Sr. No.	Description	Manpower Deployment
	Supply of Liftmen in Factory Premises (Monday to Saturday)	
1	Supply of Liftmen in Factory Premises - 1st Shift (0700 to 1600)	4
2	Supply of Liftmen in Factory Premises - 2nd Shift (1500 to 0000)	2
3	Supply of Liftmen in Factory Premises - General Shift (0900 to 1800)	2
	Supply of Liftmen in Residential Premises (All days working)	
1	Supply of Liftmen in Residential Premises - 1st Shift (0700 to 1600)	2
2	Supply of Liftmen in Residential Premises - 2nd Shift (1500 to 0000)	1
3	Supply of Liftmen in Residential Premises - 3rd Shift (2300 to 0800)	1
	Total	12

Above shift timings are tentative and may change whenever required by MDL.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

5. Liftmen shall check working condition of the lift after reporting on duty every day.
6. Whenever any defects are observed during their working hours, they shall report the same immediately to the MDL Lift In-charge/Executive of TS-CMS Dept.
7. Contractor shall ensure that liftmen is available in lifts at times during their shift hours.
8. In case of Mazdock house and Currie House lifts, Liftmen shall hand over the lifts to other liftman on duty before proceeding for lunch during lunch hours. These lifts shall never be left unattended.
9. Liftmen shall ensure cleanliness and hygiene is maintained with the help of housekeeping staff, throughout their duty hours.
10. Liftmen should help elderly people / disabled people / kids to get inside and outside of lift.
11. Liftmen shall ensure that no movement of material / goods is made through passenger lifts.
12. Contractor shall take all necessary safety measures during the execution of work.
13. Training should be given to all Liftmen to take out the passenger safely from the lift, in case any passenger got trapped inside the lift. He shall immediately report the incident to MDL Lift In-charge/ Executive of TS-CMS Dept/ MDL Fire Dept.
14. In Case of Fire, liftmen shall immediately vacate the lift, switch off the main power supply and report immediately to MDL Fire Dept.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Part 9
Providing Services of Pump Operator

Scope of Work for Pump Operator:

- There are total 14 Nos. of Fresh Water Pump Rooms in MDL, for supplying Fresh Water in NY, SY& Residential area (Dockyard Road).
- Pumping of the fresh water in factory as well as residential area through F. W. Pumps is to be carried out round the clock and also to check there is no overflowing of overhead / underground tanks.
- For carrying out the operation, the contractor shall deploy min. 20 Nos. Pump operators in total of all three shifts on all 365 days in a year. The tentative shift wise deployment of Pump Operator is as follows:

Sr. No.	Description	Manpower Deployment
1	Supply of Pump Operators in 1 st Shift (0730 to 1630)	8
2	Supply of Pump Operator Services in 2 nd Shift (1530 to 0030)	7
3	Supply of Pump Operator Services in 3 rd Shift (2330 to 0830)	5
	Total	20

- The Pump Operator should receive Fresh Water from MCGM (MCGM Fresh Water Supply Time is 12.45 pm to 2.50 pm) and fill the underground RCC Tanks and simultaneously water should be lifted to Overhead Tanks for various buildings / workshops in NY, SY & Residential Area for even distribution of water.
- In case of damage caused to the pumps/valves/motors or other installations due to wrong operation or negligence of the operator, the cost of repair/damage shall be borne by the contractor.
- Pump Operator and Supervisor shall maintain records of operation time of all pumps.
- In case of shortage of water supply from MCGM, Pump Operator shall give prior intimation to all residents and plan storage of water well in advance and supply water as per schedule given by CMS Dept.
- Pump Operator shall give prior intimation to all residents of tank cleaning schedule and inform about non availability of water during cleaning activity of water tanks.
- The shift wise allocation of all pump operators and execution of routine work shall be carried out as per instructions of CMS Dept.
- Pump Operator shall immediately report about Leakage of pump/ non-working of pump / abnormal working of pump / leakage or damaged pipelines to CMS.
- Pump Operator / Supervisor should liaison with MCGM for various issues related to Fresh Water Supply.
- Pump Operator shall maintain cleanliness in Pump Room with help of Housekeeping persons.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications**Part 10****Sanitizing / disinfection of MDL Premises including Offices, Workshops, Canteens, Toilets, Residential area etc. in view of COVID-19 outbreak**

Note: - The work of Sanitization is included in this contract considering COVID 19 pandemic. MDL may only avail services considering the COVID 19 situation during the commencement of contract. MDL does not guarantee to avail the services during the course of IFMS contract. The quantity given in the present tender, which MDL may or may not be executed in full or in part. When the need arises, IFMS Service Provider would be given prior intimation of 01 month for commencement of services.

- The Service Provider shall provide Sanitization Services in Office Buildings, Workshops, Workshop Toilets, General Toilets etc. in NY, SY, ALY & Residential Premises.
- The Service Provider shall use only “Silver Hydrogen Peroxide” based disinfectant only, which shall be eco-friendly, odourless, bio degradable, non-hazardous and effective against wide range of microorganisms, germs, bacteria, viruses, spores, fungi, algae and amoeba.
- The disinfectant shall be suitable for use in: -
 - Indoor Areas of Factory Premises like Office Floors, Metal & Wooden Furniture, Electronic & Electrical Equipment, Office Toilets / Washrooms, General/Public Toilets, Portable Urinal Blocks, Pantries, Passages, Corridors, Lobbies, Stairways, Lifts, Glass Doors & Windows, Handrails and similar frequent contact surfaces inside Portable Office Cabins/Containers, Store Cabins/Containers, Locker Rooms, Workshop Offices etc.
 - Outdoor Areas of Factory Premises like Bio Metric Punching Machines, Metal Poles, contact surfaces of MDL Executive Gate, Operatives Gate, Gate No. 6, 9 and 10 etc. and similar frequent contact surfaces.
- The disinfectant shall be diluted as per manufacturer’s instructions or standard industrial practises.
- Before disinfecting any surface, use soap & water to clean the area, then wipe/spray with disinfectant on surface. After using it, make sure to leave it on the surface for a minute to kill pathogens.
- Use caution on marble or granite countertops, as its slight acidity can break down the finish of these surfaces over time. It may also cause discoloration, so test it out on a small spot of a coloured surface before using it on a larger area.
- The sanitization by wiping of equipment / metal surfaces etc. in all above-mentioned Indoor areas should be done daily by the existing housekeeping staff, after office hours or early in the

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

morning before rooms are occupied. After mopping the floors, mop area again using disinfectant after drying the area by existing housekeeping personnel.

- Bidders shall supply 05 nos. manpower for sanitization of common areas (Corridors, passages, lobbies & stairways, railings, building entrances, workshop entrance and similar common passages with high contact surfaces) by spraying disinfectant. Prior to spraying disinfectant daily in common areas, the workers should wear appropriate reusable PPE Kit (including Head Cover, Face shield / Goggles, Triple Layer Mask, Gloves, Coverall / Apron, Rubber / Gum Boots).
- The Foot Operated / Touch Free and Automatic Hand Sanitizer Dispensing stations, wherever placed in Factory & Residential Areas shall be refilled by the firm regularly.
- Firm shall use only Reusable PPE Kits. Once the PPE Kit is worn out, then remove & discard PPE kit in disposable bag and wash hands with soap and water.
- The arrangement for washing & maintenance of PPE Kits shall be made by the firm. No separate facilities for the same would be made by MDL, except water for washing.
- The high contact surfaces in **lifts** shall be sanitized 4 (Four) times in a day.

SOP for Daily Sanitization of General Toilets/ Office Toilets / Workshop Toilets:

- The sanitization of Toilets shall be done daily by the firm.
- Sanitization workers must use separate set of sanitization equipment for toilets and separate set for sink and commode. They should always wear reusable PPE Kits while sanitization of toilets.
- Areas such as Doors, Handles, Toilet Pot, Commode, Lid, Toilet Floor, washbasin, Showers, Taps & Fittings, Soap Dispensers shall be disinfected daily.
- To prevent cross contamination, discard cleaning material & sanitizing materials in appropriate bags after cleaning and disinfecting.
- Disinfect all cleaning equipment after use and before using in other area.

Residential Premises:

- MDL Residential Premises consists of Currie House, Sarin House, Angre House, P&O Boat Deck & P&O Terrace, MDRC Club, Gymnasium, Tennis Court, Parking shed, Gazebo etc.
- Indoor Areas of Residential Premises like General/Public Toilets, Portable Urinal Blocks, Pantries, Passages, Corridors, Lobbies, Stairways, Lifts, Glass Doors & Windows, Handrails and similar frequent contact surfaces inside MDRC Club (including sports equipment), Guest House (including internal areas like rooms, common area and kitchen) and Gymnasium (including Gym. Equipment).
- Outdoor Areas of Residential Premises like high contact surfaces in Gazebo, poles of Parking Shed, Residential Gate, Security Guard Cabins, Barricades, Basket Ball Court etc.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- The scope of work does not include Disinfection activities inside Residential Flats.
- All above areas of MDL residential premises shall be sanitized daily.
- All the corridors, lobbies & stairways, railings, building entrances and similar common passages with high contact surfaces shall be sanitized with Spray Pumps every day.
- High contact surfaces in **lifts** shall be sanitized 4 times in a day.

Personal Protective Equipment (PPE):

- PPE Kit shall consist of Head Cover, Face Shield / Goggles, Triple Layer Mask, Coverall, Rubber / Gum Boots.
- Firm shall use Reusable PPE Kits, which should be removed and discarded after it being worn out. However, Nose Mask shall be disposed of daily after use.
- Hands should be washed with soap and water immediately after each piece of PPE is removed.
- Masks are effective if worn according to instructions and properly fitted.
- Masks should be discarded and changed if they become physically damaged or soaked.

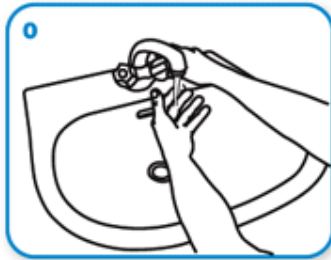
Guidelines for use of mask:

The correct procedure of wearing triple layer mask:

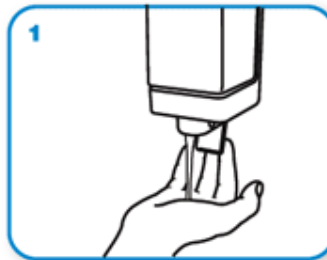
1. Perform hand hygiene
2. Unfold the pleats; make sure that they are facing down.
3. Place over nose, mouth and chin.
4. Fit flexible nosepiece over Nose Bridge.
5. Secure with tie strings (upper string to be tied on top of head above the ears –lower string at the back of the neck.)
6. Ensure there are no gaps on either side of the mask, adjust to fit.
7. Do not let the mask hanging from the neck.
8. Change the mask after six hours or as soon as they become wet.
9. Disposable masks are never to be reused and should be disposed of.
10. While removing the mask great care must be taken not to touch the potentially infected outer surface of the mask
11. To remove mask first untie the string below and then the string above and handle the mask using the upper strings.
12. Disposal of used masks: Used mask should be considered as potentially infected medical waste. Discard the mask in a closed bin immediately after use.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

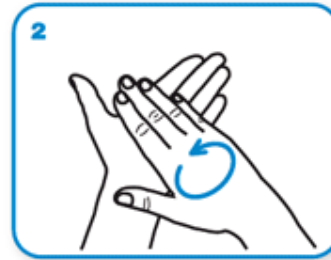
Steps of Hand Hygiene:



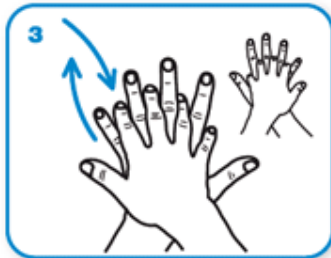
Wet hands with water



apply enough soap to cover all hand surfaces.



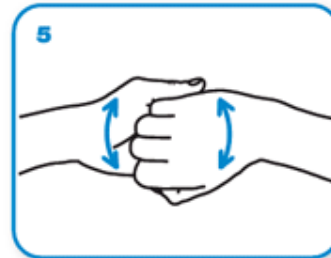
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



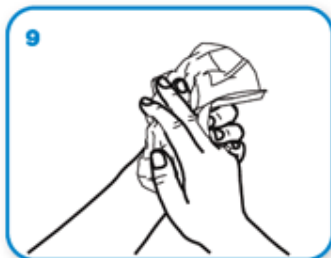
rotational rubbing of left thumb clasped in right palm and vice versa



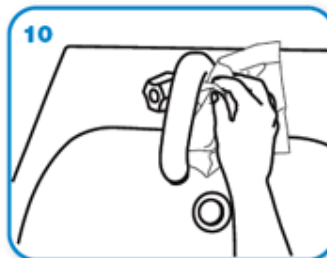
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



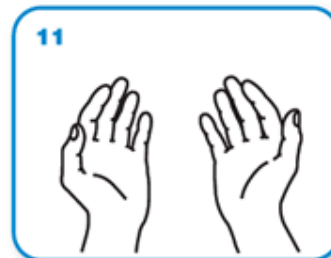
Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Briefly, Sanitization/Disinfection activity shall be carried out in following manner: -

Sr. no.	Location	Areas Included	Sanitization Method	Frequency of activity	Remarks
1	Office Buildings	Office floors, Furniture, Equipment, Toilets, Closed Cabins	<ul style="list-style-type: none"> - Mopping floors with disinfectant after cleaning activities. - Disinfection of furniture & equipment (like Printer, Photocopier, Telephone, TV, Computer, Table Top, Door knobs, handles etc.) - Spraying disinfectants in Toilets 	Daily	Work Done Report to be Signed preferably by Building In Charge / Floor In Charge / HOD / HOS / OIC / Or any Executive (in absence of signing authorities)
		Lifts, Lobbies, Staircase, Passage, Corridor, Building entrance, Common areas	Spraying of Disinfectant	Daily (lifts 4 times)	
2	Workshops	Office floors, Locker Rooms, Toilets, Closed Cabins	<ul style="list-style-type: none"> - Mopping floors with disinfectant after cleaning activities. - Disinfection of furniture & equipment (like Printer, Photocopier, Telephone, TV, Computer, Table Top, Door knobs, handles etc.) - Spraying disinfectants in Toilets 	Daily	Work Done Report to be Signed preferably by Workshop In Charge Or any Executive (in absence of signing authorities)
		Shop Floors, Machineries	<ul style="list-style-type: none"> - Mopping floors with disinfectant - Spraying disinfectant on Shut / Closed Machineries (only upon instructions) 	Daily	

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

3	General Toilets	Floor, Urinal Pot, Wash Basin, Commode, Common areas etc.	- Spraying of Disinfectant	Daily	Work Done Report to be Signed by YUC Executives.
		Door Handles, Knobs, Taps, Water Jet & other fittings etc.	- Wiping with Disinfectant		
4	Officer's Mess and Workers Canteen	Floors	- Mopping with Disinfectant	Daily	Daily Work Done Report to be Signed by On Duty staff & to be checked weekly by Officer In Charge.
		Tables, Chairs, Fans etc.	- Wiping with disinfectant		
5	Residential Colony	Residential Buildings,	- Spraying disinfectant	Daily	Work Done Report to be Signed by YUC Executives.
		Lifts, Electronic Equipment, Gym Equipment etc.	- Wiping with disinfectant	Daily (lifts 4 times)	
		Inside MDRC Club, Gymnasium, Guest House	- Mopping floors with disinfectant - Wiping club equipment, gym equipment, guest house equipment with disinfectant	Daily	Daily Work Done Report to be Signed by On Duty Staff and to be checked by Officer In Charge on weekly basis.

General Terms and Conditions for Sanitization Activities:

1. Firm shall deploy 05 sanitization workers for sanitization activities in common areas. The Supervisor shall monitor & supervise the work, generate & maintain the records of daily/weekly activities.
2. The sanitisation activity shall be carried out from Monday to Saturday, i.e., Six days in a week. Sunday will be observed as weekly off. The weekly activities shall be carried out in consultation with concerned Building In Charge / Floor In Charge / HOD / HOS / Workshop In charge etc. The scope does not include sanitization activity inside flats / quarters of Residential Colony.
3. The activity for spraying of sanitizer in common areas (like Staircase, Passage, Lobbies, building entrance, workshop entrance), General Toilets, Office Toilets & Workshop Toilets etc. shall be done with additional 05 nos of manpower. However, sanitization by mopping / wiping inside offices, workshops, canteen, general toilets, residential colony etc. to be done with existing housekeeping manpower.
4. The required 05 nos. of manpower, materials and consumables shall be supplied by the firm for sanitization activities. The payment for the same would be made at actual.
5. Firm shall supply items & manpower for sanitization activity as mentioned in Rate Sheet / BOQ separately, for which the payment would be made at actual.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

6. The rates for supply of manpower and supply of items shall be all inclusive (excl. taxes). No additional / separate charges would be made.
7. The documentary records shall be submitted for enabling MDL to issue Work completion certificates.
8. Any chemicals used for sanitization activities shall not be harmful to human bodies. Any fire hazardous materials shall be used with all safety precautions and containers of the same shall be stored separately at safe locations.
9. The activities shall be carried out with full safety of firm's manpower, MDL employees, contract labours, staff, residents and all MDL Properties.
10. The firm shall take necessary steps to ensure that the properties of MDL are not damaged during execution of above work. The firm shall be responsible to such damages & shall have to repair / replace / compensate for the entire claims in respect of such damages at its own cost or it will be deducted from firm's bill.
11. MDL reserves the right to avail the services in full / partial. MDL does not guarantee consumption of full quantity mentioned in the PO, and may consume as per actual requirement only during the course of contract period.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

General Requirements for IFMS Services:

1. Service Provider is required to supply all materials, equipment required for housekeeping works such as Hard broom, soft broom, broom with long stick, coir/wire Nylon cleaning brushes, washing soda, cleaning powder/liquid, phenyl, swivel mops, buckets, brasso & other stain removers etc. (any other material required for cleaning) in sufficient quantities. MDL will provide water from the existing water points. Transportation of garbage on regular basis is to be carried out by the Service Provider. Equipment for transporting garbage/waste e.g. trolleys, garbage drums etc. should be provided by the Service Provider. Wheeled new trolleys, Green/Blue colour of reputed brand shall be provided and maintained in good working condition by the Service Provider at all times from beginning to end of the contract. (Trolleys should be of 120 / 240 litre capacity). Damaged trolleys /garbage drums and other non-operational equipment shall be replaced immediately. Service Provider has to provide approved quality of plastic bags for emptying dust bins in the offices and other indoor premises.

2. **Recording of Movement of Material, Equipment inside MDL premises:** Service Provider to ensure that all movement/supply of material, equipment inside MDL shall be permitted only after making inward entry challan by CISF/MDL Security personnel. Service Provider to keep all such materials, equipment under his custody & care inside MDL premises during the contractual period without any cost implications to MDL. The Service Provider shall submit a copy of challan of every inward material to MDL executing authority on monthly basis. The materials/equipment may be inspected by MDL executing authority as and when required.

3. For cleaning of floorings, toilets, bathrooms, glasses, etc. Service Provider shall use **Diversy / Ecolab orequivalent products**. For reference, Specifications of Diversy Products are enumerated below as examples:

TASKI R1: Bathroom cleaner cum sanitizer concentrate,

TASKI R2/R3: Glass, mirror, marble cleaner,

TASKI R4 Shine-up,

TASKI R5: Air freshener for Bathrooms,

TASKI R6: urinal, toilet cleaner,

TASKI R7/SPIRAL: for Wet mopping as well as scrubbing with machine on floors.

TASKI Stainless Steel Polish for cleaning of lift's S.S. cabins/doors.

TASKI TR101/103: For Carpet shampooing.

4. **The Hand Wash** is User Based item. Hence, the consumption of Hand Wash / Liquid Soap in toilets / washrooms of all Offices, Workshops & General Toilets cannot be defined. Hence, the rates only for Hand Wash is sought separately and the service provider would be paid monthly for the same at actual.

5. If sufficient quantity of approved quality of material/consumables from reputed vendors is not supplied by the contractor, appropriate penalty at the discretion of MDL will be applied.

6. **Reporting Mechanism:** The contractor shall deploy minimum 364 Nos. of manpower for activities mentioned in scope of work. The attendance of all manpower shall be recorded in **Electronic Bio Metric Punching Machine**. The electronic biometric attendance system shall be set up by the Service Provider for all their workmen and staff deployed at MDL. Designated places for the same would be allotted by MDL at Dockyard Road premises. At least 3 readers shall be provided for attendance recording. The IT system like Computer, Printers, cables, etc. required for Biometric system shall be arranged by Service Provider. The attendance report shall be submitted to YUC Dept. on daily basis.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Facility Manager will be stationed at Mazagon Dock Shipbuilders Ltd (MDL), Dockyard Road Office. He must visit all the sites regularly, provide supervision and ensure that all the IFMS jobs are attended as per the contract conditions. Facility Manager shall control and monitor all the FMS activities including his Executives/Supervisors/manpower and also give the feedback or status of the same to the Executive In-charge of MDL on daily basis.

7. Helpdesk Management: Facility Management Service provider / Contractor to provide helpdesk services for resolving the problem/complaint on day to day basis. Service provider will be required to manage help desk at MDL wherein the problems will be logged either on telephone, in person or through email, if necessary. Helpdesk will classify such calls and would forward /allocate to the concerned dept. /division's facility supervisor for any concerned operational staff for resolution. This help desk will receive and register the complaint by help desk in a complaint register. Necessary action to be taken for attending the complaint immediately. Once the complaint is attended and cleared by respective attendant, resolution of the problem will be reconfirmed by the help desk with the complainant and then closed in the register.

8. Facility Manager shall ensure full strength/attendance of workmen. He shall arrange for substitute man power in case of shortage/absenteeism of existing manpower so as to keep the area neat and clean during the contract period. He shall also maintain the leave register and shall submit whenever required by MDL. Please note that he shall arrange/hire extra manpower as a substitute for all the workmen on leave.

9. Facility Management service performance shall be decided on the basis of the factors like regular site visits, response of the Facility Management company, timely delivery, quality of work performed, upkeep, User's requirement, effective work practice, resource and attendance of manpower, quality of material used and overall performance towards the output of the day to day.

10. Any work not done properly shall have to be re-done free of cost to MDL. If immediate action towards re-doing the job is not taken, MDL shall be at liberty to make necessary deductions from the running bills. MDL's decision in this regard shall be final and binding on the Facility Management Company.

11. **On Sundays and Holidays**, the work will be limited to certain occasions and areas only which will be informed in advance. For such occasions, adequate work force shall be arranged for which Service Provider will be paid at the quoted / agreed rate per man-days as per order.

12. Facility Management company shall ensure that adequate resources i.e. men, machinery, consumables, tools & tackles, etc. deployed for carrying out all the activities on regular basis as per the terms of the Purchase Order.

13. Further, sometimes Housekeeping & Gardening services will be required beyond duty hours. For such occasions, adequate work force shall be kept for which Service Provider will be paid at the quoted / agreed rate per man hour as per order.

14. Contractor shall dispose of any dead animals like rats, cats, dogs, birds immediately.

15. Facility Manager shall plan the manpower requirements in suitable manner so as to meet the contractual obligations as outlined. He shall ensure that jobs are carried out effectively.

16. In case of any damage to MDL properties, the cost of making good the same & cost of any loss consequent to the damage will be recovered from the contractor's bill.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

17. Daily check shall be carried out by the Service Provider. for hinges, jet spray, commode seat, flush, doorhandles, toppers, latches, urinal flush, urinal pots, taps, lamps, wash basins, Hand Wash dispenser etc. Damages/losses and repair needs, if any, should be reported on the same day.

18. Cleaning times/schedules should be displayed at toilets on every floor of every building.

19. Facility Management company shall arrange the required entry passes for their workmen before commencement of work and the same shall be renewed well in time. Necessary documents like Police Clearance Certificate(PCC), PF, ESIC, Payment Slips and others as requested, needs to be submitted to Security and Personnel Dept. for issuing of entry passes. Further, it may be noted that Service Provider to ensure compliance with all statutory labour laws with regard to payment of wages, PF, ESIC, Bonus etc. in respect of their work force & also to ensure digital payment mode to their workmen & staff by ECS, NEFT, RTGS. MDL is not responsible in respect of any non-compliance of such statutory requirements as per labour laws/lapses from Service Provider. Service Provider has to settle any dues & disputes in this regard without any cost implications to MDL.

20. Facility Management Company shall provide uniforms for their workmen with company name / logo on it. The IFMS Service Provider's uniform must be different from MDL Executives & Operatives uniform. They shall also provide rain gears during rainy season for outdoor housekeeping personnel to carry out the work, without any cost implication to MDL. And Service Provider to ensure that his employees/staff are using/wearing uniforms on regular basis.

21. Service Provider shall provide PPEs regularly to Operator & Helper like Safety Goggles, Nose Mask, Ear Plugs, Hand Gloves and Safety Shoes and they shall abide by the Factories/Industrial Safety Rules & Regulations and follow the guidelines of MDL's Health, Safety & Environment Policy. It is responsibility of the Contractor to ensure full compliance with safety and security regulations and all statutory requirements with respect to labourers employed. The Contractor should supply safety gears to his labourers and ensure that the labourers use appropriate safety gears while working.

22. For security reasons, smartphones are not allowed inside MDL Premises. Hence, employees of service provider shall be allowed only basic feature mobile phone (without camera, internet and data transfer facility) inside MDL Premises.

MINIMUM MANPOWER AND DEDUCTIONS:

Minimum Manpower: Proposed tentative schedule of handing over and minimum requirement of manpower from workmen up to Supervisory level is as given below. Further breakup of minimum manpower requirement for sub activities is given in the rate sheet. Service Provider shall arrange manpower accordingly. Service Provider has to deploy minimum manpower for the activities / sub-activities handed over to them. For any reason, if MDL cannot give the activity or sub activity, Service Provider shall reduce the manpower deployment accordingly.

Payments will not be made against such activity or sub activity for that period.

MDL reserves the right to offer the services only upon site conditions and user requirements. MDL does not guarantee to avail services or execute / consume the PO quantity.

Decreasing of activities/sub-activities/PO line items would at the discretion of MDL, so IFMS Service Provider has to abide. One-month prior notice will be given to IFMS Service Provider for the same.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Sr. No.	Description	Location	Minimum Manpower Deployment	Executing & Certifying Dept.
1	Housekeeping Services	NY, SY, ALY, Resi. Area (Dockyard Road & CBD Belapur)	287	Yard Upkeep Cell (YUC)
2	Garden Maintenance Services	NY, SY, ALY, Resi. Area (Dockyard Road & CBD Belapur)	27	Yard Upkeep Cell
3	Operation & Maintenance of MDL's Truck Mounted Road Sweeper Machine	NY, SY, ALY	2	Yard Upkeep Cell
4	Liftmen Services	NY, SY, Resi. Area (Dockyard Road)	12	Central Maintenance Services (CMS)
5	Pump Operator Services	NY, SY, Resi. Area (Dockyard Road)	20	Central Maintenance Services (CMS)
6	Pest Control Services	NY, SY, Resi. Area (Dockyard Road, Vashi & CBD Belapur)	As per requirement	Central Maintenance Services (CMS)
7	Cleaning of Service Trenches	NY, SY	As per requirement	Central Maintenance Services (CMS)
8	Fresh Water Tank Cleaning	NY, SY, Resi. Area (Dockyard Road)	As per requirement	Central Maintenance Services (CMS)
9	Operation & Maintenance of Bio Waste Compost Machine	Resi. Area (Dockyard Road)	Included in Housekeeping Staff	Yard Upkeep Cell (YUC)
10	Services of Sanitization	NY, SY, ALY, Resi. Area (Dockyard Road)	05	Yard Upkeep Cell (YUC)
10	Facility Manager		01	
11	Facility Executives		09	
12	Helpdesk		01	
	TOTAL MANPOWER		364	

Note: (1) Presently, the facilities at Sr. No. 6, 8 are already running through different sub-contracts. IFMS Service Provider will be intimated 30 days in advance prior to handing over the said services. MDL does not guarantee to avail the services fully or partially. The quantity of the said services may increase / decrease depending on actual site conditions / requirements that may arise out of existing contracts.

(2) The service of Sanitization activity is included in this tender considering COVID-19 pandemic. However, the services may not be availed or may be availed in full / partial or the quantities may increase during the course of contract period, considering the situation during that time.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

Recording of handing over dates for the activities or sub-activities:

Scope of work handed over to IFMS and minimum manpower to be deployed against it will be recorded in following format at the commencement of the contract and every change in it subsequently or progressively.

PO Item No	Activity OR Sub-Activity	Min. manpower as per PO/Rate Sheet for the activity	Date of Handing Over	Sign of IFMS - FM	Sign of MDL Executive
Total minimum manpower:					

Facility Manager / Executives Qualifications and Experience:

The Service Provide shall provide Facility Manager and Facility Executive as per following qualifications and experience:

Sr. No.	Designation	Deployment	Min. Qualification Experience
1	Facility Manager	1	Any Graduate with Min. 5 years of experience in field of Facility Management Services.
2	Facility Executives	8	Any Graduate with Min. 2 years of experience in field of Facility Management Services.
3	Facility Executive (Horticulturist)	1	Graduate (Horticulture) or (Agriculture) Min. 2 years of experience with emphasis on Landscape Development, Garden Maintenance, Nursery etc.
4	Help Desk Executive	1	Any Graduate with Min. 1 year of experience in Tele calling / Customer Relation in any Service Industry.
		TOTAL: 11	

The above Facility Manager and Executives shall have working experience only after Graduation.

Role of Facility Manager:

- Working Days: Monday to Saturday. Shift Time: 8.00 am to 5.00 pm.
- Ensure management of all facility management services as per contract.
- Interact & Co-ordinate with User Departments and understand the requirements.
- Ensure sufficient number of manpower at site as per contract at all times.
- Lead a team of Facility Executives, Supervisors & Workmen and allocate job and shifts (wherever applicable).
- Ensure sufficient quantity of equipment, materials and consumables at all times.
- Ensure induction and training of new recruits at site.
- Maintenance of Site records and submission of the same at the end of month for billing purpose.
- Ensure adherence to MDL's Safety & HSE Policies.

Role of Facility Executive:

- Working Days: Monday to Saturday. Shift Time: 7.00 am to 4.00 pm.
- Lead a team of supervisors and workmen.
- Ensure good conduct and grooming of all facility management staff every day.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

- Allocation of work and shifts to supervisors and workmen.
- Routine round and checking of quality of services.
- Obtain feedback from User Departments and resolve complaints in given time.
- Ensure sufficient quantity of equipment, materials and consumables at all times. Any shortage of manpower, materials or malfunctioning of machineries shall be reported to Facility Manager immediately and to be resolved at the earliest.
- Ensure induction and training of new recruits at site.
- Maintenance of Site records.

Role of Horticulture Executive:

- Working Days: Monday to Saturday. Shift Time: 7.00 am to 4.00 pm.
- Lead a team of Supervisor and Gardeners.
- Responsible for overall maintenance of gardens, trees, plants etc.
- Allocation of work to supervisor and gardeners.
- Supervise and Coordinate Horticulture / Landscaping activities.
- Train workers in techniques such as planting, weeding etc. and use of safety measures.
- Ensure sufficient quantity of equipment, materials and consumables at all times. Any shortage of manpower, materials or malfunctioning of machineries shall be reported to Facility Manager immediately and to be resolved at the earliest.
- Maintenance of proper records of Supply Items and daily activities.

Role of Help Desk Executive:

- Working Days: Monday to Saturday. Shift Time: 7.00 am to 4.00 pm.
- Recording of complaints received on Phone Calls / Emails.
- Complaints received to be assigned to concerned Facility Executive.
- To ensure all the complaints are resolved in the given time.
- Feedback to be communicated to User Dept./Complainant for completion of work.
- Good Knowledge of MS-Excel and MS-Word.
- Help Desk shall not leave the desk without any genuine reasons and shall attend all complaints.

Training: Regular Training session should be conducted by separate Trainer for facility management service staff, preferable once in a week. Basic training on safety and health to all the employees of the contractor deployed for this contract shall be carried out by contractor in suitable batches. The Contractor's staff/employee also participate in fire mock drill, if any conducted by MDL or any authority.

Certification of Work Done: Daily work done is to be certified by Office/shop/store In-charge. Service Provider shall prepare necessary documents/reports for certification and daily attendance records. After completion of a month, contractor shall submit all work done reports with attendance records to respective Executing and certifying Dept. as mentioned above for Final Certification (Work Completion Certificates) and payment of bills.

Submission of bills: The YUC & CMS Dept. would issue a monthly Work Completion Certificates (WCC) against the submitted Daily Attendance Reports, Daily Work Done Reports etc. Service Provider shall submit monthly bills in triplicate copies along with original WCC copies at Bill Receiving Window, at MDL Main Gate from Monday to Friday between 0900 HRS to 1500 HRS.

DEDUCTION CLAUSE:

1. If any work is not completed fully and satisfactorily, deduction will be applied on pro-rata basis for % of incomplete/unsatisfactory work.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

2. If deployment of Facility Managers /Executives is less than as mentioned in the Order, per day deductions/penalty will be applied as follows:

- a) Facility Manager: **Rs. 2000/-** per day.
- b) Facility Executives / Horticulture Executive / Helpdesk Executive: **Rs. 1500/-** per person per day.
- c) Housekeeper/Gardener/Liftmen/Pump Operator:**Rs. 800/-** per person per day

This deduction will be in addition to the deduction, if any, applied on the day against incomplete work as explained above.

The absenteeism or shortfall of manpower shall be discouraged. The deductions are expected to serve as deterrent to ensure that required manpower is always deployed and best quality service is delivered.

3. The deduction for Short Supply of Consumables for Housekeeping Services shall be applied at the discretion of MDL, maximum upto 5% of bill amount for Housekeeping Services.

4. Equipment & Machinery: The deduction for short supply of equipment / machineries shall be applicable as per SOP. In case of breakdown of equipment / machineries, the problem shall be resolved within 48 Hrs, else service provider shall replace the equipment. If any equipment is found non-operational for more than 48 hrs., the penalty shall be applicable on pro rata basis as per SOP.

5. Ride-On Sweeper: In case of Non-Operation of the Machine, either in idle condition (except rainy days) or under breakdown, payment for that specific day would not be made. In case of breakdown, the problem shall be attended within 48 Hrs. Otherwise, penalty of Rs. 1,25,000/- per month or pro rata basis for number of days, would be applicable after 48 Hrs, in addition to non-payment applied on those specific days.

6. Service Trench cleaning work should be completed within mutually agreed time frame/ date, otherwise Penalty / LD will be applicable @ 10% of the value of the particular work for not carried out the work as per instructions.

7. Fresh water tank cleaning work should be completed within mutually agreed time frame/ date, otherwise Penalty / LD will be applicable @ 10% of the value of the particular work for not carried out the work as per instructions.

8. Non applicable of deduction for absenteeism: If majority of manpower is not able to attend work due to unforeseen reasons like Disruption of Public Transport due to Heavy Rains / Flooding / Technical Glitch / Strikes etc., Imposition of Curfew / Lockdown etc. by Government, Natural Calamities. The waiver of deductions towards absenteeism of manpower on such days will be only at the discretion of MDL considering severity of above situations. The payment for such days will be made only as per the actual work done certified by User Departments.

MONTHLY COMPLIANCE STATEMENT

i). On award of work, the contractor has to submit a monthly compliance statement w.r.t. wages paid, actual labour deployment etc. in a tabulated format duly approved by MDL.

Further, in this regard following to be noted:

(a) Any discrepancies in the submitted form shall entail MDL to initiate necessary action as deemed fit.

(b) MDL reserves the right to cross verify the above statement submitted.

Enclosure-21A-Scope of Work, Standard Operating Procedures and Specifications

(c) Complaint, if any received from Contractor's employee or any other person on the above, necessary action will be initiated.

ii). If the firm have got another contract or already having other contract, if any in MDL, in such case the number of person indicated in P.O. shall be exclusive for this contract only and the same cannot work for other contract in MDL. The contractor has to submit declaration statement for the same. Further in this regard following to be noted:

(a) Any discrepancies in the submitted form shall entail MDL to initiate necessary action as deemed fit.

(b) MDL reserves the right to cross verify the above statement submitted.

(c) Complaint, if any received from Contractor's employee or any other person on the above, necessary action will be initiated.

CONTRACTORS PERFORMANCE

iv). Contractors performance shall be evaluated by MDL on the basis of factors like quality of cleanliness, regular site visits by the contractor, response of the contractor, quality of work performed, housekeeping, effective work practice, resource and attendance of manpower, quality of material used and overall day to day cleanliness performance. If services are found unsatisfactory, MDL reserves the right to initiate necessary action as deemed fit including termination/ foreclosure of the contract.

=====