

<p>To, M/s. BPCL ESTIMATE MUMBAI . India - 400038. Ph: ,Fax: . Vendor Code:300648</p>	<p>REQUEST FOR QUOTATION Collective RFQ Number/ Purchase Group 1000455398 / N18-P&A/MMPL SERVICES Contact person/Telephone HARSH GUPTA Fax : Email:harshgupta@bharatpetroleum.in Our ref.:</p>	
<p>RFQ No/Date: 6001931401 / 04.05.2026</p>	<p>Quotation Due Date/Time:25.05.2026/14:00:00</p>	
<p>Material/Services required at: M/s. BHARAT PETROLEUM CORPN. LTD MUMBAI REFINERY MAHUL, MUMBAI - 400074 India</p>		
<p><u>Subject:- INTEGRATED FACILITY MANAGEMENT(IFM) SERVICES FOR CHEMBUR STAFF COLONY & SPORTS CLUB OF BPCL MR.</u></p> <p>You are invited to quote online on GeM (Government e-Marketplace) Portal for the subject job as per the enclosed Tender Documents.</p> <p>Tender Type: Open tender Bid Type : Two Part Bid (BQC/Techno-commercial bid, Price Bid) BQC : Applicable EMD : Rs. 20,00,000/- PBG : Applicable (5%) TPIA Verification of BQC Document : Applicable Evaluation method : Total value wise evaluation.</p> <p>-----</p> <p><u>EMD exemption:</u> EMD exemption is applicable to Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product or Service (Primary Product / Service - in case of bunch bid with total value wise evaluation) and give specific confirmation to this effect at the time of bid submission and claim EMD exemption and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bidding process.</p> <p>MSE bidders shall be considered for EMD exemption only if they submit following documents alongwith their bids :</p> <ol style="list-style-type: none"> 1. Udyam Certificate + CA certificate (format attached) or 2. Udyam Certificate + NSIC certificate or 3. Start up recognised by DPIIT holding valid Startup Recognition Certificate 		
<p>Page 1 of 79</p>	<p>Vendor Sign & Stamp</p>	<p>For Bharat Petroleum Corporation Ltd.</p>

MSE bidders having Udyam registration with `Major activity' as `Trading' are not eligible for EMD exemption.

The CA certificate should be dated after the date of floating of tender and shall be specific to the tender for which the bid is being submitted.

All other T&C for EMD exemption shall be as per GEM GTC.

BASIS OF EVALUATION:- Total value wise (in line with GeM)

Tender shall be evaluated on OVERALL L1 Price (L1 Price shall be calculated equal to Total basic quoted price plus GST applicable on the total basic quoted) quoted on GeM portal (Not BOQ submitted).

It is also mentioned that in case of any mismatch between quoted price inclusive of GST on GeM portal and Bill of quantity (BOQ) break up submitted, quoted price on GeM shall prevail and will be treated as final price for further evaluation.

Bidders are advised to take proper care while submitting price bid on GeM portal and ensure that final price mention on GeM portal is inclusive of GST and is sum of all SOR item prices.

No upward variation of prices will be allowed in any SOR item within BOQ break up submitted in case of any mismatch.

FIRM PRICES:-

The Contract Price shall remain firm and fixed till the completion of Work in all respects.

The quoted rates by Bidders shall be inclusive of all applicable taxes and duties or as decided by GeM.

DISPUTE RESOLUTION:-

The venue of mediation proceedings shall be at Mumbai.
Refer GCC clause no. 94

Note:-

All charges for submission of bid / GeM Statutory Charges shall to be borne by bidder. BPCL will pay only the 'quoted charges + GST'. No other extra charge shall be paid by BPCL.

VALIDITY:-

Your quotation shall be valid for period of 120 Days from the Quotation due date.

Pre Bid Meeting :-

Pre bid Meeting for discussion on tender shall be on date 12.05.2026 between 10.00 hrs to 11.00 hrs and venue as mentioned below.

Venue:

CPO Conference room,
Admin building, South Block 2nd floor,
Bharat Petroleum Corporation Ltd.
Mumbai Refinery,
Mahul, Mumbai - 400 074.

Bidders to ensure submission of their tender queries for clarification during Pre Bid Meeting before 10:00 hrs one day before the date of pre bid meeting on email id - Harsh Gupta harshgupta@bharatpetroleum.in / Devalkar Raviraj devalkarraviraj@bharatpetroleum.in

Pre Bid Meeting queries to be submitted in MS-Excel format attached with scope of work via E-mail having subject #Pre-bid queries # Tender Title & Tender Ref. No. / System ID#.

You are requested to inform the name & contact details of the person attending the meeting well in advance so that the welcome slip for entry of the person inside Admin Building is prepared in time.

DEVIATION:-

Your offer shall be in line with tender requirements / specifications. You shall furnish all the information / documents required for evaluation of your offer.

The technical evaluation will be carried out on the basis of information made available by you in your offer. You shall visit the site if required and understand the requirement before submitting your offer.

You are requested to have all your queries clarified before bidding. However, if you still have deviations from our RFQ / Tender documents, please indicate deviations in your offer under the column 'TECHNICAL DEVIATIONS FORM' and 'COMMERCIAL DEVIATIONS FORM' giving reference to RFQ / GPC / GCC clause no, else your offer shall be presumed to be in line with BPCL enquiry (Both technically and commercially) and no changes in future shall be entertained.

Deviations appearing under 'TECHNICAL DEVIATIONS FORM' and 'COMMERCIAL DEVIATIONS FORM' will only be considered while evaluating the Bids. Deviation mentioned elsewhere in any other tender document will not be considered for evaluation.

BPCL at its own discretion may accept or reject offers received with deviations.

In case there are no deviations, please mention "NIL DEVIATIONS".

BID REJECTION CRITERIA FOR TENDER:-

The following provisions of the bidding document must be adhered to without deviation, failing which the bid shall be considered to be non-responsive and shall be rejected.

- a) Bid Validity
- b) Time schedule
- c) EMD/ Bid Security
- d) Security Deposit / Performance Bank Guarantee
- e) Scope of Work / Scope of Supply
- f) Price Reduction Schedule / Liquidated Damages for delay.
- g) Payment Terms
- h) Deviation to terms & conditions of RFQ / and its Addendum / Corrigendum if any
- i) Presumptions etc. in Price Bid and "terms & conditions of tender".
- j) Defects Liability Period
- k) Schedule of Rates / Prices
- l) Any type of price information in Technical Bid / un-priced bid.
- m) Bidder does not quote for any service item in price bid
- n) Bidder quotes "zero" for any service item in price bid
- o) Non submission of Holiday Declaration
- p) Bidders Qualification Criteria (BQC)
- q) Non submission of Certificate for PP MII local content Declaration
- r) Non submission of undertaking by bidder towards submission of TPIA verified documents
- s) Integrity Pact (Mandatory)

NEFT PAYMENT:-

Payments to contractors etc. shall be made by National Electronic Fund Transfer (NEFT) only.

In case of any technical clarification, please contact BPCL Engineer-in-charge.

1. Mr. Devalkar Raviraj
SR. MANAGER (ESTATES)
Tel No. 022-3107-6572, Mob No. 9619569393
Email: devalkarraviraj@bharatpetroleum.in

2. Mr. Somnath Sadhukhan
MANAGER (COLONY ESTATES)
Tel No. 022-3107-6572, Mob No. 9722278836
Email: somnathsadhukha@bharatpetroleum.in

In case of any commercial clarification, please contact.

1. Mr. HARSH GUPTA
ASSISTANT EXECUTIVE (CPO-R), MR
Tel No.: 022-3107-3261 Mob No.: 9007328435
Email: harshgupta@bharatpetroleum.in

OTHER CONDITIONS OF CONTRACT:-

1. The jobs under this tender is of 'pure services' and non-divisible in nature. MSE purchase preference shall be applicable for this tender as per policy of GoI.

For this pure service contracts, all bidders quoting as MSE will be required to submit CA certificate along with MSE registration certificate / document (Not applicable in case of NSIC) to avail the benefits under Public Procurement Policy as per MSMED Act 2006 / Public Procurement Policy order 2012. The CA certificate should be dated after the date of floating of tender and shall be specific to the tender for which the bid is being submitted. Format of the CA certificate is attached for reference.

In case CA certificate is not submitted, bidder shall not be considered as MSE and benefits under Public Procurement Policy as per MSMED Act 2006 / Public Procurement Policy order 2012 shall not be extended to them.

Please note MSE declaration as shown and regulated by GeM portal shall only be considered for preference. BPCL will proceed as per the status shown on GeM portal for contractor for preference.

Without registering their profile as MSE in GeM and submitting the copy of MSE certificate and CA certificate along with bid documents will not be considered as MSE and no purchase preference shall be extended.

Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the Service provider of the offered Service.

2. BPCL Mumbai Refinery is an ISO:50001:2018 certified Refinery and is focused on energy efficiency. In line with the same, all Bidders providing services for BPCL Mumbai Refinery should preferably deploy energy efficient equipment's such as energy efficient welding machines, LED temporary lighting and temporary window AC of BEE 4-star rating and above for execution of the work.

3. The executed quantities of the SOR items may vary +/- any percentage. In case of change in L-1 status based on concluded executed quantities, the L1 bidder shall offer necessary discount to BPCL to ensure its L1 status.

4. Bidders / Service provider hereby agrees to ensure that the contract labour engaged by him / her for carrying out his / her contractual obligations will be upto 60 years of age. In case of any deviation the Management reserves the right to take suitable action against the Bidder / Service provider.

5. The Bidder shall be obliged to pay the wages through 'electronic payment mode' in the personal bank account of his/her workmen deployed at the site of BPCL, Mumbai Refinery sites. The wages shall be paid by electronic payment mode within 7 days of the end of previous month.

6. It shall be the responsibility of the Bidder to provide documentary and / or any other proof in terms of Payment of Wages and/or any other remittances to workmen through bank account, to the Corporation i.e. BPCL. It shall be obligatory on the Bidder to submit the aforesaid documents etc. as a condition precedent for payment of bill / invoice raised as per the agreed terms.

7. The Bidder, being the employer in the relation to persons engaged / employed by him for providing the services, shall alone be responsible and liable to pay wages / salaries to such persons employed by him from time to time which in any case will not be less than the minimum wage as fixed or prescribed for the scheduled employment of "Construction or Maintenance of roads or Runways or in Building Operations.

The Bidder shall be obliged to pay the wages by electronic payment mode to the personal bank account of the contract labour within 7 days of the end of previous month.

GST:-

Any statutory variation in GST (CGST+SGST / UTGST) / IGST or introduction of any new statutory taxes and duties within the contractual completion period shall be to BPCL account, against submission of documentary evidence for substantiating the variation by way of relevant notification. However in case of delay in completion period beyond the contractual date, for reasons attributable to contractor, any increase in these rates or any new statutory taxes and duties introduced during the period beyond the contractual completion date shall be borne by the contractor, whereas any decrease passed on to the owner.

GST (CGST+SGST / UTGST) / IGST, if applicable shall be paid after verifying GST (CGST+SGST / UTGST) / IGST Registration no. Invoicing shall be done for the subject job as per approved statutory format for invoice (i.e. invoice should clearly specify billing address of Bidder / Address of service receiver / GST registration nos. of Bidder and service receiver / applicable SAC no. / GST rate applicable / Invoice no. / Invoice date / etc.

Process for release of GST amount shall be as given below:-

1) GST amount shall be released only upon reflection of corresponding invoice

details in the BPCL GSTR-2B report as made available on the GST portal on or after 14th of the succeeding month.

2) For invoices received and processed during any month, if the details of invoices are not appearing in the BPCL GSTR-2B then GST amount shall be with-held till such time the same is reflected in BPCL GSTR-2B.

3) In case invoices details are already appearing in the GSTR-2B at the time of processing the payments then for such cases the GST amount shall not be with-held and 100% payment including GST shall be released.

For engagement of Workers to carry out Jobs awarded under PO or Contract the Bidder is solely responsible for prior understanding of the Process of issuing Entry Passes and vehicle passes. Bidder has to apply online in the Bidder Management System (CMS) for all passes for his contract staff.

Following Mandatory Documents are required for the issue of access card:-

- " Aadhar Card.
- " All contract staff has to undergo Safety training which will be imparted by our safety dept. Free of cost
- " Police verification Certificate.
- " Medical fitness certificate carried out by the certified surgeon
- " Enrolment under ESIC / WC policy as applicable
- " PF enrolment is must. Form 11 is not accepted
- " Personal Bank account details are required for transfer of salary
- " Passport size photograph is to be uploaded in the CMS

Below mention is list of documents required for Vehicle pass entry (RFID*) as follows:-

- " Copy of awarded BPCL PO (Front Page)
- " RC Book of Vehicle.
- " One Time Road Tax payment Documents.
- " Valid Insurance copy.
- " Valid PUC Certificate.
- " "T" Permit (Taxi Permit)
- " Permanent driving License of Driver.
- " Safety training Certificate.
- " A letter from User Department to issue IDL.

* RFID Of Contract vehicle will be issued by concern user Department.

The Bidder shall be solely responsible and liable for losses arising out of delay and / or non-execution of the Job due to inability to produce mandatory documents required for issuance of Entry Passes to his Workers.

For getting entry inside BPCL Mumbai Refinery it is mandatory for each contract person to have Access Card issued by Employees Relation department as

mentioned above. This access card is issued on chargeable basis and charges is nonrefundable. Recovery of this charges shall be done through debit entry from respective Bidder account by BPCL. This charge needs to be considered while submitting bid. BPCL will not make any payment for this in any form and needs to be bear by bidder itself.

" There would be payment of Rs 400/- + GST (Per card, Non-Refundable) for all categories of access card.

" After the expiry of the PO new cards would have to be made, same card cannot be used for a different PO.

" Penalty of Rs 600/- +GST Per card would be levied for reissue of card in case of damage / loss.

PPP-MII:-

Ministry of Petroleum & Natural Gas vide Notification No. FP-20013/2/2017-FP-PNG-Part(E-17013) dated 21.08.2024 has notified that Public Procurement (Preference to Make in India), Order 2017 (PPP- MII) issued by DPIIT and as amended from time to time shall be applicable to all the Public Sector Undertakings and their wholly owned subsidiaries under MoP&NG with certain modifications.

Public Procurement (Preference to Make in India) (PPP-MII) (wherever PP-LC is mentioned below in this documents or anywhere in tender to be read as PPP-MII) shall be applicable for this tender as per DPIIT letter no.P-45021/2/2017-PP (BE-II)-Part(4) Vol.II dated 19.07.2024. Any subsequent revision or new guidelines if applicable, shall be taken into consideration while extending the purchase preference.

As per para 3.0 (b) of letter referred in para 2 above, Non-Local supplier shall not be eligible to bid for this tender. Also purchase preference shall be extended to eligible Class-I Local supplier only. Class II/III local supplier shall not get any purchase preference.

a) 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than or equal to 50% as defined under this Policy.

b) 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than or equal to 20% but less than 50%, as defined under this Policy.

c) 'Non-local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than 20%, as defined under this Policy.

For this tender mandatory minimum LC requirement is 20% and margin of purchase preference shall be 20% and tender is non divisible in nature.

Please note that for this tender PP-MII as well as MSE purchase, both are applicable.

However based on the documents submitted by the bidder along with technical proposal, either MSE or PP-MII or both purchase preference may be extended, subject to meeting the purchase preference criteria based on DPE notification no. F.1/4/2021-PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

Verification of local content:

a) The Class-I local supplier/Class-II local supplier at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provides self -certification that the item offered meets the local content requirement for Class-I local supplier/Class-II local supplier, as the case may be. They shall also give details of the location(s) at which local value addition is made as per the formats given in the tender.

b) In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier' / 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

c) The bidder shall give self-certification for local content in the quoted item at the time of tendering. However, at the time of execution of the project, for all contracts above INR 10 Crore, the contractor/ supplier shall be required to give local content certification duly certified by cost/ chartered accountant in practice. For cases where it is not possible to provide certification by Cost/Chartered Accountant at the time of execution of project, the supplier shall be permitted to provide the certificate for local content from Cost/Chartered Accountant after completion of the contract, within time limit acceptable to the procuring entity. In case the contractor/ supplier does not meet the stipulated local content requirement and the category of the supplier changes from Class-I to Class-II/ Non-local or from Class-II to Non-local, a penalty upto 10% of the contract value may be imposed.

d) Nodal Ministries may constitute committees with internal and external experts for independent verification of self-declarations and auditor's/ accountant's certificates on random basis and in the case of complaints.

e) Nodal Ministries and procuring entities may prescribe fees for such complaints.

f) False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of GFR for which a bidder or its successors can be debarred for up to two years along with such other actions as

may be permissible under law.

g) A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities, in the manner prescribed under Clause 9i. of the Order.

General Conditions of contract (GCC) of Bharat Petroleum Corporation Limited as attached with this tender shall be applicable for this tender.

"Un-Priced Bid", i.e. Techno-Commercial Bid, shall be complete with all technical and commercial details (other than price) duly filled, signed and stamped essentially containing the following documents shall be submitted / uploaded:-

- i) Declaration form as per the format.
- ii) Acceptance, Compliance, Deviations and Exceptions - Bidders are requested to have all their queries clarified before bidding. Bidders are required to confirm and accept all the terms and conditions of the RFQ. However, if they still have deviations from our RFQ and the attachments (GCC, SCC, specifications, scope of work, special instructions to bidders, etc.), they can indicate deviations in the Form provided along with Instruction to Bidders giving reference to clause no.
- iii) Duly signed and stamped RFQ / Tender document, Special conditions of contract, scope of work etc. shall be uploaded as a token of acceptance.
- iv) Any other supporting documents / information in support of the Un-priced Bid & BQC qualification.
- v) Form for GCC acknowledgement
- vi) Holiday listing declaration on company letterhead
- vii) Undertaking from Contractor regarding Contract Labour Engagement - Age Limit
- viii) TPIA verified documents on company letterhead.
- ix) Declaration of Local Content as per PPP MII order on company letterhead and CA or statutory auditor certificate for PPP MII - LC
- x) Integrity Pact (fill your organization details on first page, Sign & stamp required on all pages and two witness signatures on last page)
- xi) Udyam Certificate and CA Certificate confirming eligibility for benefits

for MSE preference / NSIC certificate (applicable for MSE bidders)

Please note that all vehicles hired for usage by BPCL, or vehicles used by contractor inside refinery premises, are mandatory to have "Taxi Permit". Usage of personal vehicles for commercial purposes inside the refinery is a violation under Motor Vehicle rule and if found guilty, action as deemed fit shall be taken. This clause will overrule all other taxi permit-related clauses mentioned anywhere in tender documents i.e., special condition of contracts, scope of work etc. Also, all vehicles shall have Yellow registration boards as applicable for commercial vehicles specified by state RTO, from time to time.

EARNEST MONEY DEPOSIT (EMD):-

1. The interest-free Earnest Money Deposit (EMD) of Rs. 20,00,000/- (Rupees Twenty Lakh only) to be submitted by way of Bank guarantee / NEFT / Insurance Surety Bond only in favour of "BHARAT PETROLEUM CORPORATION LTD" payable at Mumbai. The EMD shall be generally arranged prior to the Bid Submission Due Date & time as mentioned in the etender or corrigendum thereof.

The following categories of bidders are however exempted from depositing EMD:-

Units falling under Micro & Small Enterprises (MSEs) category and registered with authorities specified under Public Procurement Policy for MSEs and as defined under the MSMED Act 2006. Vendor shall submit the UDYAM registration certificate with CA confirmation letter along with their offer.

The above are subject to the fulfilling of under mentioned conditions:

- i. Units should be registered on Udyam portal
- ii. Registration Certificate is valid for a period at least up to validity of the offer.
- iii. The Unit should be registered for the services tendered.
- iv. Registration with DGS&D will not entitle a Tenderer to claim above exemption.
- v. bidders must upload appropriate proof at location specified for the same in the etender, to show that they are eligible for the exemption from EMD (application for registration as NSIC / Udyam registration / MSE or for renewal will not be acceptable), failing which such bid will be treated as bid received without EMD and liable to be rejected.
- vi. All MSEs who are having Udyog Aadhaar Memorandum (UAM) /EMI/ EM II shall not be given benefits available under Public Procurement Policy for MSEs order 2012. They are required to file fresh registration in the new Udyam

Registration Portal (<https://udyamregistration.gov.in>) and submit the same in tender for getting EMD as well as MSE purchase preference. All enterprises registered with MoMSME and whom registration have been re-classified in accordance with notification no S.O.2119 (E) dated 26/06/2020, they are required to submit Udyam Registration certificate.

vii. Bidders must have to submit copy of MSE udyam registration certificate along with CA certificate. In case CA certificate in not submitted, bid of the bidder shall be rejected at EMD stage.

c) Government organization & Public Sector Undertaking of the Central / State Government as per GeM policy

d) Start up recognised by DPIIT holding valid Startup Recognition Certificate

e) Any other case as mentioned in GeM GTC/ Bid Document.

2. This EMD clause shall not be applicable to the Bidders registered with Bharat Petroleum Corporation Limited only in case of limited tenders / single tenders.

3. In case start up is a MSE, Purchase preference shall be extended as per MSE policy. However, for non MSE startups, only EMD exemption shall be extended.

4. Registration with DGS&D will not entitle the Bidder to claim exemption from payment of EMD. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. Bidders with Trading as major activity will not entitle the Bidder to claim exemption from payment of EMD.

5. "Earnest Money Deposit" (EMD), wherever applicable, shall be paid separately by NEFT in favour of Bharat Petroleum Corporation Limited at Mumbai, or bank guarantee or Insurance Surety Bond.

6. The Bank Guarantee or Insurance Surety Bond in lieu of EMD shall be furnished on non-judicial stamp paper of appropriate value and in the prescribed Proforma given in the Tender Document.

7. Bank Guarantee (BG) shall be executed by any Scheduled Bank approved by Reserve Bank of India as per the proforma. The BG shall remain valid for a period of six months from the due date of opening the tender.

8. Original BG or Insurance Surety Bond towards EMD shall be sent separately at the following address :

CPO-Refineries ,
C/o Tushar Deshpande, Proc. Manager (CPO-R)
Administration Building, South Block, 2nd Floor,
Mumbai Refinery,
Bharat Petroleum Corp Ltd,
Mahul, Chembur,

Mumbai - 400 074.

Copy the BG or Insurance Surety Bond along with proof of dispatch to be uploaded at location specified for the same in the etender. Bids without EMD are liable to be rejected.

9. EMD of other unsuccessful bidders shall be released after issuance of FOA/LOA/contract Order against this tender. However, in case of successful bidder the EMD shall be released on receipt of performance bank guarantee.

10. Forfeiture of EMD - A tenderer who has submitted their bid shall not be permitted to alter/ amend or withdraw the bid, notwithstanding that the bid(s) has/ have not yet been opened/ finalized. A tenderer who purports to alter/ modify / withdraw their offer after submission, within the validity of the offer shall be liable to have their offer rejected and their EMD forfeited/encashed.

11. The Earnest Money deposited by successful tenderer shall be forfeited if the successful tenderer fails to honour the offer terms prior to ordering and Contractual terms after issuance of FOA/LOA/contract Order.

12. Offers received without scan copy of EMD (BG/Insurance Surety Bond/Valid Udyam Certificate/ NEFT transaction details) in the e-tender and physically not received within 7 days after Bid Submission Due Date (as indicated in the etender or corrigendum thereof) are liable to be rejected.

13. EMD can be also submitted through NEFT electronic fund transfer to the Account of BPCL .Bank details shall be as follows :

Name of the Beneficiary as per Bank Record : BHARAT PETROLEUM CORPN LTD.
NAME OF THE BANK STANDARD CHARTERED BANK
NAME OF THE BRANCEHM.G. ROAD
ADDRESS OF THE BANK90, M G ROAD, FORT, MUMBAI - 400 001
NEFT IFSC CODE SCBL0036001
9 DIGIT MICR CODE 400036002
TYPE OF AC/C11 (CURRENT)
ACCOUNT NO. 22205020115

INTEGRITY PACT:-

Proforma of Integrity Pact (IP) shall be uploaded by the Bidder/s along with the unpriced bid documents after the same has been duly signed (or digitally signed in case of e-tender) by the same signatory who is authorised to sign the bid documents. All the pages of the Integrity Pact shall be duly signed.

Bidder's failure to upload the IP duly signed (Digitally) along with bid documents may result in the bid not being considered for further evaluation.

a) For any queries / clarifications on tender technical specifications /

commercial points and other terms and conditions of the tender please contact as under:

Mr. HARSH GUPTA
ASSISTANT EXECUTIVE (CPO-R), MR
Tel No.: 022- 31074261
Email: harshgupta@bharatpetroleum.in

OR

Mr. Tushar Deshpande
Procurement Leader, MR
Contact No: +91-22 31074261
Email Id: tushardeshpande@bharatpetroleum.in

Office Address:-
Admin. Bldg. South block, 2nd Floor,
BPCL Refinery, Mahul, Mumbai-400 074.
Board No. : 022 -25533888

b) Only in case of any complaints not resolved regarding the Tender / Tender Conditions, please contact following Independent External Monitors (IEM) :

1. Shri Dr. Atanu Purkayastha, IAS (Retired),
Email : dratanu2011@gmail.com

2. Shri Pradeep Kumar,
Email: pradeepawasthi1981@gmail.com

3. Shri. Javeed Ahmad
Email : javeed60@yahoo.com

ATTACHMENTS:-

- 1) General Conditions of Contract.
- 2) IMS Policy
- 3) Special Safety Conditions.
- 4) Financial Deterrent for violation of Safety norms by Contractors.
- 5) General Terms and Conditions.
- 6) Memorandum of Agreement.
- 7) Policy for Holiday Listing of Vendors in BPCL
- 8) Instruction for Vendor registration / Financial Limit Enhancement
- 9) Bidder qualification criteria (BQC) with TPI annexures
- 10) Scope of work
- 11) Payment terms
- 12) Bill of Quantity (BOQ)
- 13) Terms & Conditions Form
- 14) Tender Declaration form
- 15) GCC acknowledgement form

- 16) Technical deviation form
- 17) Commercial deviation form
- 18) Declaration Regarding Holiday Listing Status
- 19) Format for MSE Certification by CA
- 20) Undertaking from Contractor regarding Contract Labour Engagement - Age Limit
- 21) Certificate for PPP MII Local content declaration
- 22) Undertaking from bidder & TPIA regarding verification of documents
- 24) Undertaking by bidder towards submission of TPIA verified documents.
- 25) Proforma of BG for EMD
- 26) Integrity Pact
- 27) Format for PPP-MII undertaking - LC content

In case of any clarification, please contact BPCL Engg - in - charge, Mr. Devalkar Raviraj on Tel No. 022-3107-6572, Mob No. 9619569393, Email: devalkarraviraj@bharatpetroleum.in

 BPCL reserves the right to cancel the tender without assigning any reasons.

SCOPE OF WORK:-

Attached separately with tender documents.

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
00010	IFM SERVICES COLONY MANAGEMENT		15.06.2026	

The item 00010 covers the following services:

10	9022963 ESTATES MANAGER-IFM	36	MON (Months)	
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Providing Estates Manager for Integrated Facility Management (IFM) Services. Management Team -Estates Manager:-

a) The Facility Manager shall maintain a single point of contact for company officials for Integrated Facility Management Services for BPCL Staff Colony, Chembur, Vashi & Sports Club for BPCL Officer in charge for intimation about any issues in execution of the contract in all respects and getting the same resolved.

b) He/she shall be responsible for all the activities to be carried out in for BPCL Staff Colony, Chembur, Vashi & Sports Club and shall also be responsible to adhere to contract terms and conditions.

Qualification : MBA Degree (Regular classroom course) holder from a reputed university. Minimum 10 years relevant experience as a Facility Manager .

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 10: Unit basic rate in words _____			
20	9030502 FACILITY MANAGER - T	36	MON (Months)	
	Providing Estates Technical Manager for Integrated Facility Management (IFM) Services. <hr/> Providing Technical Manager for Estates Maintenance under Integrated Facility Management (IFM) Service. Qualification : Degree in Civil Engineering discipline. Minimum 10 years relevant experience as a Facility Manager or experience in Technical filed in a reputed an industry. <hr/> Service Provider has to pay min salary of 50k to the technical Manager. Service Item 20: Unit basic rate in words _____			
30	9030503 FACILITY MANAGER - C	36	MON (Months)	
	Providing Club Manager for Club facilities under Integrated Facility Management (IFM) Service. Qualification : Shall be Graduate with good communication and computer knowledge(MS Excel, MS Word etc.). Minimum 5 years relevant experience. <hr/> Service Item 30: Unit basic rate in words _____			
40	9022966 FACILITY EXEC-TECHN	288	MON (Months)	
	Providing Facility Executive- Technical for Integrated Facility Management (IFM) Services <hr/> <u>Management Team -Facility Executive-Technical (Civil & Electrical):-</u> a) Facility executive has to supervise and co-ordinate engineering maintenance (break down and preventive) activity of their designated areas including			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>arrangement of materials/consumables from respective ARC vendors.</p> <p>b) He also has to ensure smooth operation of all engineering services provided staff colony, chembur, Vashi & sports club i.e. Civil, Electrical, Carpentry, painting, Plumbing, Pump operation & maintenance, Pest control, Servicing of water purifier, Servicing of lifts, fire fighting facility, Tata Sky services, Road works etc.</p> <p>c) Facility Executive should be technically knowledgeable to handle these systems. All technical manpower will report to Facility Executive.</p> <p>d) He has to co-ordinate with OEMs for on time preventive and breakdown maintenance of various equipments. He will ensure that all records of AMCs, preventive and breakdown maintenance of various equipments, equipment history etc. is being maintained. Also he shall supervise and co-ordinate with other vendors for execution of maintenance, minor renovation related activities.</p> <p>e) He shall liaise with other agencies including local Govt. Bodies, utility service providers. He shall be responsible for planning, implementation and compliance of various HSSE activities, e.g. Fire Mock drills, Fire/electrical audit recommendations, etc.</p> <p>f) Facility Executive shall be responsible for ensuring proper asset management including physical verification of BPCL assets.</p> <p>g) He shall maintain a single point of contact for company officials for Integrated Facility Management Services for their designated area and for BPCL Officer in charge for intimation about the issues and getting the same resolved.</p> <p>h) He/ She shall be responsible for all the activities to be carried out in their designated area and shall also be responsible to adhere to contract terms and conditions.</p> <p>_____ Service Provider has to pay min salary of 40k to the executives.</p> <p>Service Item 40: Unit basic rate in words _____</p>			
50	9022965 FACILITY EXEC-SOFT	36	MON (Months)	
	<p>Providing Facility Executive- Soft for Integrated Facility Management (IFM) Services.</p> <p>_____ Management Team -Facility Executive-Soft Services:-</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>a) Facility Executive- Soft Services has to supervise and co-ordinate housekeeping activity, Gardening/Horticulture activity, pest control services, waste management co-ordination and liaisoning with other agencies including local Govt. Bodies.</p> <p>b) This shall also include arrangement of materials/consumables required for the job. He/ She shall be a single point of contact for company officials for Integrated Facility Management Services for their designated area and for BPCL Officer in charge for intimation about the issues and getting the same resolved.</p> <p>c) He shall be responsible for all the activities to be carried out in their designated area and shall also be responsible to adhere to contract terms and conditions.</p> <p>d) Facility Executive- Soft shall supervise and coordinate Housekeeping and up keeping services of Bunglows and Flats in Block No. 1-4.</p>			
<hr/> <p>Service Item 50: Unit basic rate in words _____</p>				

60	9022964 FACILITY EXEC-HORTI	36	MON (Months)	
<p>Providing Facility Executive-Horticulturist for Integrated Facility Management (IFM) Services.</p> <hr/> <p><u>Management Team -Facility Executive-Horticulturist:-</u></p> <p>a) Facility Executive--Horticulturist has to supervise and co-ordinate all Horticultural/ gardening maintenance and development of gardens, parks and lawns activities at BPCL Staff Colony, Chembur and BPCL Refinery Sports Club.</p> <p>b) He /she have to provide inputs for lining up of contract for the garden developmental jobs.</p> <p>c) Facility executive has to liason and co-ordinate for Tree Plantation activities. He/she shall liaise with other agencies including local Govt. Bodies for any Horticultural works events/works. Also, he shall supervise and co-ordinate with other vendors for execution of garden developmental/ maintenance jobs, minor civil renovation related to garden activities.</p> <p>d) He shall be responsible for planning, implementation landscaping/ gardens related activities.</p>				

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>e) He shall maintain a single point of contact for company officials for Integrated Facility Management Services for Horticulture jobs and for BPCL Officer in charge for intimation about the issues related to Horticultural works and getting the same resolved.</p> <p>f) He shall be responsible for all the activities to be carried out in their designated area and shall also be responsible to adhere to contract terms and conditions.</p> <hr/> <p>Service Item 60: Unit basic rate in words _____</p>			

70	9022970 MIS EXECUTIVE-IFM	72	MON (Months)	
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Providing MIS Executive for Integrated Facility Management (IFM) service. Helpdesk Maanagement-MIS Executive:-

- a) MIS Executive shall handle all phone calls and manage internal & external customers timely and professionally. Receive and greet all residents/visitors in a professional and warm manner. He/She should possess good professional image, excellent phone mannerism and enthusiasm in customer service. Pro-active and highly resourceful. Proficient in MS Word, Excel.
- b) Provide (for stated time period) helpdesk facility to receive, coordinate, monitor & execute the user requests covering all facilities related support services.
- c) Operate the specially designed helpdesk software which should be ticketing based. All complaints received through e-mails, complaint vouchers, telephonic complaints shall also be registered and ticket number shall be generated.
- d) Tracking and closure of all the complaints within stipulated timeline.
- e) Follow up and obtaining telephonic feedback for all complaints and generating report.
- f) Generate the MIS reports, document management which will form a part of monthly reports.
- g) Tracking and maintaining record for all AMC services.
- h) Tracking of all utility services bills.

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>i) Overall supervision of the helpdesk assistants deployed under the contract.</p> <p>j) Follow-up with AMC/SOR vendors on daily basis for the job completion by the respective Bidders.</p> <p>k) Continuous feedback from occupant regarding complaints.</p> <p>l) Lining up of jobs/change of time for jobs to be carried out as per resident's requirement and ensuring timely completion of these jobs.</p> <p>m) Closing of job vouchers in the system on daily basis.</p> <p>n) Keeping track of pending job vouchers & ensuring timely completion of the jobs.</p> <p>o) Preparing various reports and updating as per progress.</p> <p>p) Data analysis/trend analysis and one-to-communication with AMC/SOR vendors supervisor/engineer regarding pending jobs, causes of delay etc.</p> <p>q) Overall co-ordination with company staff for execution & timely completion of maintenance jobs.</p> <p>r) Bidders shall ensure that whenever any of the helpdesk manager/supervisor goes on leave, they will provide suitable replacements otherwise penal deductions will be made from their monthly bills.</p> <p>s) Generation of MIS reports which will form a part of monthly reports.</p> <p>t) Tracking and maintaining record for all AMC services.</p> <p>_____ Service Provider has to pay min salary of 32k to the MIS Executive.</p> <p>Service Item 70: Unit basic rate in words _____</p>			
80	9022967 FRONT DESK EXEC-IFM	108	MON (Months)	
	<p>Providing Front Desk Executive for Integrated Facility Management (IFM) service.</p> <p>_____ <u>Helpdesk Maanagement-Front Desk Executive:-</u></p> <p>a) Provide Front desk reception duties for the office which includes handling</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>of all phone calls and manage internal & external customers timely and professionally.</p> <p>b) Receive and greet all residents/visitors in a professional and warm manner. Assist in General Office administration.</p> <p>c) Possess good professional image, excellent phone mannerism and enthusiasm in customer service. Pro-active and highly resourceful. Proficient in MS Word, Excel.</p> <p>Service Provider has to pay min salary of 30k to the Front desk Executive.</p> <hr/> <p>Service Item 80: Unit basic rate in words _____</p>			

90 9022957 144 MON
 FITNESS TRAINER-TC (Months)

Providing Fitness Trainer at Trombay Club Gym Club Services

Fitness Trainer at Trombay Club:-

- a) Fitness Trainer would be in charge of the body measurement and planning of exercise & cards shall be made as per the requirement of individual members.
- b) Fitness Trainers shall behave in pro-active manner and guide the members on use of Gym equipments, conduct free-hand exercises and weights training. Ensure proper use of equipment, allocation of equipment so that it is uniformly available to all members, preventing misuse of the equipments and maintaining the general discipline of the premises.
- c) Fitness trainers are expected to spend all their time on exercise floor. In case they observes any wrong posture, wrong method followed by any member, then they have to correct the person immediately. As per members physical condition, work out to be given.
- d) Fitness trainers shall carry "stretches" for members after completion of exercise, as per member's health condition.
- e) In case of any failure of any gym equipment, the same shall be promptly taken up with the Club Manager.
- f) Trainers deployed shall be knowledgeable in their field & behave in friendly & cordial manner.

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	g) New members shall be encouraged to join the gymnasium & all others shall be encouraged to continue. h) Harsh language, body gestures shall be avoided, at the same time basic discipline shall be maintained			
	Service Item 90: Unit basic rate in words _____			

100 9022956 72 MON
FITNESS TRAINER-SC (Months)

Providing Fitness Trainer at Sports Club Gym Club Services

Fitness Trainer at Refinery Sports Club:-

- a) Fitness Trainer would be in charge of the body measurement and planning of exercise & cards shall be made as per the requirement of individual members.
- b) Fitness Trainers shall behave in pro-active manner and guide the members on use of Gym equipments, conduct free-hand exercises and weights training. Ensure proper use of equipment, allocation of equipment so that it is uniformly available to all members, preventing misuse of the equipments and maintaining the general discipline of the premises.
- c) Fitness trainers are expected to spend all their time on exercise floor. In case they observe any wrong posture, wrong method followed by any member, then they have to correct the person immediately. As per members physical condition, work out to be given.
- d) Fitness trainers shall carry "stretches" for members after completion of exercise, as per member's health condition.
- e) In case of any failure of any gym equipment, the same shall be promptly taken up with the Club Manager.
- f) Trainers deployed shall be knowledgeable in their field & behave in friendly & cordial manner.
- g) New members shall be encouraged to join the gymnasium & all others shall be encouraged to continue.

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	h) Harsh language, body gestures shall be avoided, at the same time basic discipline shall be maintained			
	Service Item 100: Unit basic rate in words _____			
110	9022955 DIETICIAN FOR TC	36	MON (Months)	
	<u>Providing Dietician Club Services</u>			
	<u>Dietician:</u>			
	a) The dietician shall guide the members on eating habits, balanced diets.			
	b) Dietician shall have positive influence on members. Overweight/ obese persons shall not be nominated as dietician.			
	c) As per request, proper chart of diet along with exercise schedule shall be given to individual members.			
	d) Necessary follow-up with members, trainers shall be carried out by dietician to monitor individual persons.			
	e) Records of weight profiles and weight management of the members & their dependents shall be maintained.			
	f) Health aspects with regard to diet along with weight loss, weight management, weight gain and clinical aspect of the members through diet recall of the client and planning the balance eating pattern.			
	Service Item 110: Unit basic rate in words _____			
120	9030500 SPORTS - COACH	36	MON (Months)	
	Providing professional coach for sports (Tennis, football, badminton Squash etc.) and/or core fitness (yoga, zumba, aerobics, power yoga etc.) for 2 hours daily as per requirement.			
	Qualification: Shall have proper certification and minimum 2 years of			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	experience.			
	Service Item 120: Unit basic rate in words _____			
State GST % : _____ % Central GST % : _____ % Integrated GST % : _____ % Union Ter. GST % : _____ % GST Comp. Cess % : _____ % HSN Code / SAC Code : _____ Billing State : _____				

00020 IFM SERVICES COLONY MANPOWER 15.06.2026

The item 00020 covers the following services:

10	9022968	108	MON
	HK-SUPERVISOR		(Months)

Providing Housekeeping supervisor for Integrated Facility Management (IFM) service.

~~General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days)~~

1. Housekeeping Supervisor:-

a) Housekeeping Supervisor shall report to Facility Executive (Soft). He has to supervise and co-ordinate day to day housekeeping activities inside the BPCL Staff Colony, Chembur, Vashi & Sports Club including arrangement of materials/consumables required.

b) He shall supervise housekeeping including regular cleaning of common areas of all the residential buildings, Terraces, Bungalows, Trombay club including all sports facilities, Building stilts areas, staircases, landings, common toilets, security cabins, vacant flat cleaning including all the nooks and corners etc.

2. Garbage/Segregation Supervisor:-

Garbage/Segregation Supervisor shall report to Facility Executive (Soft). He shall perform the following jobs and any other job as directed,

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>a) Assigns workers to duties, such as collection of door to door dry & wet waste, collection of waste in to waste segregation area by proper vehicle management, OWC operation etc.</p> <p>b) Awareness/ inform residents, maid servants if dry and wet waste is not segregated properly at source.</p> <p>c) Manage waste collection of all residents.</p> <p>d) Monitoring & maintaining proper of dry and wet waste segregation.</p> <p>e) Coordination with MCGM/other authorities for Dry waste disposal.</p> <hr/> <p>Service Item 10: Unit basic rate in words _____</p>			
20	9022969 HK-WORKER	2,160	MON (Months)	
	<p>Providing Housekeeping and waste collection unskilled workers Integrated Facility Management (IFM) service.</p> <hr/> <p>General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days).</p> <p><u>1. Housekeeping Worker:-</u></p> <p>Carry out housekeeping and other related works mentioned in scope of work under supervision of Housekeeping Supervisor as required.</p> <p><u>2. Garbage/ Segregation Worker:-</u></p> <p>Carry out Garbage/Segregation, door to door collection and other related works mentioned in scope of work under supervision of Garbage/Segregation Supervisor as required.</p> <hr/> <p>Service Item 20: Unit basic rate in words _____</p>			
30	9022949 VEHICLE DRIVER -IFM	36	MON (Months)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p><u>Providing Driver (Skilled) for waste collection vehicle</u> <u>General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days)</u></p> <p><u>Driver for Garbage collection:-</u></p> <p>Providing of Driver for collection of dry and wet waste in to vehicle and drop the same in to waste collection area and other related works for garbage/segregation collection.</p> <hr/> <p>Service Item 30: Unit basic rate in words _____</p>			
40	9022950 VEHICLE HELPER-IFM	36	MON (Months)	
	<p><u>Providing Vehicle Helper (Un-Skilled) for waste collection vehicle</u> <u>General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days)</u></p> <p><u>Helper for Garbage collection:-</u></p> <p>Providing of Helper for collection of dry and wet waste in to vehicle and drop the same in to waste collection area and other related works for garbage/segregation collection.</p> <hr/> <p>Service Item 40: Unit basic rate in words _____</p>			
50	9022948 OWC OPERATOR-IFM	36	MON (Months)	
	<p><u>Providing operator (Skilled) for operation of Vermi-composting cum Organic Waste Converter (OWC) Machine</u> <u>General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days)</u></p> <p><u>Organic Waste Converter (OWC) Operator:-</u></p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>a) Operator shall carry out daily operation and maintenance of Organic Waste Converter (OWC) unit and sustain the same throughout the contract period.</p> <p>b) He should check daily healthiness of OWC machine and associated system like shredder & single curing system.</p> <hr/> <p>Service Item 50: Unit basic rate in words _____</p>			
60	9022946 HORTI SUPERVISOR-IFM	72	MON (Months)	
	<p>Providing Gardening / Horticultural supervisor for Integrated Facility Management (IFM) service.</p> <hr/> <p><u>Horticultural Services-Gardening Supervisor:-</u></p> <p>Gardening Supervisor shall report to Facility Executive (Soft). He shall perform the following jobs and any other job as directed.</p> <p>a) Assigns workers to duties, such as lawn mowing, trimming of hedges, spreading of manure/red soil wherever required, cultivation, harvesting, maintenance etc.</p> <p>b) Maintenance of Nursery located inside Chembur staff Colony, Maintenance & development of kitchen Garden of Bungalows.</p> <p>c) Plantation of Seasonal Flowers/ cutting plantation</p> <p>d) Managing regular removal & disposal of garden waste/ fallen tree branches, Tree trimming, maintaining rock gardens, flower pots.</p> <p>e) Maintaining Cricket pitches & ground and surrounding gardens of sports club.</p> <p>f) Estimates work-hour requirements to plant, cultivate, or harvest, and prepares work schedule.</p> <p>g) Confers with management to report conditions, plan planting and harvesting schedules, and to discuss changes in fertilizer, herbicides, or cultivating techniques.</p> <p>h) Drives and operates heavy machinery i.e power roller for cricket pitch.</p> <p>i) Maintains records of employees' hours worked, and work completed.</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>j) Prepares and submits written or oral reports of personnel actions, such as performance evaluations, hires and discipline.</p> <p>k) Trains employees in horticultural techniques, such as transplanting and weeding, shearing and harvesting trees.</p> <p>l) Inspects facilities/garden equipments to determine maintenance needs.</p> <p>m) Observes plants, flowers, shrubs, and trees in nursery and colony areas to ascertain condition.</p> <p>n) Shall ensure that horticulture is maintained at respective locations at all times.</p> <hr/> <p>Service Item 60: Unit basic rate in words _____</p>			
70	9022934 GARDNER-SKILLED-IFM	360	MON (Months)	
	<p><u>Providing Gardner (Skilled worker)</u> <u>Horticultural Services</u></p> <p><u>Gardener:-</u></p> <p>a) Gardener has to carry out Gardening/ Horticulture and other related work under supervision of Gardening Supervisor.</p> <p>b) He shall carry out skilled activities such as lawn mowing, trimming of hedges, spreading of manure/red soil wherever required, cultivation, harvesting, maintenance of plants in nursery etc.</p> <hr/> <p>Service Item 70: Unit basic rate in words _____</p>			
80	9022933 GARDEN WORKER-IFM	1,440	MON (Months)	
	<p><u>Providing Gardening / Horticultural unskilled workers</u> <u>Horticultural Services</u></p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p><u>Gardening Worker:-</u></p> <p>Carry out horticultural and other related works mentioned in scope of work under supervision of Gardening Supervisor as required.</p> <hr/> <p>Service Item 80: Unit basic rate in words _____</p>			
90	9022960 SPA ATTENDANT	72	MON (Months)	
	<p>Providing Spa attendant at T.C. Health club for Integrated Facility Management (IFM) Service</p> <hr/> <p><u>Club Services</u></p> <p><u>Spa Attendant Cum masseur:-</u></p> <p>a) Spa attendant cum masseur shall guide members in taking spa.</p> <p>b) He/She shall operate the Steam/Spa equipments as per the member's requirements.</p> <p>c) He/She shall provide therapeutic massage to member according to the member's health requirements.</p> <p>d) He/She shall manage all consumables like therapeutic oils, cleansing materials, towels (including washing & ironing), massage table disposal sheets etc. required for operating the Spa & massage room. Consumables required by masseur shall be arranged by service provider.</p> <hr/> <p>Service Item 90: Unit basic rate in words _____</p>			
100	9022959 HK-WORKER-T.C.	36	MON (Months)	
	<p>Providing housekeeping worker at T.C. Health Club</p> <hr/> <p><u>Club Services</u></p> <p><u>Housekeeping worker of Health Club at Trombay Club:-</u></p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
<p>All the cleaning / housekeeping works of Health Club, Massage & steam room involve following:-</p>				
<p>a) Daily Twice:- cleaning of all gym. equipments, work benches, treadmills, cycles, all exercise equipments and cleaning of wet areas like massage room, steam room and showers. Sweeping the floor, mopping the floor with disinfectant/ phenol cleaner, cleaning the mats with wet cloth, cleaning all window pans, doors, mirrors, and attached toilet.</p>				
<p>b) Daily Once:- Cleaning of walls, ceilings from all dust, dirt, cobwebs.</p>				
<p>Above cleaning activities are basic & bare minimum. In addition to above, health club operator to maintain basic cleanliness of all equipments, all time. All consumables for cleaning shall be in the scope of bidder.</p>				
<p>Service Item 100: Unit basic rate in words _____</p>				
110	9022958 HK-WORKER-S.C.	72	MON (Months)	
<p><u>Providing housekeeping worker at S.C. Health Club Club Services.</u></p>				
<p><u>Housekeeping worker of Health Club at Refinery Sports Club:-</u></p>				
<p>All the cleaning / housekeeping works of Health Club, Massage & steam room involve following:-</p>				
<p>a) Daily Twice:- cleaning of all gym. equipments, work benches, treadmills, cycles, all exercise equipments and cleaning of wet areas like massage room, steam room and showers. Sweeping the floor, mopping the floor with disinfectant/ phenol cleaner, cleaning the mats with wet cloth, cleaning all window pans, doors, mirrors, and attached toilet.</p>				
<p>b) Daily Once:- Cleaning of walls, ceilings from all dust, dirt, cobwebs.</p>				
<p>Above cleaning activities are basic & bare minimum. In addition to above, health club operator to maintain basic cleanliness of all equipments, all time. All consumables for cleaning shall be in the scope of bidder.</p>				
<p>Service Item 110: Unit basic rate in words _____</p>				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
120	9022927 SWIMNG POOL CLEN WOR	72	MON (Months)	
<p><u>Providing worker (Un-skilled) for cleaning of Swimming pool</u> <u>Swimming pool Services</u></p> <p><u>Swimming Housekeeping Worker:-</u></p> <p>Carry out cleaning of swimming pool, aeration fountain and surrounding area mentioned in the scope of work. Utmost care to be taken so that surrounding dust, dirt, dry leaves need not enter swimming pool.</p> <p>During vacation period & summer coaching camp, swimming pool water to be cleaned twice a day. All dry leaves, foreign particles are to be removed immediately from swimming pool water.</p> <hr/> <p>Service Item 120: Unit basic rate in words _____</p>				
130	9022961 APPLICATION - GEL LIFEGUARD	144	MON (Months)	
<p><u>Providing Lifeguard for Swimming pool</u> <u>Swimming pool Services</u></p> <p><u>Lifeguard:-</u></p> <p>Services of competent, certified life guard who is well versed in swimming to be provided during normal working hours of swimming pool.</p> <p>Lifeguard shall maintain constant surveillance of swimmers in the facility and ensure that swimmers including learners are safe and not having any trouble in swimming. In case of any incident of drowning of swimmers, lifeguard shall immediately rescue the person. Life guard should be aware of first aid precautions.</p> <hr/> <p>Service Item 130: Unit basic rate in words _____</p>				
140	9030501	108	MON	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	LIFT OPERATOR		(Months)	
	<p>Providing LIFT operator for BPCL Chembur colony lifts on all days including all Sundays / Holidays or off days.(365 days a year)</p>			
	<p>BPCL Chembur Colony has 40 no's lift (22 no's OTIS lift, 15 no's Thyssenkrupp lifts, 4 no's KONE lifts and 2 no's Schindler lift). Vendor is required to deploy Lift Operator (shift basis) for overall supervision and emergency assistance of Lift. Man-power should be provided from 7 AM to 11 PM as follows -</p>			
	<ul style="list-style-type: none"> o 1 no Lift Operator from 7 AM to 3 PM (1st Shift) o 1 no Lift Operator from 3 PM to 11 PM (2nd Shift) 			
	<p>3 new lifts of Block 40 of Thyssenkrupp(TK Elevators) shall be added to above lifts.</p>			
	<p>Apart from above, lift operators may also have to go to our Vashi colony for for attending any emergency if instructed by EIC.</p>			
	<p>Lift Operator must be present at our site on daily basis from 7 AM to 11 PM including all sundays / holidays.</p>			
	<p>The Scope/Job responsibilities of the Lift Technician / Operator broadly include but are not limited to the following :-</p>			
	<p>1. Daily check of all lifts in Colony and submitting report for the same in both the shifts on daily basis. Daily check will include checking of landing and car indication lamps, car lights, fan, telephone, operating panels, indication panels, alarm system of the lift and checking the overall cleaning and housekeeping of the lifts. Emergency systems like ARD and Emergency light of the lifts have to be checked for operational condition regularly once a week in coordination with Estates Technician. Any irregularities found has to be reported imediately to Estates Office and also mentioned in report.</p>			
	<p>2. Lift operator also has to Check lift operation on a daily basis by travelling in the lifts, moving to all the floors, stop at each floor, call & take other lift, & similarly check for other lift of the building & ensure that the lifts are stopping at all the floors & they are responding to the user call in case other lift is busy.</p>			
	<p>3. Technician has to be adept for man trap rescue operation of all lifts. In case of man trap situation, technician has to reach the lift site immediately and follow the standard procedures for rescue of the trapped person, like</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>switching off power supply, opening the lift door with the standard key and rescuing the person. Technician will be assisted in all such situations by Colony Security personnels. Vendor has to ensure lisasoning with OEM's and providing regular lift safety training for all lifts to the technician stationed at Colony. BPCL Estates Office will provide assistance to the Vendor in arranging all such safety trainigns inside BPCL Colony premises.</p> <p>4. Technician will also assist OEM technicians during minor repiar jobs of lifts and will also provide overall co-ordination with OEM staff for execution & timely completion of maintenance jobs.</p> <p>The main objective of this tender will be ensuring proper functioning of all essential lift systems and assistance during man trap situations.</p> <p>5. The man power provided for the job should have atleast 5 years experience working with lift systems and should be familiar with all system functioning.</p> <p>6. Vendor shall ensure that whenever any of the technician is on leave, they will provide suitable replacements otherwise penal deductions will be made from their monthly bills.</p> <p>7. Vendor shall also take immediate action if any staff is not found suitable for the current work.</p> <p>8. The job is purely temporary in nature & no claims, what so ever, will be entertained for continuity of the job at Estates Maintenance Office.</p> <p>9. In case of any new installation/renovation of lifts in the BPCL chembur staff colony, the lift technician should visit the installation site daily and report the status of work to the BPCL site incharge and same to be noted in the daily register.</p> <hr/> <p>Service Item 140: Unit basic rate in words _____</p>			
150	9018056 IFM . . MST	180	MON (Months)	
	<p>Providing Multi Skilled Technicians for various Operation and Maintenance Jobs(3 in normal shifts and one as reliever for MST and Fire Technician) (As per clause 8 of Part F)Deployment of Multi Skilled Technicians, round the-clock (in three shifts) as per the qualification criteria and deployed schedule for carrying out the roles and responsibilities mentioned in the tendor scope of services in the tender document.</p> <hr/>			
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To:M/s. BPCL ESTIMATE MUMBAI - 400038 India (300648)

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
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BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:

Providing Multi Skilled Technicians for carrying out the roles and responsibilities mentioned in the tender scope of services in the tender document.

Service Item 150: Unit basic rate in words _____

State GST % : _____ % Central GST % : _____ % Integrated GST % : _____ %

Union Ter. GST % : _____ % GST Comp. Cess % : _____ %

HSN Code / SAC Code : _____

Billing State : _____

00030 IFM SERVICES COLONY SUPPLY 14.06.2026

The item 00030 covers the following services:

10	9022945	14,000.000	M3
	DEBRIS REMOVAL-IFM		(Cubic meter)

Removal of Housekeeping and Horticultural Debris outside colony
General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days)

Disposal of debris generated through Housekeeping and gardening job activities outside the colony, sports club and Vashi Colony. Disposal has to be done in such a manner as not to draw any objection from the Municipality or without creating environment nuisance to anybody or other residents etc. and shall be disposed off at authorized areas nominated by the local authorities (MCGM). Bidder shall indemnify corporation of any responsibility on this account. Bidder will not be allowed to store debris at many places and not more than one truck load.

The debris shall be stored in the allocated areas only and shall be removed on regular basis.

Please note that 20% void will be considered and deducted from executed qty.

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 10: Unit basic rate in words _____			
20	89000018 CVL DISM CLRNG DRAIN CLEARING	18,000	RM	(RUNNING METER)
	CIVIL DISMANTLING CLEARING Drain clearing by removal of all waste materials inside for smooth flow of drains of all sizes and depth, till end point , and disposal of the same at designated places as directed by the Engg.-in-charge			
	Service Item 20: Unit basic rate in words _____			
30	9022940 HIRNG OF TRUCK COVERED VEHICLE	72	MON	(Months)
	HIRING OF TRUCK Providing Vehicle for Garbage collection and transportation including hire charges.			
	<u>General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days)</u>			
	Providing vehicle for collection of waste from all buildings of colony. Bidder shall hire/rent/buy vehicle in good condition to transport the waste from each building to waste collection & segregation area. The vehicle shall be in road worthy condition with all approvals required as per law. A banner/letter painting to be carried out on garbage pickup vehicle body related to green initiative.			
	The vehicle consumables like fuel, maintenance for smooth operation shall be in the scope of bidder. Bidder shall preferably use E-vehicle as a green initiative measure. In case of breakdown/maintenance of vehicle, bidder shall arrange alternate vehicle for garbage collection. The transportation of garbage should be carried out for all colony buildings and ensure that no garbage shall be left out in building or surrounding area. Also, bidder has to ensure that no garbage should fall on road or any other area during transportation.			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
Service Item 30: Unit basic rate in words _____				
40	9022939 PMT MON HK-CONSUMABLES-IFM	36	MON (Months)	
<p>Supply of Housekeeping equipments, consumables as per scope of work <u>General House Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (365 days).</u></p> <p>Supply of Housekeeping Machinery / Equipment and Value added products as per Specification/Make/Model mentioned in scope of work & list of Housekeeping Machinery / Equipment and List of value added products required for Housekeeping of BPCL Staff Colony, Chembur, Vashi and Sports Club. Any Consumables required for using above machinery will be in Service Providers Scope.</p> <p>Housekeeping Machinery/Equipments provided by service provider will remain their property and service provider can take back these Machinery/Equipments after end of the contract.</p> <p>The amount for this item shall be paid lumpsum amount every month for providing of Housekeeping & toilet cleaning Equipment / Machinery Rental and Value added & Toiletries, Cleaning Consumables, Garbage Bags, etc as per scope of work of General Housekeeping & door to door garbage collection, segregation and disposal, Vermicomposting and operation of OWC composting machine. In order to have better understanding of the consumption of items, service providers shall visit the site and understand the requirement as per the site conditions. No extra amount shall be paid if the value of consumption of items is higher than the monthly lumpsum quoted rate. Services should not be affected for the delay in procurement of Housekeeping Machinery / Equipment and Value added products.</p>				
Service Item 40: Unit basic rate in words _____				
50	9022307 PMT S/PL KOR.CPT. GRASS	3,000	M2 (Square meter)	
<p>Supply and plantation of Korean Carpet grass in the form of carpet blocks in line & level including preparation of ground and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles,</p>				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	transportation, labours etc complete.			
	Service Item 50: Unit basic rate in words			
60	9022308 PMT S/PL PASPALUM GRASS	1,500	M2 (Square meter)	
	Supply and plantation of paspalum grass (Thick grass) by dibling method in line & level including preparation of bed and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.			
	Service Item 60: Unit basic rate in words			
70	9022310 PMT S/PLGRD.CVR&CREEPERS	900	EA (each)	
	Supplying & planting ground covers and creepers etc as per scheduled of quantities and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete. The height of the plants should be 6" to 12" and they should be healthy and disease free at the time of plantation.			
	Service Item 70: Unit basic rate in words			
80	9022311 PMT S/PLSEASNLFWRPLANTS	13,000	CRT (Crate)	
	Supply & plantation of seasonal flowering plants / seedlings as per scheduled of quantities and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete. The height of the plants should be minimum 2 inches and they should be healthy and disease free at the time of plantation. Contractor shall arrange the seedlings A1 grade quality in proper trays (each tray with 100 seedlings) from reputed & reliable Agro-tech Nurseries. Payment will be made for each trays with 100 saplings.			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 80: Unit basic rate in words _____			
90	9009612 HORTICULTURE PLANTING-SAPLINGS	11,500 (each)	EA	
	<p data-bbox="248 622 1501 707">HORTICULTURE TO PLANT SAPLINGS AS DIRECTED BY THE ENGINEER IN CHARGE AND AS DETAILED IN THE SCOPE OF WORK.</p> <hr/> <p data-bbox="248 779 1442 808">Service Item 90: Unit basic rate in words _____</p>			
100	9022309 PMT S/PLFLWRPLNTS IN BAG	21,000 (Number)	NO	
	<p data-bbox="248 1037 1501 1249">Supply & plantation of seasonal / perrenial flowering plants in poly bags as per schedule of quantities and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete. The height of the plants should be minimum 6 inches and they should be in budding stage, healthy and disease free at the time of plantation. Contractor shall arrange seasonal flowering plants A1 grade quality from reputed & reliable Agro-tech Nurseries.</p> <hr/> <p data-bbox="248 1290 1453 1319">Service Item 100: Unit basic rate in words _____</p>			
110	9022306 PMT RMVLOFFRUIT&LEAVES	600	NO	
	<p data-bbox="248 1547 1501 1666">Removing of fruits from fruiting trees and trimming of leaves as per scheduled of quantities and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles ,transportation, labours etc complete. Payment will be made per tree.</p> <hr/> <p data-bbox="248 1706 1453 1736">Service Item 110: Unit basic rate in words _____</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
120	9010794 Exp SUPPLY POTS	500	EA (each)	
<p>Supply and arranging of pots # Earthen Pots / cement pots / plastic pots as per scope of work and sample available with BPCL</p> <hr/> <p>Service Item 120: Unit basic rate in words _____</p>				
130	9030310 DECORATIVE POTS	500	EA (each)	
<p>Supply and arranging of pots - decorative pots as per requirement. Basic cost of pots shall be Rs. 2500 per pot</p> <hr/> <p>Supply and arranging of pots - decorative pots as per requirement. Basic cost of pots shall be Rs. 2500 per pot</p> <hr/> <p>Service Item 130: Unit basic rate in words _____</p>				
140	9010786 Exp RED SOIL	1,000.000	M3 (Cubic meter)	
<p>Supply & spreading of red earth as specified in the scope of work</p> <hr/> <p>Service Item 140: Unit basic rate in words _____</p>				
150	9010787 Exp SUPPLY MANURE	600.000	M3 (Cubic meter)	
<p>Supply & spreading of cow dung manure as specified in the scope of work</p> <hr/> <p>Service Item 150: Unit basic rate in words _____</p>				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
160	9022301 PMT S/SPRD OF FERTILIZER	360.000	KG (Kilogram)	
<p>Supply and spreading of chemical fertilizers NPK -19-19-19 of approved make as per schedule of quantities and Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.</p> <hr/> <p>Service Item 160: Unit basic rate in words _____</p>				
170	9022303 PMT S/SPRD OF UREA	1,000.000	KG (Kilogram)	
<p>Supply and spreading of chemical fertilizer Urea as per schedule of quantities and Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.</p> <hr/> <p>Service Item 170: Unit basic rate in words _____</p>				
180	9022302 PMT S/SPRD OF SUPHALA	1,000.000	KG (Kilogram)	
<p>Supply and spreading of chemical fertilizer Suphala as per schedule of quantities and Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.</p> <hr/> <p>Service Item 180: Unit basic rate in words _____</p>				
190	9022300 PMT S/SOW OF SESNL SEEDS	37,000	G (Gram)	
<p>Supply and Sowing of seasonal seeds and propagation, plantation, maintenance etc on specific requirement and as per schedule of quantities, Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete .</p> <hr/>				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 190: Unit basic rate in words _____			
200	9022312 PMT TRIM OF SPREAD TREE	600	EA (each)	
	Trimming of spreading type Trees as per scheduled of quantities and as per Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.			
	Service Item 200: Unit basic rate in words _____			
210	9022313 PMT TRIM OF STRAIGHT TREE	300	EA (each)	
	Trimming of straight growing Trees as per scheduled of quantities and as per Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.			
	Service Item 210: Unit basic rate in words _____			
220	9022304 PMT RMVLOF SPREADTREE	100	EA (each)	
	Removal and disposal of Fallen Trees and Dead trees (Spreading) etc as per scheduled of quantities and Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.			
	Service Item 220: Unit basic rate in words _____			
230	9022305 PMT RMVLOF STRAIGHT TREE	100	EA (each)	
	Removal and disposal of Fallen Trees (Straight) and Dead trees etc as per			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>scheduled of quantities and Scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete.</p> <hr/> <p>Service Item 230: Unit basic rate in words _____</p>			
240	9022935 PMT GARDEN-CONSUMABLES	36	MON (Months)	
	<p>Supply of Gardening Consumable, Gardening Machinery & Equipment on Rental, Additives for composting - All tools, tackles, equipments, pesticides and additives required for gardening, composting, etc. at all sites</p> <hr/> <p><u>Horticultural Services</u></p> <p>Providing Gardening Machinery / Equipments, tools & Tackles and Consumables for Up keep, Maintenance & development of gardens, lawns etc. as per the scope of work. Gardening Machinery/Equipments provided by service provider will remain their property and service provider can take back these Machinery/Equipments after end of the contract.</p> <p>Service Provider shall be paid lumpsum amount every month for providing of Gardening Equipment / Machinery Rental and Consumables etc as per scope of work of Horticultural maintenance works in BPCL Staff Colony, Chembur & Refinery Sports Club.</p> <p>In order to have better understanding of the requiement of Machinery / Equipments, tools & Tackles and consumption of items, service providers shall visit the site and understand the requirement as per the site conditions. No extra amount shall be paid if the value of consumption of items is higher than the monthly lumpsum quoted rate. Services should not be affected for the delay in procurement of Gardening Machinery / Equipment and Consumables.</p> <hr/> <p>Service Item 240: Unit basic rate in words _____</p>			
250	9022876 SPA COSUMABLES	36	MON (Months)	
	<p><u>Supplying consumables required for operating the Spa & massage services Club Services</u></p> <p>Supply of Spa consumables like therapeutic oils (Virgin olive oil of reputed make) cleansing materials, towels, massage disposable sheets etc. required for</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	operating the spa including scented candles, slow music, different massage oils etc.			
	Service Item 250: Unit basic rate in words _____			
260	9022962 APPLICATION - GEL SWIMNG POOL CONSUMB	36	MON (Months)	
	<u>Supply of Swimming pool consumables / Cleaning agents and cleaning Equipments</u> <u>Swimming pool Services</u>			
	<p>Providing swimming pool cleaning Machinery / Equipments, tools & Tackles and Consumables shall be in the scope of bidder. Swimming pool cleaning Machinery/Equipments provided by service provider will remain their property and service provider can take back these Machinery/Equipments after end of the contract.</p> <p>Service Provider shall be paid lumpsum amount every month for providing of Swimming pool cleaning Equipment / Machinery Rental and Consumables etc as per scope of work of Maintenance of Swimming pool at BPCL Staff Colony, Chembur & Refinery Sports Club.</p> <p>In order to have better understanding of the consumption of items, service providers shall visit the site and understand the requirement as per the site conditions. No extra amount shall be paid if the value of consumption of items is higher than the monthly lumpsum quoted rate. Services should not be affected</p>			
	Service Item 260: Unit basic rate in words _____			
270	9022953 SERVICE VALIDATION WEIGHT SERVICE OF TRE	252	MON (Months)	
	<u>Maintenance/servicing of Treadmill as per scope of work</u> <u>Servicing, adjusting and lubricating of Treadmills regularly once a month to</u> <u>give trouble free operation</u>			
	Service Item 270: Unit basic rate in words _____			
280	9022952 SERVICE VALIDATION WEIGHT SERVICE OF EX.	216	MON (Months)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>Maintenance/servicing of Exercise Cycle as per scope of work _____ Servicing, adjusting and lubricating of Exercise Cycles regularly once a month to give trouble free operation.</p> <p>Service Item 280: Unit basic rate in words _____</p>			
290	9022951 SERVICE VALIDATION WEIGHT SERVICE ELL. T	36	MON (Months)	
	<p>Maintenance/servicing of Elliptical Trainer as per scope of work _____ Servicing, adjusting and lubricating of Elliptical Trainer regularly once a month to give trouble free operation.</p> <p>Service Item 290: Unit basic rate in words _____</p>			
300	9022932 SERVICE VALIDATION WEIGHT SERVICE OF MUL	108	MON (Months)	
	<p>Maintenance/servicing of Multi-station as per scope of work _____ Servicing, adjusting and lubricating of Multi-station regularly once a month to give trouble free operation.</p> <p>Service Item 300: Unit basic rate in words _____</p>			
310	9012484 Pmt GM T/MILL CONSOLE	15	EA (each)	
	<p>REPLACEMENT OF TREADMILL CONSOLE.</p> <p>Service Item 310: Unit basic rate in words _____</p>			
320	9012485 Pmt GM T/MILL AC DRIVE	15	EA (each)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	REPLACEMENT OF TREADMILL AC DRIVE.			
	Service Item 320: Unit basic rate in words _____			
330	9012486 Pmt GM R/BIKE CONSOLE	15	EA (each)	
	REPLACEMENT OF RECUMBENT BIKE CONSOLE.			
	Service Item 330: Unit basic rate in words _____			
340	9012487 Pmt GM U/BIKE CONSOLE	15	EA (each)	
	REPLACEMENT OF UPRIGHT BIKE CONSOLE.			
	Service Item 340: Unit basic rate in words _____			
350	9012488 Pmt GM R/BIKE D/CARD	15	EA (each)	
	REPLACEMENT OF RECUMBENT BIKE DRIVE CARD.			
	Service Item 350: Unit basic rate in words _____			
360	9012570 Pmt GM U/BIKE D/CARD	15	EA (each)	
	REPLACEMENT OF UPRIGHT BIKE DRIVE CARD.			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
Service Item 360: Unit basic rate in words _____				
370	9012489 Pmt GM ECT CONSOLE	15	EA (each)	
REPLACEMENT OF ELLIPTICAL CROSS TRAINER CONSOLE.				
Service Item 370: Unit basic rate in words _____				
380	9012571 Pmt GM ECT DRIVE	15	EA (each)	
REPLACEMENT OF ELLIPTICAL CROSS TRAINER DRIVE.				
Service Item 380: Unit basic rate in words _____				
390	9012483 Pmt GM EQP BODY CASING	15	EA (each)	
REPLACEMENT OF PLASTIC CASING OF EQUIPMENT.				
Service Item 390: Unit basic rate in words _____				
400	9022928 SERVICE VALIDATION WEIGHT MOD. OF CYCLE	15	EA (each)	
Modification of cycle seats				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 400: Unit basic rate in words _____			
410	9022930 SERVICE VALIDATION WEIGHT REPLAC OF REXI	80	EA (each)	
	Replacng of Rexin material of benches _____			
	Service Item 410: Unit basic rate in words _____			
420	9022929 SERVICE VALIDATION WEIGHT REPLAC OF CONY	15	EA (each)	
	Replacement of conveyer belt of Treadmill _____			
	REPLACEMENT OF CONVEYER BELT OF TREADMILL AVAILABLE AT CHEMBUR COLONY, VASHI COLONY & SPORTS CLUB GYM (SAME MAKE OF TREADMILL OR EQUIVALENT)OF FOLLOWING SPECIFICATIONS:-			
	1) 2 ply 2.5mm anti skid, well grip, top rubber high flexibility Vulcanined. 2) Zig Zag joint with rubber less leakage 3) High shear force and anti static 4) Ambient tempt with standing capacity. 5) Friendly with silicone gel/oil (lube) for frictionless work 6) Elongation up to 2cm.			
	Service Item 420: Unit basic rate in words _____			
430	9022931 SERVICE VALIDATION WEIGHT REPLAC OF WALK	15	EA (each)	
	Replacement of walking board of Treadmill _____			
	REPLACEMENT OF WALKING BOARD OF TREADMILL AVAILABLE AT CHEMBUR COLONY, VASHI COLONY & SPORTS CLUB GYM. SPECIFICATIONS ARE AS BELOW,			
	1) MDF- Medium density fiber board 2) 0.8mm Sun mica coating on both sides 3) 200 kg Reinforcement capacity			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	4) Any std make as approved by Engineer In- charge			
	Service Item 430: Unit basic rate in words			
440	9022918 P/C FOR 1BHK AREA	1,000	EA (each)	
	Providing pest control treatment for 1BHK flats of (Area 680 Sqft.) Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 440: Unit basic rate in words			
450	9022919 P/C FOR 2BHK AREA	2,000	EA (each)	
	Providing Pest Control treatment for 2BHK Area (980 Sqft.) Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 450: Unit basic rate in words			
460	9022920 P/C FOR 3BHK AREA	1,300	EA (each)	
	Providing Pest Control treatment for 3BHK Area (1800 Sqft.) Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 460: Unit basic rate in words			
470	9022921 P/C FOR 3BHK BUNG	900	EA (each)	
	Providing Pest Control treatment for 3BHK Bungalows Area (3490 Sqft)			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 470: Unit basic rate in words _____			
480	9022926 P/C FOR TROMBAY CLUB	150	EA (each)	
	Providing Pest Control treatment for Trombay Club Area Approx. 7000sqft Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 480: Unit basic rate in words _____			
490	9022923 P/C FOR GATES	141	EA (each)	
	Providing Pest Control treatment for Gates Area Azizbaug or Vashi naka (Any one) Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 490: Unit basic rate in words _____			
500	9022925 P/C FOR SQ QTRS	87	EA (each)	
	Providing Pest Control treatment for Servants/Qtrs. (Area approx. 300 sqft) "BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING LONG TEXT: Pest Control treatment in MLW and MSW plant area (previous servant qtr area). Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 500: Unit basic rate in words _____			
510	9022924 P/C FOR NURSARY	150	EA (each)	
	Providing Pest Control treatment for Nursery (Area approx. 2500 sqft) Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 510: Unit basic rate in words _____			
520	9022922 P/C FOR BEACH HUT	15	EA (each)	
	Providing Pest Control treatment for Beach Hut (2000 Sqft.) at Madh island, Malad Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 520: Unit basic rate in words _____			
530	9022913 P/C FOR SPORTS CLUB	100	EA (each)	
	Providing Pest Control treatment for Sports Club Building (Area approx. 4000 sqft) Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 530: Unit basic rate in words _____			
540	9022910 P/C FOGGING COLONY	250	MON (Months)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p><u>Providing Fogging Treatment for Open Areas at Chembur Staff Colony</u> Fogging Treatment for Open area at Chembur Staff Colony. Job includes Fumigation in surrounding area of all buildings/Blocks, Nursery, Servents Quarters, Estates Office, Bungalow Surrounding areas, Parks etc. Covering all open areas in Chembur Staff Colony</p> <p><u>Unit of Item to be considered read as "Each" instead of "Month"</u></p> <p>Service Item 540: Unit basic rate in words _____</p>			
550	9022916 P/C RODENT COLONY	250	EA (each)	
	<p><u>Providing Rodent Control Treatment in all open areas in chembur Staff Colony</u></p> <p>Service Item 550: Unit basic rate in words _____</p>			
560	9022915 P/C GLUE BOARD	600	EA (each)	
	<p><u>Providing Glue Board / Wooden Rat Tap</u></p> <p>Service Item 560: Unit basic rate in words _____</p>			
570	9022908 P/C CHEMBUR COLONY	36	EA (each)	
	<p><u>Providing P/C Treatment in common areas of Buildings at Chembur staff Colony</u> <u>P/C TREATMENT IN COMMON AREA OF BUILDINGS AT CHEMBUR STAFF COLONY</u></p> <p>Carry out the pest control spraying treatment in the morning between 8.00 a.m. to 9.00 a.m. in front of doors to Bungalows, flats, building entrance, landings, passages, staircases on daily basis excluding Sundays & BPCL holidays. Item to be quoted on Lum Sum basis per month.</p> <p><u>Note:- Unit of Item to be considered read as "Month" instead of "Each"</u></p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 570: Unit basic rate in words _____			
580	9022909 P/C DRAINS-MANHOLES	170	EA (each)	
	_____ Providing P/C Treatment in common areas of Buildings at Chembur staff Colony _____ Service Item 580: Unit basic rate in words _____			
590	9022907 P/C ANTI-TERMITE MAS	24,000	EA (each)	
	_____ Providing Anti-Termite Treatment for Masonary Works (Rate per hole) _____ Service Item 590: Unit basic rate in words _____			
600	9022914 P/C GEL TREATMENT	693	EA (each)	
	_____ Gel Treatment for Cockroaches per room Incase the gel treatment given in the specific premises / areas is found to be not effective within 3 months, vendor will be required to redo the treatment free of charge. _____ Service Item 600: Unit basic rate in words _____			
610	9022912 P/C FOR HONEY BEE	400	EA (each)	
	_____ Removal of Honey Bee with Using Pesticide Treatment Removal of honey bee with using pesticide treatment at any hight of the building. It also includes all material, tools & tackle and labour etc. _____			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	required to complete the job			
	Service Item 610: Unit basic rate in words			
620	9022911 P/C FOR 3BHK FLATS	500	EA (each)	
	Providing Pest Control Treatment for 3BHK flat (Area-2770 sq.ft.) Pest control treatment to be done against cockroaches, ants, silverfishes, mosquitoes etc.			
	Service Item 620: Unit basic rate in words			
630	9022902 P/C FOGGING S.C.	100	EA (each)	
	Fogging Treatment for Open Area at BPCL Sports Club FOGGING TREATMENT FOR OPEN AREA AT BPCL SPORTS CLUB, COVERING ALL AREAS EXCLUDING INSIDE OF BUILDINGS			
	Service Item 630: Unit basic rate in words			
640	9022906 P/C. FOGGING VASHI C	135	EA (each)	
	Fogging Treatment for Open Area at vashi Staff Colony Fogging Treatment for Open Area at vashi Staff Colony			
	Service Item 640: Unit basic rate in words			
650	9022898 P/C ANTI MOSQUITO	72	EA (each)	
	Carry out the Anti-mosquito spray at evening time at Vashi staff colony Carry out the Anti-mosquito spray at evening time in the building entrance,			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	landings, passages, staircases, open ducts at Vashi staff colony.			
	Service Item 650: Unit basic rate in words _____			
660	9022897 P/C ANTI MOSQ CHEMBU	120	EA (each)	
	<u>Carry out the Anti-mosquito spray at evening time at Chembur staff colony</u>			
	Carry out the Anti-mosquito spray at evening time in the building entrances, landings, passages, staircases, stilt areas of all the buildings in Chembur staff colony.			
	Service Item 660: Unit basic rate in words _____			
670	9022903 P/C RODENT VASHI	72	EA (each)	
	<u>Rodent Control Treatment at Vashi Staff Colony</u>			
	Service Item 670: Unit basic rate in words _____			
680	9022905 P/C VASHI COLONY	100	EA (each)	
	<u>P/C Treatment in Common Area at Vashi Staff Colony</u>			
	<u>P/C TREATMENT IN COMMON AREAS AT VASHI STAFF COLONY</u>			
	Carry out the pest control spraying treatment in the morning between 8.00 a.m. to 9.00 a.m. in front of doors to flats, building entrance, landings, passages, staircases on daily basis excluding Sundays & BPCL holidays.			
	<u>Unit of Item to be considered read as "Month" instead of "Each"</u>			
	Service Item 680: Unit basic rate in words _____			
690	9022900 P/C BED BUG	200	EA (each)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Bed Bugs Treatment per room			
	Service Item 690: Unit basic rate in words _____			
700	9022899 P/C ANTI-TERMITE EXT	22,000	M2 (Square meter)	
	Anti-termite Treatment for External Area			
	Service Item 700: Unit basic rate in words _____			
710	9022901 P/C CATERPILLER	30	EA (each)	
	Special Treatment for caterpillars during mansoon season			
	Special Treatment for caterpillars during mansoon season. This also includes any other types of mansoon season treatment.			
	Note:-Unit of Item to be considered read as "SQM" instead of "Each"			
	Service Item 710: Unit basic rate in words _____			
720	9022904 P/C SNAKE TREATMENT	120	EA (each)	
	Snake control treatment using Repellent like carbolic acid			
	Snake control treatment using Repellent like carbolic acid or any other product. Treatment should be done for Bunglows/Buildings or any other premises as instructed			
	Service Item 720: Unit basic rate in words _____			
730	9022890 Treatment P/C FOGGING T.C.	100	EA (each)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Fogging treatment for Trombay Club Service Item 730: Unit basic rate in words _____			
740	9022879 Treatment P/C FOGG BUNG	900	EA (each)	
	Fogging treatment for Bungalow Service Item 740: Unit basic rate in words _____			
750	9022878 Treatment P/C FOGG BLOCK	4,000	EA (each)	
	Fogging treatment for specific block (Any Block from 1 to 39) Fogging treatment for specific block. (Any Block from 1 to 39 or EMO contractor yard or Colony Pump Houses or servant quarters) Service Item 750: Unit basic rate in words _____			
760	9022891 Treatment P/C HERBAL FLAT	400	EA (each)	
	Herbal spray mosquito control of each flat Service Item 760: Unit basic rate in words _____			
770	9022893 Treatment P/C T.C. KITCHEN	90	EA (each)	
	Pest control spray for Trombay club Kitchen Pest control treatment to be done against rodents, cockroaches, ants,			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	silverfishes, mosquitoes etc.			
	Service Item 770: Unit basic rate in words _____			
780	9022895 P/C SNAKE REPELLER	300	EA (each)	
	<u>Supply and fixing of battery operated Electronic Snake Repeller</u> Supply and fixing of Electronic Snake Repeller in specific areas inside BPCL Colony. Repeller should have following minimum features- Battery Operated Snake Repeller Device that drives snake away from vicinity by creating sonic pulsing vibrations through the ground with the following features - 1) Should be battery operated (with or without alternate solar energy source), with battery life of minimum 12 months. Device should operate 24 hours continuously every day. 2) Minimum effective range of 15 to 20 meters radius around device. 3) Should be completely weatherproof. Should provide protection during all seasons and in dark and shaded regions 4) Should be completely environment friendly. 5) LED indication light to indicate operation / non-operation of device. Warranty - 2 years _____ Service Item 780: Unit basic rate in words _____			
790	9022892 Treatment P/C PLUMB DUCT & MET	350	EA (each)	
	<u>Pest Control for Specific Block in Plumbing Ducts, Electric Meter Rooms</u> Pest control treatment to be done against rodents, _____ cockroaches, ants, silverfishes, mosquitoes etc			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Service Item 790: Unit basic rate in words _____			
800	9022894 P/C RODENT S.C.	300	EA (each)	
	_____ Rodent Control for Sports Club (4000 sqft) Service Item 800: Unit basic rate in words _____			
810	9022896 HOUSEKEEPING P/C CATCHING SNAKE	135	EA (each)	
	HOUSEKEEPING Catching of Live Snake _____ Catching of Snake- Item includes catching of live snakes inside BPCL Colony and taking it outside colony and safely handling it over to forest department and producing of proper certificate for the same. Job includes providing all safety equipments, tools and labour to complete the job. Service Item 810: Unit basic rate in words _____			
820	9022877 Treatment P/C ANT MOS BLCK	350	EA (each)	
	_____ Anti Mosquito Spray for Specific Block Anti-Mosquito Spray for Specific Block/Pump Houses/Servant Quarters/EMO contractor Yard. Service Item 820: Unit basic rate in words _____			
830	9022873 P/C ULTRA RAT REPLL	30	EA (each)	
	_____ ULTRASONIC RAT / RODENT REPELLENT			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>ULTRASONIC RAT / RODENT REPELLENT - Supply and fixing of Ultrasonic Rat / Rodent Repellent in specific areas (inside flats, trombay club kitchen etc) in BPCL Colony -</p> <p>1) Energy source should be either 220V AC Mains Outlet or optional battery operated device.</p> <p>2) Coverage area should be minimum 300 sq. ft</p> <p>Minimum warranty - 2 years</p> <hr/> <p>Service Item 830: Unit basic rate in words _____</p>			
840	<p>9022874 P/CULTRA DOG REPLEN</p>	30	EA (each)	
	<p><u>ULTRASONIC DOG REPELLER</u></p> <p>ULTRASONIC DOG REPELLER - Supply and fixing of Ultrasonic Dog / Animal Repellent with multi variable frequency to repel unwanted animals / dogs in specific common areas in BPCL Colony (trombay club, ATM room, surrounding building etc) providing 24/7 continuous protection from animals. the device should be environmental friendly and shouldnot harm any animal. Should have the following features -</p> <p>1) Energy source should be 220 / 240 V AC Mains Outlet</p> <p>2) Minimum effective coverage area should be 500 sq. ft</p> <p>Minimum warranty - 2 years</p> <hr/> <p>Service Item 840: Unit basic rate in words _____</p>			
850	<p>9022875 PROF Ser Fees MANAGE & ADMIN FEES</p>	36	MON (Months)	
	<p><u>Management and Administrative Fees of Integrated Facility Management (IFM) Services</u></p> <p>Service Provider shall be paid management and Administrative Fees every month on lumpsum basis for the management and administrative services provided.</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>Service Provider shall arrange & maintain laptops for Management team at their own cost. Internet connection for laptop shall be arranged by service provider.</p> <p>Mobile Handset along with SIM Card & internet connection has to be provided by service provider at their own cost. Monthly charges of mobile usage shall be borne by Service Provider.</p> <hr/> <p>Service Item 850: Unit basic rate in words _____</p>			
860	9010782 PMT ROLLING GROUND	80	DAY (Days)	
	<p>Rolling of ground/ cricket pitches. -Rolling of play ground with the help of ten ton power roller up to the satisfaction of Engineer #in charge and as per the scope of work.</p> <hr/> <p>Service Item 860: Unit basic rate in words _____</p>			
870	9010194 HIRING OF CRANE HYDRA/CRANE	200.0	HR (Hours)	
	<p>HIRING OF CRANE Hiring of hydra/Crane at locations as per the scope of work attached.The contractor shall quote on hourly basis.The charges shall include the cost of diesel,operator and any tools tackles etc complete including the mobilization/demobilization.</p> <hr/> <p>Service Item 870: Unit basic rate in words _____</p>			
880	9002431 Equipment Hire . JCB PER HOUR	200.0	HR (Hours)	
	<p>Hiring of JCBs per hour</p> <hr/>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
Service Item 880: Unit basic rate in words _____				
890	9009132 HIRNG OF TRUCK FOR 8 HRS	50	S08 (Shift of 8 Hours)	
HIRING OF TRUCK HIRING OF TRUCK WITH DRIVER FOR 8 HOURS FOR SHIFTING OF EQUIPMENTS. (FUEL and OTHER CONSUMABLES/RESOURCES IN CONTRACTOR'S SCOPE)				
_____ ITEM INCLUDES HIRING OF TRUCK/DUMPER 10M3 CAPACITY WITH DRIVER INCLUDING ALL CONSUMABLES.				
Service Item 890: Unit basic rate in words _____				
900	9009130 HIRNG OF TRAILER FOR 8 HRS	50	S08 (Shift of 8 Hours)	
HIRING OF TRAILER HIRING OF TRAILER WITH DRIVER FOR 8 HOURS FOR SHIFTING OF EQUIPMENTS//MATERIALS, ETC.(FUEL and OTHER CONSUMABLES/RESOURCES IN CONTRACTOR'S SCOPE)				
_____ ITEM INCLUDES HIRING OF TRAILER 10M3 CAPACITY WITH DRIVER INCLUDING ALL CONSUMABLES.				
Service Item 900: Unit basic rate in words _____				
910	89002632 CVL EW BAILING-WATER BAILING WATER-12HP-	30	S08 (Shift of 8 Hours)	
CIVIL EARTH WORK BAILING- WATER/OILY WATER				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	"Operating of diesel driven 12 HP pump set including all charges for handling, transportation, fuel, oil, operator,helper, pipes, consumables etc. "			
	Including supply of pump, diesel & all accessories.			
	Service Item 910: Unit basic rate in words _____			
920	9002209 Supply n Instal . . Water Meter	3	NO (Number)	
	Supplying n Fixing B-Class Water Meter Flange type, made out of brass body of Capstan ISI-237 make. including calibration n submitting certificate by competent authority such BMC. The rate shall include all Taxes, packing transportation n any accessories			
	BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID AND SHALL QUOTE CONSIDERING FOLLOWING LONG TEXT:			
	PLMBG P/F Water meter 15mm NB			
	PLUMBING			
	Providing and fixing 15mm dia. water meter of capstan or approved equivalent make with direct dial reading type calibrated in 'Litres & Kilolitres with all internal parts in gun metal or brass with switch strainer, all dia. nipples, border type pressure gauge and isolator. The rate to include connection with the main sewer line, excavation, testing and approval from Municipal Corporation BMC as per their requirement, testing, including dismantling the old and damaged one if any and depositing the same as directed.etc. complete.			
	It is under contractors scope to do the calibration of new water meters and submitting certificates to BMC authorities for their approval and fixing of the same as per the instructions of BMC/BPCL authorities.			
	It is under contractors scope for Making connection of waterline distribution branch with BMC main water supply of any sizes by providing and fixing fittings, including cutting and threading the pipe etc. complete. Fixing water meter and stop cock in pipe line including cutting and threading the pipe and making long screws etc. complete (cost of water meter, stop cock, fittings etc. shall not be paid separately).			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
Service Item 920: Unit basic rate in words _____				
930	9025788 PLMB MISC . 40 MM WATER METER	2	EA (each)	
<p>PLUMBING MISC SANITARY WORKS Providing, fixing, testing & commisioning 40 mm Nominal Dia Magnetic sealed type single/ multijet/ Woltmann type water meter with strainer (1No.), non return valve (1 No.)and Ball valves/Butterfly valves (2 Nos) all as specified etc. complete. Meter to be BMS compatible</p> <hr/> <p>BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID AND SHALL QUOTE CONSIDERING FOLLOWING LONG TEXT:</p> <p>PLMBG P/F Water meter 40mm NB</p> <p>PLUMBING</p> <p>Providing and fixing 40mm dia. water meter of capstan or approved equivalent make with direct dial reading type calibrated in 'Litres & Kilolitres with all internal parts in gun metal or brass with switch strainer, all dia. nipples, border type pressure gauge and isolator. The rate to include connection with the main sewer line, excavation, testing and approval from Municipal Corporation BMC as per their requirement, testing, including dismantling the old and damaged one if any and depositing the same as directed.etc. complete.</p> <p>It is under contractors scope to do the calibration of new water meters and submitting certificates to BMC authorities for their approval and fixing of the same as per the instructions of BMC/BPCL authorities.</p> <p>It is under contractors scope for Making connection of waterline distribution branch with BMC main water supply of any sizes by providing and fixing fittings, including cutting and threading the pipe etc. complete. Fixing water meter and stop cock in pipe line including cutting and threading the pipe and making long screws etc. complete (cost of water meter, stop cock, fittings etc. shall not be paid separately).</p> <hr/>				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
Service Item 930: Unit basic rate in words _____				
940	9025790 PLMB MISC . 65 MM WATER METER	2	EA (each)	
<p>PLUMBING MISC SANITARY WORKS Providing, fixing, testing & commisioning 65 mm Nominal Dia Magnetic sealed type single/ multijet/ Woltmann type water meter with strainer (1No.), non return valve (1 No.)and Ball valves/Butterfly valves (2 Nos) all as specified etc. complete. Meter to be BMS compatible</p> <hr/> <p>BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID AND SHALL QUOTE CONSIDERING FOLLOWING LONG TEXT:</p> <p>PLMBG P/F Water meter 80mm NB</p> <p>PLUMBING</p> <p>Providing and fixing 80mm dia. water meter of capstan or approved equivalent make with direct dial reading type calibrated in 'Litres & Kilolitres with all internal parts in gun metal or brass with switch strainer, all dia. nipples, border type pressure gauge and isolator. The rate to include connection with the main sewer line, excavation, testing and approval from Municipal Corporation BMC as per their requirement, testing, including dismantling the old and damaged one if any and depositing the same as directed.etc. complete.</p> <p>It is under contractors scope to do the calibration of new water meters and submitting certificates to BMC authorities for their approval and fixing of the same as per the instructions of BMC/BPCL authorities.</p> <p>It is under contractors scope for Making connection of waterline distribution branch with BMC main water supply of any sizes by providing and fixing fittings, including cutting and threading the pipe etc. complete. Fixing water meter and stop cock in pipe line including cutting and threading the pipe and making long screws etc. complete (cost of water meter, stop cock, fittings etc. shall not be paid separately).</p> <hr/>				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
<p>Service Item 940: Unit basic rate in words _____</p>				
950	9007663 Sup n Ins . WATER METER 100 mm	2	EA (each)	
<p>Providing and Fixing water meter of approved make including all necessary fittings, cutting and threading the pipe and making long screws etc. complete 100 mm nominal bore</p> <hr/> <p>BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID AND SHALL QUOTE CONSIDERING FOLLOWING LONG TEXT:</p> <p>PLMBG P/F Water meter 150mm NB</p> <p>PLUMBING</p> <p>Providing and fixing 150mm dia. water meter of capstan or approved equivalent make with direct dial reading type calibrated in 'Litres & Kilolitres with all internal parts in gun metal or brass with switch strainer, all dia. nipples, border type pressure gauge and isolator. The rate to include connection with the main sewer line, excavation, testing and approval from Municipal Corporation BMC as per their requirement, testing, including dismantling the old and damaged one if any and depositing the same as directed.etc. complete.</p> <p>It is under contractors scope to do the calibration of new water meters and submitting certificates to BMC authorities for their approval and fixing of the same as per the instructions of BMC/BPCL authorities.</p> <p>It is under contractors scope for Making connection of waterline distribution branch with BMC main water supply of any sizes by providing and fixing fittings, including cutting and threading the pipe etc. complete. Fixing water meter and stop cock in pipe line including cutting and threading the pipe and making long screws etc. complete (cost of water meter, stop cock, fittings etc. shall not be paid separately).</p>				
<p>Service Item 950: Unit basic rate in words _____</p>				
960	89009846	1,500	EA	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Water supply tankers		(each)	
	Water supply through tankersWater Supply as per SOW			
	"BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:			
	WATER SUPPLY BY TANKER			
	Unit of Measurement shall be read as "KL" instead of "EA".			
	Service Item 960: Unit basic rate in words _____			
970	9009896 PMT . CATERING MINERAL WATER-20 LT.	200	NO (Number)	
	LUNCH , TEA , SNACKS			
	"BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:			
	Supply and fixing of 20 Liters Mineral Water Cans.			
	20 Liters mineral water cans must be supplied in sealed condition along with water dispensers.			
	The Cans must be supplied to the locations and installed over water dispensers as per the instructions of BPCL EIC.			
	Mineral Water cans must be of reputed brands such as Bisleri, Kinley or Equivalent approved by BPCL EIC."			
	Service Item 970: Unit basic rate in words _____			
980	9029260 S/O OF GULLY SUCKER	100	S08 (Shift of 8 Hours)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	Hiring & Operation of Gully sucker cum hydro-jetting machine with vacuum pump required for cleaning of Hume Pipes, Tundish lines & underground pipelines. The hydrojetting machine should deliver a minimum pressure of 3000 psi or more & should have a 15 lpm discharge flow capacity. The liquid/semi solid waste content shall be collected in gully suckers and transported in the pit as per BPCL directives.			
	Service Item 980: Unit basic rate in words _____			
990	9022671 . . . MEXICAN GRASS TURF	900	M2 (Square meter)	
	Grassing with MEXICAN CARPET grass (including supply of Mexican Carpet grass) including watering and maintenance of the lawn for 30 days or more till the grass forms a thick lawn, free from weeds and fit for mowing including supplying good earth, if needed (the good earth shall be paid for separately)			
	-BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:			
	"15MM TURF FOR CRICKET PITCH 70' BY 12' Providing and Laying Synthetic Multiple Sports grass staple size 15mm. Roll width 410 cm± 2cm All the edges will be seamed with PU Adhesive (2 component) and polyester liner. Dtex: 9000, stitch rate: 33/10cm, Gauge: 3/16 inch Density: 69300/sqm, Pile Height: 15mm, Backing: PP + Mesh + sbr latex Curly Yarn Structure. Roll Size 2m x 25m Woven Polypropylene backing with fiberlocked fleece. Latex Compound. Glueing and Seaming at the edges			
	NOTE: THE 15MM GRASS OF THE PITCH WILL BE LAID SUCH THAT IT SHOULD MATCH THE FFL OF THE 50MM SURROUNDING GRASS, THIS WILL BE ACHIEVED BY RAISING OF THE SUB SURFACE OF THE PITCH AREA ONLY TO DESIRED LEVEL. AS DIRECTED BY EIC"			
	Service Item 990: Unit basic rate in words _____			
1000	9024011 MATS	400	SQM (SQUARE METERS)	
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>"FLOOR MATS: Toilet Entrance Providing and Fixing of Floor Mats at Main reception entrance of 3M Enhance or approved equivalent."</p>			
	<p>BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:</p>			
	<p>Providing and laying heavy-duty rubberized gym flooring mats/tiles of 15#16 mm thickness, made from high-density recycled rubber with anti-skid, shock-absorbent, and impact-resistant properties. The flooring shall be suitable for weight-training areas, cardio zones, and functional exercise spaces. Tiles should have beveled edges, uniform finish, and interlocking/jigsaw design (where applicable) for stable installation</p>			
	<p>Service Item 1000: Unit basic rate in words _____</p>			
1010	<p>9029548 SERVICING OF ZERO B</p>	20	<p>EA (each)</p>	
	<p><u>Quarterly servicing of Zero B Machine</u> BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:</p>			
	<p>Providing Services for Maintenance n repair of Zero B</p>			
	<p>Service Item 1010: Unit basic rate in words _____</p>			
1020	<p>9002021 Ser . Rpr/Mnt Water Cooler</p>	20	<p>EA (each)</p>	
	<p><u>Providing Services for Maintenance n repair of Water coolers</u> BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:</p>			
	<p>Providing Services for Maintenance n repair of Water coolers</p>			
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
Service Item 1020: Unit basic rate in words _____				
1030	9008901 SAND FILLING	300.000	M3 (Cubic meter)	
Providing & filling sand in plinth/trenches including spreading in layers of 300 mm thickness, watering, ramming/consolidating/dressing to line and level manually as directed. The compacted depth shall be taken for measurement of quantity.				
<hr/> BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:				
Providing and laying infill material for artificial turf consisting of SBR Rubber granules of 30/40 mesh at the rate of 800 grams per sq.ft., along with coated silica sand infill at the rate of 2 kg per sq.ft. The work includes uniform spreading, brushing, and settling of the infill to achieve proper turf fiber uprightness, shock absorption, and playability. All materials, labour, tools, and equipment required for completing the infill work as per manufacturer specifications are included.				
<hr/> Service Item 1030: Unit basic rate in words _____				
1040	9032544 MOBILIZE BOOM LIFTER	200	LS (Lumpsum)	
<hr/> SITE MOBILIZATION OF BOOM LIFTER WITH ALL REQUIRE ASSESORIES AND OPERATOR. BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:				
"HIRING OF BOOM LIFTER Consider unit of measurement as hr instead of LS. Hiring of Boom Lifter at locations as per the scope of work attached. The contractor shall quote on hourly basis. The charges shall include the cost of diesel, operator and any tools tackles etc complete including the mobilization/demobilization."				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
Service Item 1040: Unit basic rate in words _____				
1050	9002016 Exp. Planting Saplings	5,000	NO (Number)	
Planting Saplings - Supplying n planting two to three years old well rooted, potted, fresh, of good shapes and sizes tree sapling as per variety and location including carrying, loading, unloading etc. as per the direction of officer in incharge				
BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:				
"CONSIDER UNIT OF MEASUREMENT AS CRT INSTEAD OF NO. Supply & plantation of seasonal vegetable saplings/ seedlings as per scheduled of quantities and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete. The height of the plants should be minimum 2 inches and they should be healthy and disease free at the time of plantation. Contractor shall arrange the seedlings Al grade quality in proper trays (each tray with 100 seedlings) from reputed & reliable Agro-tech Nurseries. Payment will be made for each trays with 100 seedlings."				
Service Item 1050: Unit basic rate in words _____				
1060	9016113 Exp SUPPLY PLANTS	2,000	EA (each)	
Supply & plantation of flowering / foliage plants. Preparation of proper beds / pits etc. adding of red soil and manure in 3:1 ratio. Supply & plantation of <u>flowering and foliage plants as specified in the scope of work</u>				
BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:				
"Supply & plantation of fruit plants in poly bags as per schedule of quantities and as per scope of work and direction of Engineer In Charge. Rate to include tools and tackles, transportation, labours etc complete. The height of the plants should be minimum 6 inches and they should be in				
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Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
	<p>budding stage, healthy and disease free at the time of plantation. Contractor shall arrange plants A1 grade quality from reputed & reliable Agro-tech Nurseries."</p> <hr/> <p>Service Item 1060: Unit basic rate in words _____</p>			
1070	9011634 PLMBG Cleaning O/H-U/G Tanks	175.000	M3 (Cubic meter)	
	<p>PLUMBING and SANITATION Cleaning of O.H tanks / underground tanks with hand brush to clear all moss and other foreign matter accumulated including using of chemicals supplied by BPCL. Also making necessary arrangements for decommission the tank and recommission of supply without causing inconvenience to occupants. Job should be carried out round the clock and within minimum period. Finally the tank should be washed thoroughly of all the chemicals and dirt with fresh water before putting back to use.</p> <hr/> <p>BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING: Cleaning of O.H tanks / underground tanks with hand brush and jet spray machine to clear all moss and other foreign matter accumulated including using of chemicals selected.By BPCL.Also making necessary arrangements for decommission the tank and recommission of supply without causing inconvenience to occupants. Job should be carried out round the clock and within minimum period. Finally the tank should be washed thoroughly of all the chemicals and dirt with fresh water before putting back to use.</p> <hr/> <p>Service Item 1070: Unit basic rate in words _____</p>			
1080	9010792 HORTICULTURE TRANSPLANT TREE	50	EA (each)	
	<p>HORTICULTURE Transplantation of trees (medium size trees up to 15 to 29 ft height and up to 30cms to 60cms girth) from one place to other place within the BPCL premises and as directed by Enginner -in-charge. Removing of trees digging of suitable pits . Removing, transportation and transplantaion operations etc. complete.</p> <hr/>			
Page 71 of 79		Vendor Sign & Stamp		For Bharat Petroleum Corporation Ltd.

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
<p>BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:</p>				
<p>"Trimming of tree and Replantation of tree at another specied location as directed by EIC inside Colony while preserving its roots. This item include all necessary scaffolding erection/dismantling, lifting tools, equipment, hydra,crane and trailer/truck for shifting to new location. This also includes necessary excavation/backfilling required for re-plantation."</p>				
<p>Service Item 1080: Unit basic rate in words _____</p>				
1090	89010045 ARTIFICIAL TURF INST	21,500	SFT (Square Feet)	
<p>PROVIDING and FIXING- Installation of artificial turf by pasting with SR based adhesive glue and seam tapes in proper line and level. Rate includes cost of manpower, material, transporation charges etc.</p>				
<p>BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:</p>				
<p>"50 MM "BELLINTURF /CC GRASS" ARTIFICIAL TURF Providing and Laying Synthetic Grass Fifa Accredited grass staple size 50mm Roll width 25m x 4 mtrs. All the edges will be seamed with PU Adhesive (Dual component) and polyester liner. Dtex: 12000, stitch rate 14/10 cm, Gauge: 5/8 inch Density: 8820/sqm, Pile Height 50mm, Backing: Double PP + PU Monofilament Yarn Structure. FIFA QUALITY PRO Certification Woven Polyproplyene backing with fiberlocked fleece. Latex Compound. Glueing and Seaming at the edges. All the joints will be seamed with Polyester Film and PU adheshive Dual Component , green colour . "</p>				
<p>Service Item 1090: Unit basic rate in words _____</p>				
1100	9024010 FLOOR MATS	30	SQM (SQUARE METERS)	
<p>"FLOOR MATS: Main Entrance</p>				
<p>Page 72 of 79</p>		<p>Vendor Sign & Stamp</p>		<p>For Bharat Petroleum Corporation Ltd.</p>

Item	Material Description	Qty	Unit Delivery date	Unit Basic Rate (in Figures)
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Providing and Fixing of Floor Mats at Main reception entrance of 3M Heavy Duty Nomad or approved equivalent."

BIDDER SHALL CONSIDER ABOVE SOR ITEM NULL & VOID & SHALL QUOTE CONSIDERING FOLLOWING TEXT:

Consider unit of Measurement as EA instead of SMT.
 Supply of premium-quality TPE/PVC leatherette yoga mat, lightweight and suitable for all forms of yoga and pilates. The mat is approx. 179 cm x 65.5 cm with 10 mm cushioning for superior comfort and joint protection. Features dual-sided closed-cell construction, high-grip surface, hypoallergenic and odor-free material with antimicrobial properties, easy to clean, and machine washable

Service Item 1100: Unit basic rate in words _____

State GST % : _____ % Central GST % : _____ % Integrated GST % : _____ %

Union Ter. GST % : _____ % GST Comp. Cess % : _____ %

HSN Code / SAC Code : _____

Billing State : _____

Grand Total (inclusive of all taxes, duties/charges etc)

In figure:

In Words :

TERMS & CONDITIONS

1.Pricing types

Note:- Bidders are advised to quoted Lumpsum price for each line item of this tender based on data of quantity, unit of measure (UOM) and service description given in BOQ (Bill of quantity) document as per GeM decided philosophy applicable for this tender. During processing of payment this Lumpsum quoted price or awarded rate whichever applicable case may be, shall be break into such a fashion that total final awarded price for that item shall be equal to multiplication of quantity and proportionate rate. This shall be as per attached excel sheet.

E.g. Suppose BOQ of one item is as follows.

Short Text Quantity UOM

Hiring of items 12 MON

One of the bidder want to charge Rs.50,000/- per month inclusive of GST for this services, then in this case they will have to quote/fill price in GeM portal for this item as (Rs.50,000/- X 12 = Rs.6,00,000/-).

If by mistake bidder quote/fill price as Rs.50,000/- then price for providing hiring of items for entire 12 months shall be taken as Rs.50,000/- only as per GeM methodology. In this case bidder shall be paid @ (Rs.50000/12) Rs.4,166.67 per month only.

Hence proper caution to be taken while filling rate on portal. Once technical bid received no ratification/ correction shall be possible and if job awarded, bidder will have to provide services at their quoted Lump sum price for that item. If not honored, then action as deemed fit shall be taken by BPCL.

Above note are subject to revision of GEM policy, in that case new revision shall supersede this note and evaluation shall be done as per that latest revised guidelines only. Bidders are advised to submit bid (Price bid) as per latest methodology introduced on GeM portal.

2.Terms of delivery

Contract Validity :-

- a. The period of contract for IFM services shall be 3 years from the date as mentioned in the 'Letter of Intent'/ or PO.
- b. The start date will be 15th day from the date of LOI/PO or Physical handing over of the site, whichever is earlier.
- c. The Service Provider shall deploy his manpower immediately after the LOI/PO issue to acquaint him / staff with complete work / system layout and schematics at no extra cost to M/s BPCL.
- d. The Service Provider shall deploy his manpower for one week after the date of expiry of the contract to enable the incoming Service Provider and his staff to acquaint with the complete work and schematics at no extra cost to M/s BPCL. Also, the Service Provider will hand-over the items covered in scope of work in working order and the detail of inventory to M/s BPCL / incoming Service Provider as advised by M/s BPCL.

CANCELLATION / TERMINATION OF CONTRACT:

- a. If at any time during the period of the contract, it is observed by the corporation or by its authorized representative/s that the services rendered by the enterer's personnel are not to the satisfaction of the corporation or any terms of the contract are violated, the corporation reserves the right to terminate the contract with immediate effect.
- b. BPCL reserves the right to enforce all the procedures under the statutory norms and if the party is found violating the same the contract will be terminated with immediate effect.
- c. BPCL can terminate the contract by giving one month's notice in writing without assigning any reason, however, the Service Provider will hand over the items covered in scope of work in working order and the details of inventory to M/s BPCL/ incoming Service Provider as advised by BPCL.

LIQUIDATED DAMAGES FOR DELAY :-

Refer clause 22 of General Condition of Contract (GCC) i.e. In case the contractor fails to complete the whole work within the stipulated period, he shall be liable to pay liquidated damages of 0.5% of the value of contract per week and / or part thereof of the delay subject to a maximum of 5% of the value of the contract.

3. Terms of payment

Payment Terms :-

75% payment of the Running Account bill (RA bill) shall be released within 15 calendar days of receipt of RA bill duly certified by Engineer-in-charge (EiC) and the balance payment shall be released within 30 days of receipt of RA bill by EiC after detailed scrutiny.

The successful Service Provider will submit a separate bill for all the services provided as per scope of work along with supporting reports (service and monthly reports) on monthly basis. The bills, communications and reports shall be submitted to the concerned BPCL Officer In-charge at the facility, as informed from time to time.

b. Payment for all jobs shall be made only after completion of works.

c. For garden developmental works, pest control works and repair & maintenance of gym equipment, payment shall be made as per BOQ.

d. All payments due and payable shall be made on receipt of undisputed invoice by BPCL on receipt of invoice with relevant supporting documents, however in case of any dispute pertaining to the said invoice, such shall be notified in writing to the Service Provider by BPCL within 15(Fifteen) working days of receipt of such invoice.

e. BPCL will be deducting the mandatory deduction i.e. taxes, if any etc. from the payments due to the Service Provider at the rates applicable from time to time.

f. Billing for miscellaneous goods and services procured will be reimbursed on production of invoice and necessary supporting documents as and when requested by BPCL. The total cost should not exceed the BOQ qty specified.

PENALTY :-

Mentioned in Scope of work - (Service Level Agreement).

CONTRACT VALIDITY :-

a. The period of contract for IFM services shall be 3 years from the date as mentioned in the 'Letter of Intent'/ or PO.

SECURITY DEPOSIT TOWARDS PERFORMANCE / RETENTION MONEY: -

In lieu of security deposit towards performance / retention money, Bidder shall submit bank guarantee (BG)/ Insurance Surety Bond of equivalent amount of retention money (5% of contract value) before submission of 1st RA bill.

The Bank Guarantee / Insurance Surety Bond shall be valid and remain in force

till the contractual completion period with a defect liability period of twelve months and with a claim period of six months thereafter.

Bidders shall submit the SD/PBG/ Insurance Surety Bond within 15 days from the date of notification of award.

However, where the vendor opts for performance security in the form of retention money from the running bills, in such case the vendor shall be required to submit PBG of 2.5% of the total contract value after setting off EMD submitted, if any, within 15 days from the award of the contract and the remaining 2.5% shall be subsequently deducted from each bill.

The vendor may furnish the performance security in form of a Bank Guarantee for an amount of 5% of the annualised PO value and valid for the 12 months period.

The security deposit will be retained till the successful completion of the work and thereafter till the expiry of the defect liability period (refer clause-74), if applicable. This retention money/Bank guarantee held shall be released after the expiry of the defect liability period provided that any defects appearing during that period are corrected by the Bidder and subject to Clause 18.2 of GCC.

The Bank guarantee if submitted shall be from any Indian scheduled bank or an international bank of repute having a branch in India or a corresponding banking relationship with an Indian scheduled bank. The security deposit/retention money shall be in Indian Rupee in the case of domestic bidders and in US Dollars/EUROS in the case of foreign bidders.

Process for submitting Bank Guarantee / PBG under SFMS (Structured Financial Messaging System) mode as follows:

Vendor shall insist their bank for issuance of SFMS Bank Guarantee for faster payments. Vendor shall provide BPCL's Bank Account No. & IFSC Code (Details given below) to their Bank as beneficiary at the time of application for Bank Guarantee in favour of BPCL. Issuing Bank shall issue the Bank Guarantee & send SFMS message to BPCL's Bank confirming the authenticity of Bank Guarantee who in turn shall send the confirmation to BPCL. Vendor should ensure the following for issue of E-bank guarantee.

- a) The issuing bank is on SFMS platform.
- b) SFMS Message type used is 760 COV and SFMS Delivery report / Message copy is sent along with original BG.
- c) For BG amendment, message type 767 COV is to be used.
- d) SFMS contains following details:
 - i. Beneficiary's bank name : ICICI Bank
 - ii. IFSC Code : ICIC0000393
 - iii. BPCL's Customer ID : BPCL583493800
- e) BG Issuing bank should send the BG issuance advice through SFMS to BPCL's designated banker: ICICI Bank, Backbay Branch, Mumbai (IFSC : ICIC0000393)
- f) BG Issuance advice should mention applicable Unique Identifier Code (UIC) in row / field number 7037 of SFMS Delivery Report.
- a. BPCL Location : Kharghar, Navi Mumbai

- b. Head Office : Ballard Estate
- c. UIC : BPCL583493800
- g) The original BG should be submitted along with print out of SFMS Delivery report from the BG Issuing Bank Branch.
- h) SFMS BG will help in faster verification of BGs and prompt release of payment to vendors.

Important Notice

Sr.No	Description
001	Quotation received after due date will not be entertained
002	Your quotation must specify exact amount or percentage discount, GST, Charges, Transport, Packing & forwarding, etc. as applicable.
003	In case you are unable to quote, kindly send the quotation with a regret for our records. Non-receipt of a regret will adversely affect your vendor rating.
004	No quotation will be accepted without your rubber stamp and signature.
005	Your quotation must be strictly in enclosed envelope indicating Collective RFQ No., RFQ No. and due date.
006	For all future correspondences please mention the vendor code Collective RFQ Number & RFQ Number.

LIST OF ENCLOSURES

To:M/s. BPCL ESTIMATE MUMBAI - 400038 India (300648)

-----Tear off Portion to be pasted on the envelope containing offer-----

Collective RFQ No. : 1000455398

Our Reference:
RFQ No. : 6001931401
Subject:

Due Date : 25.05.2026
Due Time : 14:00:00

To,
BHARAT PETROLEUM CORPORATION LTD-MUMBAI REFINERY
P & CS DEPT .SOUTH BLOCK, 2ND FLOOR,
MAHUL, CHEMBUR,
MUMBAI
400074

Purchase Group : N18-P&A/MMPL SERVICES

INTEGRATED FACILITY MANAGEMENT (IFM) SERVICES

Index

Following Services are included in the tender: -

Sr. No.	Description of Items
1	BPCL Staff Colony, Chembur: I. Housekeeping & Waste Management Services II. Horticulture/ Gardening works. III. Helpdesk Assistance at Estates Maintenance Office (EMO) IV. Operation & Maintenance of Swimming pool V. Operation and management of the health club and Spa VI. Operation and maintenance of all Sports Facilities VII. Pest Control Services
2	BPCL Refinery Sports Club I. Housekeeping & Waste Management Services II. Horticulture/ Gardening works. III. Operation & Maintenance of Swimming pool IV. Operation and management of the health club V. Pest Control Services
3	BPCL Staff Quarters Vashi/EIL Building I. Housekeeping & Waste Management Services II. Operation & Maintenance of Health club III. Pest Control Services
4	Contract Management

Note: - Refinery Sports club Horticultural service shall be executed after the intimation from Refinery HR dept, since existing workers at Sports club workers are court protected.

Properties under Scope of Work with detailed Address:

- A. BPCL Staff Colony, RC Marg, Aziz Baug, Chembur- 400 074.

- B. BPCL Staff Quarters, Plot No. 50, Sector-17, Vashi, Navi Mumbai- 400 703/EIL Building.
- C. BPCL Refinery Sports Club, Laxmi Nagar, Near Mysore Colony Monorail Station, Chembur(E)- 400 074.
- D. BPCL Refinery Beach Huts

Table of Property Details				
A.	BPCL Staff Colony, Chembur			
Sr. No.	Block No/Structure	Structure Type	No. of Flats	Area per Flat (Sqft)
1	Bungalow No. 1	Ground	1	3492
2	Bungalow No. 2	Ground	1	3492
3	Bungalow No. 3	Ground	1	3492
4	Bungalow No. 4	Ground	1	3492
5	Bungalow No. 5	Ground	1	3492
6	Bungalow No. 6	Ground	1	3492
7	Block No. 1	G+2	6	2770
8	Block No. 2	G+2	6	2770
9	Block No. 3	G+2	6	2770
10	Block No. 4	G+2	6	2156
11	Block No. 5	G+2	6	980
12	Block No. 6	G+2	6	980
13	Block No. 7	G+2	6	980
14	Block No. 8	G+2	6	980
15	Block No. 9	G+2	6	980
16	Block No. 10	G+2	6	980
17	Block No. 11	G+2	6	980
18	Block No. 12	G+2	6	980
19	Block No. 13	G+2	6	980
20	Block No. 14	G+2	6	980
21	Block No. 15	S+3	6	1790
22	Block No. 16	S+3	6	1790
23	Block No. 17	S+3	6	1790
24	Block No. 18	S+3	6	1790
25	Block No. 19	S+3	6	1790
26	Block No. 20	G+7	16	980
27	Block No. 21	G+7	16	980
28	Block No. 22	G+7	16	980
29	Block No. 23	S+7	14	1790
30	Block No. 24	G+7	16	980
31	Block No. 25	G+7	16	980
32	Block No. 26	G+7	16	980
33	Block No. 27	S+7	14	1790
34	Block No. 28	S+7	14	1790
35	Block No. 29	S+7	14	1790
36	Block No. 30	S+7	14	1790
37	Block No. 31	G+7	16	980

38	Block No. 32	G+7	16	980
39	Block No. 33	G+7	16	980
40	Block No. 34	G+7	16	980
41	Block No. 35	G+7	16	980
42	Block No. 36	G+7	16	980
43	Block No. 37	S+13	54	680
44	Block No. 38	S+13	54	680
45	Block No. 39	S+11	42	1790
46	Block No. 40	S+18	36	1790
47	Trombay Club	G	1	6000
48	Changing Room, Party Hall & Guest Room	G+1	1	5500
49	Badminton Court & Health Club	G	1	9000
50	Tennis Court & Basket Ball Court	G	1	6000
51	Substation	G	1	6300
52	Telephone Exchange	G	1	1200
53	Aziz Baug Gate House	G	1	1000
54	Vasi Naka Gate House	G	1	2400
55	Estates Office	G	1	2000
56	Lilliput Nursery	G	1	3000
B	BPCL Staff Quarters, Vashi, Navi Mumbai			
1	Block	G+4	38	980
2	Vashi Club	G	1	1960
3	EIL Building	G +4	12	680
C	BPCL Refinery Sports Club			
1	Sports Club Building	Basement + 1	1	8800
2	Health Club & Changing Room	G	1	2500
3	Drama Hall	G+1	1	6000
4	Security Gate & Cabin	G	1	300
5	Open Parking Area	G	1	6000
6	Stadium Seating area & Gallery	G	1	11000

Note:- Above mentioned areas are only indicative Built up areas of flats. Bidders are requested to visit the site, for knowing the common areas of Buildings and surrounding before submitting bid.

BROAD SCOPE OF WORK:

STANDARDS OF PERFORMANCE

Standards of performance are an outline of general expectations of service level, but are not meant to replace or supersede the latest industry standards or materials and equipment manufacturers' recommendations.

Each of the Service Provider's staff shall be equipped with the necessary tools, tackles, equipment and consumables to carry out the proper services as specified. These shall be available and in possession of the Service Provider's staff at all times while carrying out their duties.

Service Level (Acceptable Quality): The level of services as outlined in the Specifications shall consistently be maintained. During the Contract period, BPCL will conduct inspection of the facilities based on the prevailing industry standards for facility management.

The scope of work shall include but not limited the following:

1. The brief scope of services to be rendered under the contract shall broadly include the following items of work and rate shall include the following:

1. BPCL Staff Colony Chembur & Vashi and BPCL Refinery Sports Club :

1. General Housekeeping, waste management like door to door dry & wet waste collection, segregation of garbage, Vermi-composting and Organic Waste convertor machine.
2. Internal Housekeeping & up keeping services at 6 Nos of Bungalows in Chembur colony.
3. Horticulture/ Gardening works.
4. Helpdesk Assistance at Estates Maintenance office.
5. Providing pest control measures/services in flats / common areas.
6. Swimming pool Operation & maintenance.
7. Operation and management of the health club and Spa.
8. Trombay Club & Visawa maintenance
9. Operation and maintenance of all Sports Facilities
10. Operation and maintenance of MY Gate

2. Contract Management Services

1. Overall coordination with SOR/AMC vendors, OEM vendors and other Service Providers.
2. Follow-up with contractors on daily basis for the job completion by the respective Bidders.

3. Checking and Monitoring of execution of Civil, Electrical and soft services jobs as per the standard procedures, guidelines and as per IS Codes. Checking of 100% measurements at site, Verification and Certification of invoices of all maintenance vendors. Checking of all contractor's incoming material w.r.t to contract specification and checking/signing the challans and material test certificates. Keeping record of incoming and outgoing material and preparing reconciliation statements for the same.
 4. Preparing Standard Operating Procedures (SOP), Checklist, Quality Assurance Plan, drawings etc. for the jobs. Preparation of Tender documents including Bill of quantities and schedule of rates, estimation of quantities from drawings/site measurement.
 5. Preparing daily report of all estates maintenance activities.
 6. Liaison with local authorities of electric supply, water supply, BMC, fire authorities, drainage etc for reporting failures in case of emergencies.
 7. All works shall be carried out as per the specification as mentioned and as directed by the Officer in charge of the BPCL.
2. Broad nature of services to be provided area wise is as follows but not limited to the following:

Sr · No.	Area	Activities					
		Housekeeping & Waste Management	Horticultural Works	Pest Control Services	Helpdesk Management Services	Swimming Pool Operation	Health Club and Spa Operation
1	BPCL Staff Colony, Chembur	Yes	Yes	Yes	Yes	Yes	Yes
2	BPCL Staff Quarters, Vashi	Yes	No	Yes	No	No	No
3	BPCL Refinery Sports Club	Yes	-	Yes	No	Yes	Yes

ROLE AND RESPONSIBILITIES OF MANPOWER PROVIDED:

1. Estates Manager:

- a) Estate Manager shall be a single point of contact for Integrated Facility Management Services for BPCL Staff Colony, Chembur, Vashi & Sports Club for BPCL Officer in charge for intimation about any issues in execution of the contract in all respects and getting the same resolved.
- b) He/she shall be responsible for all the activities to be carried out in for BPCL Staff Colony, Chembur, Vashi & Sports Club and shall also be responsible to adhere to contract terms and conditions.
- c) Estate manager shall prepare daily, weekly and monthly work status reports to submit to BPCL.

2. Facility Manager – Technical:

- a) Facility manager Technical has to coordinate all technical activities related to maintenance. He/she has to design and execute the system for smooth and continuous operation of maintenance activities.
- b) Contract Management of all civil/electrical/other technical must be done by facility manager technical including preparation of new tenders as per requirement.
- c) Facility manager technical shall check all contractor's incoming material w.r.t to contract specification and checking/signing the challans and material test certificates. He/she shall keep records of incoming and outgoing material and preparing reconciliation statements for the same.
- d) Preparation of contract closure notes as per BPCL format.

3. Facility manager – Club:

- a) Facility manager Club has to look after day-to-day activities of club and associated facilities and coordinate to run the club smoothly.
- b) Club manager has to coordinate with facility manager to carry out maintenance related works of the club and associated facilities.

4. Facility Executive-Technical (Civil & Electrical) :

- a) Facility executive has to supervise and co-ordinate engineering maintenance (break down and preventive) activity of their designated areas including arrangement of materials/consumables from respective ARC vendors.
- b) He/She also has to ensure smooth operation of all engineering services provided at staff colony, Chembur, Vashi & sports club i.e. Civil, Electrical, Carpentry, Painting, Plumbing, Pump operation & maintenance, Pest control, Servicing of water purifier, Servicing of lifts, fire fighting facility, Tata Sky services, Road works etc. Also, he has to check 100% measurements, checking of work executed by contractor w.r.t contract specifications & verify and certify bills of contractors.
- c) Facility Executive should be technically knowledgeable to handle these systems. All technical manpower will report to Facility Executive.
- d) He/She has to co-ordinate with OEMs for on time preventive and breakdown maintenance of various equipment. He/she will ensure that all records of AMCs, preventive and breakdown maintenance of various equipment, equipment history etc. is being maintained. Also, he shall supervise and co-ordinate with other vendors for execution of maintenance, minor renovation related activities.
- e) He/She shall liaise with other agencies including local Govt. Bodies, utility service providers. He shall be responsible for planning, implementation and compliance of various HSSE activities, e.g. Fire Mock drills, Fire/electrical audit recommendations, etc.
- f) Facility Executive shall be responsible for ensuring proper asset management including physical verification of BPCL assets.
- g) He/She shall maintain a single point of contact for company officials for Integrated Facility Management Services for their designated area and for BPCL Officer in charge for intimation about the issues and getting the same resolved.
- h) He/She shall be responsible for all the activities to be carried out in their designated area and shall also be responsible to adhere to contract terms and conditions.

- i) He/she shall coordinate with respective contractor and govt. body for water management in BPCL Colonies.

5. Facility Executive-Soft Services :

- a) Facility Executive- Soft Services has to supervise and co-ordinate housekeeping activity, pest control services, waste management co-ordination and liaisoning with other agencies including local Govt. Bodies.
- b) This shall also include arrangement of materials/consumables required for the job. He/ She shall be a single point of contact for company officials for Integrated Facility Management Services for their designated area and for BPCL Officer in charge for intimation about the issues and getting the same resolved.
- c) He/She shall be responsible for all the activities to be carried out in their designated area and shall also be responsible to adhere to contract terms and conditions.
- d) Facility Executive- Soft shall supervise and coordinate Housekeeping and up keeping services of Bungalows.

6. Facility Executive-Horticulturist :

- a) Facility Executive-Horticulturist has to supervise and co-ordinate all Horticultural/ gardening maintenance and development of gardens, parks and lawns activities at BPCL Staff Colony, Chembur and BPCL Refinery Sports Club.
- b) He/she have to provide inputs for lining up of contract for the garden developmental jobs.
- c) Facility executive has to liason and co-ordinate for Tree Plantation activities. He/she shall liaise with other agencies including local Govt. Bodies for any Horticultural works events/works. Also, he shall supervise and co-ordinate with other vendors for execution of garden developmental/ maintenance jobs, minor civil renovation related to garden activities.
- d) He/She shall be responsible for planning, implementation landscaping/ gardens related activities.
- e) He/She shall maintain a single point of contact for company officials for Integrated Facility Management Services for Horticulture jobs and for BPCL Officer in charge for intimation about the issues related to Horticultural works and getting the same resolved.
- f) He shall be responsible for all the activities to be carried out in their designated area and shall also be responsible to adhere to contract terms and conditions.
- g) He/She shall responsible for planting / maintaining perennial & Seasonal flowering plants at different locations.
- h) He/She shall maintain inventory record of trees, newly planted trees and fallen/dead trees inside the Chembur colony & refinery Sports Club.
- i) He/She shall ensure the stability of trees by trimming the branches and supporting the trees.
- j) He/She shall ensure for tree trimming before the monsoon and obtaining required permission from BMC.

7. MIS Executive:

- a) MIS Executive shall handle all phone calls and manage internal & external customers timely and professionally. Receive and greet all residents/visitors in a professional,

pleasant and warm manner. He/She should possess good professional image, excellent phone mannerism and enthusiasm in customer service. Pro-active and highly resourceful. Proficient in MS Word, Excel.

- b) Provide (for stated time period) helpdesk facility to receive, coordinate, monitor & execute the user requests covering all facilities related support services.
- c) Operate the specially designed helpdesk software which should be voucher based. All complaints received through e-mails, complaint vouchers, telephonic complaints shall also be registered and voucher number shall be generated.
- d) Tracking and closure of all the complaints within stipulated timeline.
- e) Follow up and obtaining telephonic feedback for all complaints and generating report.
- f) Generate the MIS reports, document management which will form a part of monthly reports.
- g) Tracking and maintaining record for all AMC services.
- h) Tracking of all utility services bills.
- i) Overall supervision of the helpdesk assistants deployed under the contract.
- j) Follow-up with AMC/SOR vendors on daily basis for the job completion by the respective Bidders.
- k) Continuous feedback from occupant regarding complaints.
- l) Lining up of jobs/change of time for jobs to be carried out as per resident's requirement and ensuring timely completion of these jobs.
- m) Closing of job vouchers in the system on daily basis.
- n) Keeping track of pending job vouchers & ensuring timely completion of the jobs.
- o) Preparing various reports and updating as per progress.
- p) Data analysis/trend analysis and one-to-communication with AMC/SOR vendors supervisor/engineer regarding pending jobs, causes of delay etc.
- q) Overall co-ordination with company staff for execution & timely completion of maintenance jobs.
- r) Bidders shall ensure that whenever any of the helpdesk manager/supervisor goes on leave, they will provide suitable replacements otherwise penal deductions will be made from their monthly bills.
- s) Generation of MIS reports which will form a part of monthly reports.
- t) Tracking and maintaining record for all AMC services.

8. Front Desk Executive:

- a) Provide Front desk reception duties for the office which includes handling of all phone calls and manage internal & external customers timely and professionally.
- b) Receive and greet all residents/visitors in a professional and warm manner. Assist in General Office administration.
- c) Possess good professional image, excellent phone mannerism and enthusiasm in customer service. Pro-active and highly resourceful. Proficient in MS Word, Excel.
- d) Registration of complaints of residents on online package OESS.

9. Housekeeping Supervisor:

- a) Housekeeping Supervisor shall report to Facility Executive (Soft). He has to supervise and co-ordinate day to day housekeeping activities inside the BPCL Staff Colony, Chembur, Vashi & Sports Club including arrangement of materials/consumables required.

- b) He/She shall supervise housekeeping including regular cleaning of common areas of all the residential buildings, Terraces, Bungalows, Trombay club including all sports facilities, Building stilts areas, staircases, landings, common toilets, security cabins, vacant flat cleaning including all the nooks and corners etc.
- c) In addition to above, He/She shall perform the following jobs and any other job as directed,
 - d) Assigns workers to duties, such as collection of door to door dry & wet waste, collection of waste in to waste segregation area by proper vehicle management, OWC operation etc.
 - e) Awareness/ inform residents, maid servants if dry and wet waste is not segregated properly at source.
 - f) Manage waste collection of all residents.
 - g) Monitoring & maintaining proper of dry and wet waste segregation.
 - h) Coordination with MCGM/other authorities for Dry waste disposal.

10. Housekeeping Worker:

Carry out housekeeping and other related works mentioned in scope of work under supervision of Housekeeping Supervisor as required. Housekeeping and up keeping worker shall carry out Dusting, Sweeping, Mopping, Cleaning and wiping of floors, cleaning of Bathrooms/Toilets inside the Bungalows and Flats in Block No. 1-4 etc.

11. Gardening Supervisor:

Gardening Supervisor shall report to Horticulturist. He shall perform the following jobs and any other job as directed.

- a) Assigns workers to duties, such as lawn mowing, trimming of hedges, spreading of manure/red soil wherever required, cultivation, harvesting, maintenance etc.
- b) Maintenance of Nurseries located inside Chembur staff Colony, Maintenance & development of kitchen Garden of Bungalows.
- c) Plantation of Seasonal Flowers/ cutting plantation
- d) Managing regular removal & disposal of garden waste/ fallen tree branches, Tree trimming (along with coordination with BMC and other govt. authorities), maintaining rock gardens, flower pots.
- e) Maintaining Cricket pitches & ground and surrounding gardens of sports club.
- f) Estimates work-hour requirements to plant, cultivate, or harvest, and prepares work schedule.
- g) Confers with management to report conditions, plan planting and harvesting schedules, and to discuss changes in fertilizer, herbicides, or cultivating techniques.
- h) Drives and operates heavy machinery i.e power roller for cricket pitch.
- i) Maintains records of employees' hours worked, and work completed.
- j) Prepares and submits written or oral reports of personnel actions, such as performance evaluations, hires and discipline.
- k) Trains employees in horticultural techniques, such as transplanting and weeding, shearing and harvesting trees.
- l) Inspects facilities/garden equipments to determine maintenance needs.
- m) Observes plants, flowers, shrubs, and trees in nursery and colony areas to ascertain condition.
- n) Shall ensure that horticulture is maintained at respective locations at all times.

12. Gardener (Skilled Staff):

- a) Gardener has to carry out Gardening/ Horticulture and other related work under supervision of Gardening Supervisor.
- b) He shall carry out skilled activities such as lawn mowing, trimming of hedges, spreading of manure/red soil wherever required, cultivation, harvesting, maintenance of plants in nursery etc.
- c) Gardener should have experience of kitchen gardening and knowledge of leafy, fruit & seasonal vegetables, seed germination and cultivation process.

13. Gardening Worker:

Carry out horticultural and other related works mentioned in scope of work under supervision of Gardening Supervisor as required.

14. Garbage/ Segregation Worker:

Carry out Garbage/Segregation, door to door collection and other related works mentioned in scope of work under supervision of Garbage/Segregation Supervisor as required.

15. Driver and Helper for Garbage collection:

Collection of dry and wet waste in to vehicle and drop the same in to waste collection area and other related works for garbage/segregation collection.

16. Organic Waste Converter (OWC) Operator:

- a) Operator shall carry out daily operation and maintenance of Organic Waste Converter (OWC) unit and sustain the same throughout the contract period.
- b) He/She should check daily healthiness of OWC machine and associated system like shredder & single curing system.

17. Fitness Trainer:

- a) Fitness Trainer would be in charge of the body measurement and planning of exercise & cards shall be made as per the requirement of individual members.
- b) Fitness Trainers shall behave in pro-active manner and guide the members on use of Gym equipment, conduct free-hand exercises and weights training. Ensure proper use of equipment, allocation of equipment so that it is uniformly available to all members, preventing misuse of the equipment and maintaining the general discipline of the premises.
- c) Fitness trainers are expected to spend all their time on exercise floor. In case they observe any wrong posture, wrong method followed by any member, then they have to correct the person immediately. As per members physical condition, work out to be given.
- d) Fitness trainers shall carry "stretches" for members after completion of exercise, as per member's health condition.
- e) In case of any failure of any gym equipment, the same shall be promptly taken up with the Club Manager.
- f) Trainers deployed shall be knowledgeable in their field & behave in friendly & cordial manner.

- g) New members shall be encouraged to join the gymnasium & all others shall be encouraged to continue.
- h) Harsh language, body gestures shall be avoided, at the same time basic discipline shall be maintained

18. Dietician:

- a) The dietician shall guide the members on eating habits, balanced diets.
- b) Dietician shall have positive influence on members. Overweight/ obese persons shall not be nominated as dietician.
- c) As per request, proper chart of diet along with exercise schedule shall be given to individual members.
- d) Necessary follow-up with members, trainers shall be carried out by dietician to monitor individual persons.
- e) Records of weight profiles and weight management of the members & their dependents shall be maintained.
- f) Health aspects with regard to diet along with weight loss, weight management, weight gain and clinical aspect of the members through diet recall of the client and planning the balance eating pattern.

19. Spa Attendant Cum masseur:

- a) Spa attendant cum masseur shall guide members in taking spa.
- b) He/She shall operate the Steam/Spa equipment as per the member's requirements.
- c) He/She shall provide therapeutic massage to member according to the member's health requirements.
- d) He/She shall manage all consumables like therapeutic oils, cleansing materials, towels (including washing & ironing), massage table disposal sheets etc. required for operating the Spa & massage room. Consumables required by masseur shall be arranged by service provider.

20. Housekeeping worker of Health Club :

All the cleaning / housekeeping works of Health Club, Massage & steam room involve following:-

- a) Daily Twice:- cleaning of all gym. equipments, work benches, treadmills, cycles, all exercise equipments and cleaning of wet areas like massage room, steam room and showers. Sweeping the floor, mopping the floor with disinfectant/ phenol cleaner, cleaning the mats with wet cloth, cleaning all window pans, doors, mirrors, and attached toilet.
- b) Daily Once:- Cleaning of walls, ceilings from all dust, dirt, cobwebs.

Above cleaning activities are basic & bare minimum. In addition to above, health club operator to maintain basic cleanliness of all equipments, all time. All consumables for cleaning shall be in the scope of bidder.

21. Swimming Housekeeping Worker:

Carry out cleaning of swimming pool, aeration fountain and surrounding area mentioned in the scope of work. Utmost care to be taken so that surrounding dust, dirt, dry leaves need not enter swimming pool.

During vacation period & summer coaching camp, swimming pool water to be cleaned twice a day. All dry leaves, foreign particles are to be removed immediately from swimming pool water.

22. Lifeguard:

Services of competent, certified lifeguard who is well versed in swimming to be provided during normal working hours of swimming pool. While going for refreshment or any temporary break, the Lifeguard shall mandatorily place a clearly visible board stating '*LIFEGUARD IS NOT ON DUTY*' at the poolside.

Lifeguard shall maintain constant surveillance of swimmers in the facility and ensure that swimmers including learners are safe and not having any trouble in swimming. In case of any incident of drowning of swimmers, lifeguard shall immediately rescue the person. Lifeguard should be aware of first aid precautions.

The service provider shall ensure the continuous presence of a minimum of one certified lifeguard during all swimming pool operating hours. The swimming pool shall not be opened or operated at any time in the absence of a lifeguard.

23. Assistant/Helper for Business Centre :-

Carry out housekeeping- Dusting, Sweeping, Mopping, Cleaning and wiping of floors, cleaning of Bathrooms/Toilets inside the Business centre. Operation of Projectors, TVs, Video Conferencing, ACs and other allied equipments, Handling of pantry Activities and other related works of Business centre.

24. Lift Operator

- a) Lift operator must do daily check of all lifts in Colony and submitting report for the same in both the shifts on daily basis. Daily check will include checking of landing and car indication lamps, car lights, fan, telephone, operating panels, indication panels, alarm system of the lift and checking the overall cleaning and housekeeping of the lifts. Emergency systems like ARD and Emergency light of the lifts have to be checked for operational condition regularly once a week in coordination with Estates Technician. Any irregularities found has to be reported immediately to Estates Office and also mentioned in report.
- b) Lift operator also has to Check lift operation on a daily basis by travelling in the lifts, moving to all the floors, stop at each floor, call & take other lift, & similarly check for other lift of the building & ensure that the lifts are stopping at all the floors & they are responding to the user call in case other lift is busy.
- c) Technician has to be adept for man trap rescue operation of all lifts. In case of man trap situation, technician has to reach the lift site immediately and follow the standard procedures for rescue of the trapped person, like switching off power supply, opening the lift door with the standard key and rescuing the person. Technician will be assisted in all such situations by Colony Security personnel's. Vendor has to ensure lisasoning with OEM's and providing regular lift safety training for all lifts to the technician stationed at Colony. BPCL Estates Office will provide assistance to the Vendor in arranging all such safety trainings inside BPCL Colony premises. The man power provided for the job should have atleast 5 years experience working with lift systems and should be familiar with all system functioning.

Note:

- 1. Above mentioned roles and responsibilities are only indicative. There may be change or additions in role and responsibilities as per site and working conditions. No extra charges will be paid for the same.**
- 2. Mobile instrument along with mobiles service connection has to be provided by service provider/bidder to management staff and all supervisors. Monthly usage bill of these mobile connections will be borne by Service provider/bidder. Bidder has to consider the same while quoting.**

Shifts-

General- 0800 to 1700 Hours

1st shift- 0700 to 1600 Hours

2nd shift- 1400 to 2300 Hours

3rd Shift- 2300 to 0800 Hours

Working days- 6 days in a week for all services except Housekeeping & waste management Services. Housekeeping services shall be provided for all days throughout the year.

Above mentioned shift timings are only indicative. There may be change in shift timings as per site requirement.

Minimum qualification and experience required for above mentioned manpower shall be provided as per the **(Annexure-I)**.

Service provider has to provide break-up of the salary provided for all workers (Skilled & Unskilled) as per attached **Annexure-II**.

The Service Provider shall pay to labour(Skilled / Un-skilled) deployed at BPCL wages not less than the **MONTHLY** minimum wages as applicable or revised from time to time at Mumbai, Navi mumbai **(The higher of Central or State minimum wages are applicable)**. **Changes in Minimum Wages as per Govt. regulation will be paid on actual. Any increase/decrease in minimum wages shall be given only on statutory minimum wages payments. However there will not be any escalation given for Administration, other than statutory allowance & Overhead charges, cost for uniforms, Shoes, Badges, Caps, charges for Back-ground verification, Labour Licence etc. or any other fixed/extra allowances or expenses incurred by service provider other than minimum wages defined by Govt. Authorities.**

Annexure-II is uploaded in Tender document. Bidder has to download the same, fill the above mentioned minimum wages in this annexure, sign and upload in tender. This break-up will be opened with Price Bid.

Other Annexures are also uploaded in Tender. Bidder is required to download, sign and upload the same in tender. These annexure other than wage break-up will be opened with technical bid.

The manpower deployed by the Bidder under this contract shall be entitled to observe four (4) National Holidays, namely: 26th January (Republic Day), 1st May (Maharashtra Day), 15th August (Independence Day), and 2nd October (Mahatma Gandhi Jayanti). Sundays shall be treated as the weekly day of rest, except in respect of manpower deployed under the 365-days working category. The Service Provider shall ensure compliance with all applicable labour laws by providing casual leave and declared national holidays to all deployed manpower. The Service Provider shall further ensure that such leave entitlements do not result in any disruption to routine colony operations, by arranging suitable replacements or alternative manpower as required, at no additional cost to BPCL.

DETAILED SCOPE OF WORK

Housekeeping & Waste Management Services for BPCL Staff Colony Chembur, Refinery Sports Club & Staff Quarters at Vashi.

The Housekeeping works under this contract are required to be done in BPCL Staff Colony Chembur, Refinery Sports Club & Staff Quarters at Vashi.

The following are the Major activities included in the scope of work:

- I. General Housekeeping
- II. Housekeeping & Up keeping Services for 6 nos of Bunglows in BPCL Staff Colony, Chembur
- III. Door to door garbage collection, segregation and disposal, Vermicomposting and operation of OWC composting machine

Housekeeping Machinery/Equipment, Value Added Equipment and Housekeeping Supplies & Consumables shall be in the scope of bidder. Housekeeping Machinery/Equipment provided by service provider will remain their property and service provider can take back these Machinery/Equipment after end of the contract.

Service Provider shall be paid lumpsum amount every month for providing of Housekeeping & toilet cleaning Equipment/Machinery Rental and Value added & Toiletries, Cleaning Consumables, Garbage Bags, etc as per scope of work of General Housekeeping & door to door garbage collection, segregation & disposal, Vermicomposting and operation of OWC composting machine. However, consumable material for internal housekeeping of 6 nos of Bunglows shall be provided by individual residents. In order to have better understanding of the consumption of items, service providers shall visit the site and understand the requirement as per the site conditions. No

extra amount shall be paid if the value of consumable items is higher than the monthly lumpsum quoted rate. Services should not be affected for the delay in procurement of Housekeeping Machinery / Equipment and Value added products.

This list is not exhaustive but only to serve as guidelines for the Scope & any additional areas within the areas not mentioned specifically hereunder shall also be part of the regular housekeeping works.

I. General Housekeeping:

A. Chembur staff colony:

- a) Common areas of all the residential buildings, Blocks, Bungalows, Trombay club, including all multi-story buildings and their stilts, staircases, landings including all the lifts, all common & surrounding area of the buildings, open paved area, cemented areas, surrounding areas of the buildings, road pathways, parking areas, all open areas, open/covered Car parking as well as stilt parking area, Jogging tracks and complete surrounding areas and surrounding area of servants quarter, solar panels of buildings & Trombay club etc.
- b) All plumbing ducts of all buildings etc.
- c) Trombay Club:- Entire Trombay Club complex including the hall, D-Circle, Restaurant, Visawa, Rendezvous room, Trombay High room, Trombay club kitchen, Manger room, Store room, rest rooms, swimming pool area including changing rooms, all sport facilities, reading room, surrounding area of In & Out store and all common passages around Trombay Club.
- d) All security gate cabins/houses at Vashi Naka & Aziz Baug including its entrance.
- e) Nursery School, Telephone exchange, Colony substation building and its surrounding area, Lift machine rooms, Meter rooms and surrounding areas etc.
- f) Garden pathways, tracks, walkways, steps garden sheds, bore well sheds, rooms below the staircases & garden & pathway light fittings etc.
- g) Toilet blocks in Staff Colony:- Toilet blocks at Trombay Club premises, (Main hall, staff toilet, Guestroom toilet and both changing rooms), common toilet blocks for contract labour behind badminton Court, toilet block in nursery, toilets & bathrooms of Azizbaug & Vasi naka security gates, toilet blocks provided below the stilt area of buildings.
- h) Estates Maintenance office area: - Entire Estates Maint. Office including contractor yard, mess room, office toilets and surrounding area.
- i) Daily cleaning of Main roads and internal colony roads will not be a part of this contract. These jobs shall be carried out by other vendor by using Mechanized cleaning Machine.**

B. Sports Club:

Sports Club complex including Main building, gymnasium, changing rooms, toilet blocks, basement, stage building, rehearsal rooms, kitchen block, open paved car parking area/open car parking area, store rooms, Meter room, security cabins, seating galleries and swimming pool surroundings area etc. The Terraces of all club buildings, Roads and pathways.

C. Vashi Colony:-

Common areas such as Terraces, passages, lifts, staircases, landings, Vashi Club, security gate cabins, children play area etc. Toilet block in Vashi Club, pump houses etc. Watering of Flower beds & potted plants on daily basis, cleaning of parking area etc.

The detailed procedures of work shall be as below:

A. Floor cleaning & other miscellaneous cleaning works:-

1. Disinfecting & swabbing the floor areas at club premises, security cabins, common areas of all Residential buildings (40 nos) & Bungalows (6 Nos) including staircase landings etc. It also includes skirting, dado, shelves etc. and including all nooks & corners to remove dirt, dust, waste papers etc. & disposal of the same. This will have to be carried out in the morning hours on daily basis.

Swabbing/wiping shall be done with disinfectant & water. Washing of the staircases shall be carried out on regular basis and as and when required.

Bidder has to ensure that, while cleaning staircase/lobbies, water shall not enter inside the lift shaft & electrical duct/meter rooms. In case of any incident, recovery shall be done from bidder for damages caused to lift/ electrical duct/meter rooms.

2. Removing of doormats, dusting it & replacing it in the same locations on daily basis.
3. Wooden floors at Trombay Club & other areas should be cleaned as per routine schedule with disinfectant & water etc.
4. Chequered Tiles/Pavor Block surface area shall be cleaned by using high pressure jet machine/pump as and when required or as directed by site In-charge.

B. Cleaning of vacant flats:-

The vacant flats are to be deep cleaned as and when required basis or as directed by site In-charge. This will have to be carried out by sweeping, cleaning, dusting, washing and swabbing etc including cleaning & removing of garbage, dust, papers, unwanted materials etc from the Vacant flats. Bathrooms & toilet windows, louvers to be cleaned properly. In case of any complaints before occupation, same vacant flat has to be cleaned again without any extra cost to BPCL.

C. Toilet blocks:

1. Floors & tiled portions of wall, MS/stone/brick partitions are to be disinfected by washing with water & detergent disinfectant on regular basis & as per schedule.
2. Urinals, water closets, wash basins etc, shall have to be thoroughly disinfected daily with approved cleaning agent, remove chockages if any.
3. Mirrors & glasses of doors, windows will have to be wiped once a week with approved glass/minor cleaning agents.
4. Sanitary fittings, soap dispensers, flush tanks, towel rods & other fittings are to be wiped with suitable cleaning agent(so that they do not rust) on daily basis.
5. Toilets will have to be kept disinfected and hygienic with absolutely no stink.
6. Urinal Fresheners to be kept in every urinals once in 15 days or as & when required basis.
7. Septic tanks to be emptied by calling gully sucker or other mechanical means whenever they are full and on periodic basis.

D. Exteriors of buildings:

- i. Terraces, parapets, staircase & hand railings are to be swept/clean as & when required basis.
- ii. All external walls, chajjas & other surfaces of the bungalows & Block No. 1-4 buildings etc. will have to be cleaned as per the schedule.
- iii. All common area fans, lifts including mirror to be cleaned on daily basis by using cleaning agents. Odour removal / Fresheners to be used/kept on regular basis.
- iv. Pathways, drains, paved areas etc.
 - a) All pathways will have to be wiped of leaves, dirt, rubbish etc. on daily basis by sweeping.
 - b) The paved areas will have to be kept clean of moss, mud etc, at all times especially during monsoon by using wire brush & disinfectant like bleaching powder etc. If required, high pressure jet machine shall be used.
 - c) All gutters, drains, channels etc. around all buildings & in the entire premises will have to be cleaned of fallen leaves, debris as & when required basis & free flow of water should be ensured at all times.
 - d) Choked/overflowing gutters, all types of drains chambers etc. are to be cleaned as and when required basis.

E. Pre-monsoon jobs to be carried out at BPCL Chembur Colony, Sports Club & Vashi Colony:

1. Prior to monsoon rains, all the storm water drains (Open drains as well as covered drains including Nallah etc) at BPCL colony & sports club and Vashi colony shall be cleaned by removing silt, muck, dry leaves, paper, plastics, tree branches, debris etc. The debris shall be disposed outside the colony to ensure free flow of water. The storm water drains etc. shall be cleaned whenever there is stagnation of water due to any blockage or silt accumulation in the drains.
2. All the terraces, terrace down take pipes (using pressure jetting machine), parapet walls, staircase terrace Tops, ducts etc of all the Buildings, Blocks, Bungalows, Substation, pump

rooms, gate houses etc are to be thoroughly cleaned. Bidder shall complete all the pre-monsoon jobs before 31st May without fail.

3. Disposal of debris generated through Pre-monsoon job activities shall have to be disposed off outside the colony, sports club and Vashi Colony. Disposal has to be done in such a manner as not to draw any objection from the Municipality or without creating environment nuisance to anybody or other residents etc. and shall be disposed off at authorized areas nominated by the local authorities (MCGM). Bidder shall indemnify corporation of any responsibility on this account. Bidder will not be allowed to store debris at many places and not more than one truck load; the debris stored on account of Housekeeping & Pre-monsoon job activities debris at the allocated places should be removed on regular basis.

F. Jobs to be carried out during monsoon:

1. All the terraces of the buildings including clubs, blocks, substations, gate houses, Lilliput nursery and bungalows will have to be kept clean & free of dry leaves on daily basis throughout the monsoon period/rainy days for which Bidder shall depute dedicated male labours. Bidder shall keep suitable manpower on all days including Sundays and holidays for such jobs.

Bidder shall also keep required manpower for any emergency work like flooding, overflowing, major chockage, road clearing etc for extended hours (other than normal working hours) if required.

2. All storm water drains, water outlets, Nallah, drains including covered drain, all chambers, low lying areas, parapet walls and terrace drain pipes etc. will have to be kept clean throughout the year especially extra care to be taken during monsoon on daily basis. Cleaning of water outlets will have to be done to ensure that there is no water stagnation on the terraces, chajjas etc. No separate payment shall be made on account of this.
3. All the pathways drive ways, parking areas, paved areas including jogging Track and surrounding areas of all the buildings, Bungalows and Trombay club, Lilliput Nursery etc have to be cleaned properly on daily basis. During monsoon, Bidder shall spread Bleaching powder (Required quantity) on the building approach roads, main entrances, parking areas, Plinth of the buildings, walk ways, pathways, Jogging Track, paved areas & steps etc. as and when required basis to make the areas free from mud, dirt, moss.
4. Supervisor shall visit all terraces of all buildings including bungalows and club areas on daily basis and ensure no chockage/water accumulation on terraces during rain.
5. Disposal of debris generated during monsoon period job activities shall have to be disposed off outside the colony, sports club and Vashi Colony. Disposal has to be done in such a manner as not to draw any objection from the Municipality or without creating environment nuisance to anybody or other residents etc. and shall be disposed off at authorized areas nominated by the local authorities (MCGM). Bidder shall indemnify

corporation of any responsibility on this account. Bidder will not be allowed to store debris at many places and not more than one truck load; the debris stored on account of Housekeeping & during monsoon job activities debris at the allocated places should be removed on regular basis.

II. Door to door garbage collection, segregation and disposal, Vermicomposting and operation of OWC composting machine

Chembur Colony:- There are 40 buildings (558 flats), 6 Bungalows and one Trombay club, club canteen, security cabins, In & Out, Vegetable vendor, Estates Maintenance office etc. at BPCL staff colony.

Vashi Colony:- Vashi colony (38 Flats), Club House, Security cabin etc and EIL Building 12 flats.

Sports Club:- Sports Club building, sitting gallery, Drama hall, Restaurant and Health club etc.

Note:- Bidder has to collect garbage from permanent dustbins provided in common areas.

Following are the main activities and services to be provided by the Bidder under this contract.

1. Door to door collection and garbage disposal

The services required for door to door garbage collection, segregation & disposal is part of the main scope and is detailed below.

Bidder shall be responsible for door to door collection for dry, wet and sanitary/reject waste garbage disposal from flats of BPCL Staff Colony Chembur & Vashi Colony and Refinery Sports Club. Segregated garbage shall be collected in the area instructed by Engg-in-charge. Segregation of garbage in Wet waste, Dry waste & Sanitary/Reject waste (Degradable & Non degradable) material shall start at the flat door & shall be done from 0700 to 1100 hrs in morning. The flat owner shall initially segregate the Wet waste, Dry waste & Sanitary/Reject waste; however final segregation has to be done by the Bidder. The decomposable garbage shall be used for Organic Waste Converter & Vermiculture and non-decomposable garbage shall be segregated in categories & stored at designated place. Dry waste generated shall be disposed off outside the colony premises by bidder.

Awareness for Segregation of Waste: This is to be practiced at household level. Three bins will be used for keeping the dry waste, wet waste and Sanitary/Reject waste segregated at the household level. To facilitate the process of waste management, segregation of waste is a prerequisite. To facilitate the same, the service provider has to organize awareness sessions for the residents.

Garbage collection shall be done from each flat, Bungalows, Trombay Club, In-Out store, security cabins, colony clinic, estates office, servants quarters area permanent dustbins,

nursery etc. at various location inside the BPCL Staff Colony, Chembur, Vashi and Refinery Sports Club.

Bidder has to collect segregated garbage from all above mentioned places in to three covered dustbins (Wet waste, Dry waste & Sanitary/Reject waste) of suitable capacity with Colour code shall be used for collection of garbage from all places. The Bidder has to obtain approval for capacity, make & Colour of dustbins from Engg-in-charge. The purchase of dustbins is in scope of Bidder and Bidder has to replace with new one in case of damage of any of dustbins. However, BPCL will provide dustbins to all the residents & common areas.

Bidder shall hire/rent/buy vehicle in good condition to transport the waste from each building to waste collection & segregation area. The vehicle shall be in road worthy condition with all approvals required as per law. A banner/letter painting to be carried out on garbage pickup vehicle body related to green initiative. Bidder shall have to appoint driver & helper for waste transporting vehicle.

The vehicle consumables like fuel, maintenance & driver along with helper for smooth operation shall be in the scope of bidder. Bidder shall preferably use E-vehicle as a green initiative measure. In case of breakdown/maintenance of vehicle, bidder shall arrange alternate vehicle for garbage collection. The transportation of garbage should be carried out for all colony buildings and ensure that no garbage shall be left out in building or surrounding area. Also, bidder has to ensure that no garbage should fall on road or any other area during transportation.

Bidder shall place/load the collected waste in to vehicle in separate compartment for dry & wet waste. Bidder shall ensure that Wet waste, Dry waste & Sanitary/Reject waste shall not mix while transporting through vehicle. Waste shall be unloaded properly in to waste collection area.

Bidder has to separate dry/non-decomposable waste like wood, metal, glass and all kind of plastic papers / bags in different storage bins. Bidder has to ensure that all the plastics papers / bags kept in bins in bundle form and should not be in loose or scattered forms.

All collected dry/non-decomposable material shall be re-segregated further in to more components and inorganic synthetic materials like plastics, polybags, thermacoal, tetra packs, E- wastes, metal wastes, glass wastes (bottles, tumbler, etc.) etc. and send these dry garbage / waste for recycling /disposal outside colony.

The disposal shall be done min. twice a week and Bidder will ensure that the segregation area shall be neat & clean and also ensure minimum storage of dry waste at site.

2. Wet Garbage:

Carry out the following activities for converting the wet garbage in to compost by the following methods.

A. Vermicomposting:

This is the process of converting organic wastes in to rich compost with the help of earthworms.

1. Transfer all the segregated biodegradable materials, organic wastes like dry leaves, coconut threads, cut grass and vegetable leafs etc. in the first and deepest pit for decomposition. Continue this process for about fifteen days or till it becomes darker (Partly decomposed) Then, Remove this partly decomposed materials from the first pit and Transfer it in to the second pit wherein the bottom layer will be of cane sugar waste (husk), dry leaves etc. if require put next thin layer of red soil. Supply and arrange for cow dung manure and spread over the bottom layer. The thickness of cow dung manure should be same as first layer.
2. Third layer should be of vermiculture. Supply or use same vermiculture / earthworms required quantity for this process and as and when required basis.
3. Fourth layer should be of cow dung manure same as of third layer mentioned above.
4. Fifth layer should be of dry leaves, and other dry materials. The thickness of this layer should be same as the layer of every day wet garbage. Now, wait for approx. 3 to 4 weeks. During these period earthworms will hatch out of microscopic cocoons. They can survive on the food material provided in the form of manure. When the earthworms become mature they start eating the leaf litter and thus initiate the activities of decomposition. Do not stir the material at all. Earthworm will take care of stirring. Continue the process of putting the garbage, dry leaves, which will also include the cut grass collected after mowing the lawns etc. in thin layer on regular basis.
5. Sprinkle water properly on the upper layer and maintain the moisture level and temperature. Maintain suitable moisture level and temperature and continue this process till the pit is fully filled. Now, remove the earthworms either by stopping all the activities in the pits or collecting earthworms in separate vermiculture container. Wait for 4 - 5 days and remove the upper 3/4th part of the total layers. This is actual vermicompost. The lowest 1/4th part will be true vermiculture. When all the activities stopped the earthworms settles down in search of food and moisture. This way we can easily remove the vermin-compost from the ¾ th part of the pit and vermiculture. For this process Bidder shall arrange required quantity of suitable earthworms or vermiculture. The Vermi-compost obtained through vermicomposting process shall suitably filtered, filled in gunny bags (that will be arranged by Bidder) and handed over to Estates. No extra payment shall be made on any account of this.

B. Organic waste converter (OWC) system:

This is the process of converting organic wastes in to rich compost with the help of organic waste converter (OWC) system. BPCL is having OWC composting machine by which Organic waste can be converted into rich compost.

Organic waste consist of vegetable waste, kitchen waste, dry and wet leaves, etc. to be treated fully inside BPCL premises using composting machine.

Bidder has to operate as per standard operating procedure of OWC 30 composting machine (Make - Excel Industries limited) and maintain OWC composting machine in proper condition. In case any breakdown or failure of machine, bidder shall immediately inform manufacturer/BPCL and coordinate with manufacture for immediate restoration of machine. Cost of repairing of the machine shall be born by service provider.

1. Bidder has to collect the segregated organic waste in a container.
2. Feed Organic waste (8 kg) in to the OWC machine then close feeding lid and lock toggle clamp and start machine. After 5 min (first round) the machine will automatically stop and will make indicating noise.
3. Feed saw dust or ready manure(2Kg) @ 20-25% by weight of the Organic waste.
4. Add Bioculum @1gm/kg of waste and sanitreat for bad smelling waste,1.5gm/kg of waste.
5. Close feeding lid and lock toggle clamp and start machine for five min (second round). Open feeding lid, mixture should be in free flow form, if not in free flow form add required sawdust and go for another 5 minutes round.
6. Collect the treated organic waste in the crate placed in the trolley.
7. On 11th day, put the material in the OWC machine Operate OWC for 2 minutes and unload material in crate.
8. Daily min. 5 nos of processed mixture crates should be placed (vertical series) in single curing system.
9. Everyday 360 ml of water should be spread per crate through automatic water sprinklers attached in curing system. Sprinkling of water is not required from 9th day.
10. Allow 2 days for drying in the material in the crate.
11. Fully mature compost to be hand over to estates maintenance office daily.
12. If size of waste is bigger it should be shredded in shredder machine and then shredded waste should be put in OWC composting machine.
13. BPCL is having shredded machine (Make- Excel industries limited) it can be use for shredding of leaves and other Organic waste.

III. Housekeeping & Up keeping Services for Bungalows in BPCL Staff Colony, Chembur

Housekeeping and up keeping services are required for senior management staff of BPCL residing at Bungalows 1-6 in BPCL Staff colony, Chembur. The job involves cleaning and moping Dusting, Sweeping, Mopping, Cleaning and wiping of floors etc. inside the Bungalows.

Housekeeping Machinery/Equipment, Value Added Equipment and Housekeeping Supplies & Consumables shall be in the scope of bidder. Housekeeping Machinery/Equipment provided by service provider will remain their property and service provider can take back these Machinery/Equipment after end of the contract.

In order to have better understanding of the consumption of items, service providers shall visit the site and understand the requirement as per the site conditions. No extra amount shall be paid if the value of consumption of items is higher than the monthly lumpsum quoted rate. Services should not be affected for the delay in procurement of Housekeeping Machinery / Equipment and Value added products.

Housekeeping and up keeping works on daily basis at Bungalows includes:

1. Cleaning and moping of all rooms, hall & dining area, office room, sit out area, entrance area, corridors, balconies, servant room, kitchen, pantry, store room, garages, passages etc. inside area of Bungalows.
2. Dusting of all furniture & equipment, sofa sets, cushion chairs, walls, TV sets and other electronic gadgets, beds, cupboards, Study Tables, Bookshelves, Refrigerator, fans, exhausts fans , light fittings, chandeliers, Kitchen storage, crockery units, Clocks, artifacts, painting frames, wall frames and all other household items etc.
3. All toilets & bathrooms floor, dado walls, ceilings & fitting fixtures cleaning by using required cleaning agent/chemicals, bathroom cleaners cum sanitizer shall be carried out.
4. Removal of cobwebs inside the flat, balconies, sit out area etc.
5. Dusting and cleaning of windows pane, doors, louvers, nylon/ss net etc.
6. Garbage/waste generated from the Bungalows/flat shall be handed over to garbage collection person in Dry/Wet/Sanitary& reject waste form as per their given time slot.
7. Watering and maintenance of potted plants inside the Bungalows/Flats.
8. All the cleaning material e.g. brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Colin, Harpic, Acid, Polish, towels etc. for providing and cleaning, sweeping, Scrubbing, washing etc. will be arranged and provided by bidder.
9. All the cleaning gadgets/equipment required shall be provided as per the list of equipment.
10. Cleaning schedules for respective Bungalows is as per the work frequencies mentioned for various activities.

Following Housekeeping Machinery/Equipment to be provided by Service Provider for Housekeeping of BPCL Staff Colony, Chembur, Vashi and Sports Club:-

Sr No	Equipments	Make/Model	Qty
1	Wet & Dry Vacuum Cleaner	Johnson Diversey	As per site requirement
2	Dry Vacuum Cleaner	Johnson Diversey	
3	Wringer Trolley	Johnson Diversey	
4	Cleaning Caddy	Johnson Diversey	
5	Guesthouse housekeeping trolleys	Johnson Diversey	
6	Glass Cleaning Kit	Gala	
7	Telescopic Rod	Hunger	
8	Ladder - 12 Feet	Aluminum, Local	
9	Ladder - 6 Feet	Aluminum, Local	
10	Single Disc Scrubber	Innovative	
11	Auto scrubber	Innovative	
12	High Pressure - Jet Spray	Johnson Diversey	
13	Foam Generator	Johnson Diversey	
14	Vehicle for Garbage Collection	Any Reputed	

Any Consumables required for using above machinery will be in Service Provider's Scope.

Also. Following Value Added Equipment's/Machines to be provided by Service Provider.

Sr No	Equipment	Make/Model	Qty
1	C/M Fold Dispensers as per requirement	Pudumjee / Kimberly Clark	As per site requirement
2	Toilet Roll Dispenser	Pudumjee / Kimberly Clark	
3	Liquid Soap Dispenser	Pudumjee - Fosilvra Steel	
4	Auto Odour Neutralizer Dispenser - with Timer	Pudumjee / Kimberly Clark	
5	Automatic Virtual Janitor	Pudumjee / Kimberly Clark	
6	Hand Sanitizer Dispenser	Pudumjee / Kimberly Clark	

Value added Equipment should be provided free of cost by service provider considering the volume of consumables

Specifications of Housekeeping Supplies & Consumables:-

Sr. No	Housekeeping – Supplies	Specification/Make/Model	Qty
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1	M/C-Fold Towels	Pudumjee / Kimberly Clark
2	Toilet Roll - 2 ply	Pudumjee / Kimberly Clark
3	Liquid Hand Wash Refill	Pudumjee / Kimberly Clark
4	Facial Tissue Box (for Board Room & Cabins)	Kimberly Clark - Kleenex
5	Taski R1	Johnson Diversey
6	Taski R2	Johnson Diversey
7	Taski R3	Johnson Diversey
8	Taski R4	Johnson Diversey
9	Taski R5	Johnson Diversey
10	Taski R6	Johnson Diversey
11	Taski R7	Johnson Diversey
12	Taski R9	Johnson Diversey
13	Spiral	Johnson Diversey
14	D7	Johnson Diversey
15	Descaler Concentrate - Suma Scale	Suma Scale
16	TR 101	Johnson Diversey
17	TR103	Johnson Diversey
18	Min Cream (100ml)	Min Cream
19	Vim Bar	400 gms
20	Brasso	Brasso
22	Dettol	Dettol
23	Drainex (Kleen) Powder	Kiwi
24	Silvo	Silvo
25	Hit Spray - 500 ml	Hit
26	Sanicubes	Local
28	Air Freshener Block	Odonil
29	Air Fresheners Spray	Ambi Pur Air Effects
30	Odour Neutralizer Refills	Pudumjee / Kimberly Clark
31	Virtual Janitor Refills	Pudumjee / Kimberly Clark
32	Hand Sanitizer Liquid refill	Pudumjee / Kimberly Clark
33	Spray Cans	Local
34	Dust Pan	Local
35	Plastic Bucket (15 lts)	Local
36	Plastic Mug	Local
37	Choke up remover Pump (Drain/Sink Related)	Local
38	Measuring Jar - 100 ml	Local
39	Garbage Bags Small 19*21	GALA / or any good brand - 50 micron

As per site requirement

40	Garbage Bags Big 40 * 60	GALA / or any good brand - 50 micron
41	Hand Gloves Blue Thin	Gala
42	Hand Gloves Orange Thick	Gala
43	Cotton White Gloves for Pantry Service	Local
44	Cotton Face Mask	Local
45	Wet Mop (with rod)	Gala /Unger
46	Wet Mop Refill	Gala /Unger
47	Dry Mop (with rod)	Gala /Unger
48	Dry Mop Refill	Gala / Unger
49	Indoor Broom – Soft	Gala
50	Indoor Broom - Hard	Gala
51	Outdoor Broom Hard - with Rod	Local
52	WC / Urinal Cleaning Brush	Gala
53	Nylon Brush (with rod) 18"	Gala
54	Carpet Cleaning Hand Brush – Hard	Local
55	Carpet Cleaning Hand Brush – Soft	Local
56	Feather Brush	Local
57	Floor Scrubbing Brush - 6" – Handheld	Gala/Unger
58	Floor Scrubbing Brush - 12" & 24" With Rod	Gala/Unger
59	Soft Brush with Rod - up to 6"	Gala/Unger
60	Table Duster (Blue / Green)	Local
61	Toilet Duster (Red)	Local
62	Floor Duster (Red / Blue / Green)	Local
63	Cotton Duster	Local
64	Glass Duster (Yellow)	Local
65	Nylon Scrubber	Local
66	Handheld Squeeze / Wiper 6" to 12" for kitchen / countertops /washbasins	Gala/Unger
67	Floor Wipers with rod 12" to 24"	Gala/Unger
68	Glass Squeeze / Wiper 6" to 24 "	Gala/Unger
69	Paint Brush	Local
70	Computer Keyboard Cleaning Brush	Local
71	Paint / Cement / Lambi Scrapper	Local
72	White Sponge	Local
73	Glass Scraper	Gala
74	Scrubbing Pad (Various Colors)	Scotch Brite
75	Urinal Screens	Local

76	Weighing machine of minimum capacity of 50 kg	Goldtech/ Essae Teroka/Approved Equivalent
77	Suitable quantity of saw dust	Local
78	Biocullum Powder	Make excel industries limited or Approved Equivalent
79	Sani-treat Powder	Make excel industries limited or Approved Equivalent

Note:- In case of non-availability of above mentioned makes, Service provider shall take prior approval from BPCL for alternative make.

Housekeeping work frequencies and Method

The details of work frequencies for various activities related to housekeeping are as under:

A. Chembur Staff Colony, Chembur, Vashi and Sports Club

Scope of work includes, cleaning of Common areas of all the residential buildings, Blocks, Bungalows, Trombay club, Liliput Nursery including all multi-story buildings and their stilts, staircases, landings, Terraces , paved area, road pathways, parking areas, all open areas, cemented areas, roofs / terraces, Jogging tracks and complete surrounding areas and surrounding of the servant's quarter etc. etc. listed in the scope of work.

Sports Club complex including Main building, gymnasium, changing rooms, toilet blocks, basement, stage building, rehearsal rooms, kitchen block, open paved car parking area/open car parking area, store rooms, Meter room, security cabins, seating galleries and swimming pool surroundings area etc. The Terraces of all club buildings, Roads and pathways.

Vashi Colony/ EIL Building Common areas such as Terraces, passages, lifts, staircases, landings, Vashi Club, security gate cabins, children play area etc. Toilet near Vashi Club, pump house etc. Watering of Flower beds & potted plants on daily basis, cleaning of parking area etc.

Following are the details of activities to be carried out :-

The scope of work is for Building Common areas and complete surrounding areas of Chembur staff colony, Vashi Colony and Sports Club. This shall only exclude cleaning of main roads of chembur staff colony. Internal flat cleaning is not in the scope of work of service provider. Deep cleaning of vacant flats shall be done once the flat is vacated by the resident.

Sr. No.	Area /Location	Method	Frequency
A	Chembur Colony		
1	Regular Mechanised/equipment cleaning of the building surroundings, entrance lobbies, staircase, landings, common passage inside the buildings, lifts, railings etc.	Sweeping/Moping	Daily
		Scrubbing & Drying	Weekly
2	Regular Mechanised/ equipment cleaning of the entire Estates office, Liliput Nursery, Azizbaug & Vashi naka gate entrance, Azizbaug security cabins, Vashi naka security cabins & driver room, telephone Exchange, Pump Houses, ATM area, Creche, Clinic, etc.	Sweeping/Moping	Daily
		Scrubbing & Drying	Weekly
3	Trombay Club :- Regular Mechanised/ equipment cleaning of the entire complex including the Entrance, passages, Main Hall, D-Area, Reading Room, Manger Cabin, Guest rooms (including all tables, chairs, various furniture, cupboards), Party hall, Staircases, swimming pool surrounding, Restaurant, In & Out store surrounding area, Health Club & Spa Front/backside passage, Rendezvous room, common passages, area surrounding common toilets etc,	Sweeping/Moping	Twice a day
		Scrubbing & Drying	Weekly
3.a	<u>Trombay Club guest House:</u>	Upkeep & Cleaning of three guest house room	Daily
3.b	<u>Trombay Club Kitchen & Internal Drains:</u>	Sweeping & Moping	Daily
		Deep cleaning	Weekly
4	<u>MLW Plant & Servant quarter Area</u>	cleaning	Daily

B	Sports Club:- Regular Mechanised / equipment cleaning of the entire complex including Main building, gymnasium, changing rooms, toilet blocks, basement, stage building, rehearsal rooms, kitchen block, open paved car parking area/open car parking area, store rooms, Meter room, pump house, security cabins, children play area, seating galleries and swimming pool surroundings area etc.	Sweeping/Moping	Daily
		Scrubbing & Drying	Weekly
C	Vashi Colony Building:- Common areas such as Terraces, passages, lifts, staircases, landings, Vashi Club, security gate cabins, children play area etc. Toilet near Vashi Club, pump house, cleaning of parking area, Watering of Flower beds & potted plants etc. on daily basis	Sweeping/Moping	Daily
		Scrubbing & Drying	Weekly
D	Common Jobs for BPCL Staff Colony, Chembur, Vashi and Sports Club		
1	Deep cleaning by machine on flooring at Staircases, lift lobbies, entrance and other common areas of building, Trombay Club, Sports Club, Vashi Colony Building	Wet cleaning with mild soap	Monthly
2	Door to door collection of Dry waste, wet waste & sanitary/Reject waste and segregation of wet and dry waste at designated area. Waste to be collected in Garbage bags (above 22 microns or as prescribed by the Municipal Authorities from time to time) and disposal outside colony premises /at the BMC approved dumping ground.	Collection & segregation	Daily
3	Cleaning of Ceiling light fittings, Ceiling fans, Exhaust fan, AC grills, AC units, Wall/Ceiling/ switchboards, lantern fittings, globes, cables, light fittings, DB's, Venetian blinds, roller blinds, vertical blinds, curtains, Fire Equipments, ceiling, and other electrical equipments at all building staircases, Estates Office, Trombay Club, Azizbaug security cabins, Clinic, Vashi Naka Security Cabin, Telephone Exchange, Vashi Club, Sports Club admin Building, Sports club gym	Mechanised / Manual dusting & vacuum cleaning, wiping with stain removing chemicals.	Fortnightly

4	Cleaning of the doors, dusting of work desks, windows, furniture, chairs, sofa set & fixtures and other articles in rooms and common areas of Estates office, Azizbaug & Vashi naka security cabins, Clinic, Creche, Lilliput nursery, Trombay Club, Sports Club, Vashi Colony club etc.	Dusting/ cleaning	Daily
5	Regular Manual cleaning of the approach way to building, stilts, pathways, covered parking areas, Open air gym area etc.	Sweeping, Cleaning	Daily
6	Lift Machine room, Meter rooms, Substation except electrical panels, Play equipment of children park , Open air gym equipment, Health Club equipment, sit-out benches, etc.	Mechanised / Manual Sweeping, dusting, cleaning	Weekly
7	Trombay Club Badminton court flooring	Mechanised /Manual Sweeping, Moping, Dry cleaning	Twice a Day
	Trombay Club Badminton court side wall projections , both staircases, doors, windows, storage cabinets, front & back passages, all cobwebs, dust, dirt	Mechanised / Manual Sweeping, Moping, Dry cleaning	Daily
8	Trombay Club Tennis Court including center Net, surrounding fencing, green cloth, cobwebs, dust, dirt.	Mechanised/Manual Sweeping, moping, Dry cleaning	Daily
	Trombay Club Tennis Court (late evening: water washing of tennis court Friday, Saturday, Tuesday)	Water Washing, moping, Dry cleaning	Thrice a week
9	All sports facilities in the colony (2 pickleball court, paddleball , multipurpose turf, volleyball , basketball court, squash court, table tennis room, billiards room, chess and carrom room, spa (ladies & gents)	Vacuum cleaning, moping, Dry cleaning	Twice a day
10	Cleaning of printers, photo copier, telephone, computer and other office equipment etc at Estates office, Trombay Club, sports club & security cabins	Dry cleaning & dusting	Weekly
11	Vacuum Cleaning of carpets, cushion chairs, sofa set, etc. of Estates Office, Trombay club, Sports Club	Vacuum cleaner	Monthly
12	Glass partitions, doors both internally / externally, Window glass, panes, etc. at Estates Office, Creche, Trombay club, Sports	Wiping and dusting.	Weekly

	Club, Lilliput Nursery, clinic, Telephone Exchange, Security cabins		
13	Cleaning of Terraces, plumbing ducts at ground level	Sweeping, Removal of water, dirt, sludge, rubbish etc.	Monthly/ Weekly in Monsoon
14	Deep Cleaning of Vacant flats	Sweeping, Mopping and dusting. Also scrubbing & wiping with stain removing chemicals.	As per instruction
15	Cleaning of internal side of compound wall (Excluding jungle area boundary wall)	Jet Spray Cleaning	Half Yearly
16	Removal of stagnant water on pavements, parking areas and moss /stains removal as and when required.	Sweeping and cleaning	As required.
17	Cleaning of Solar Panels on Buildings (Block, 27-28, 29-30, Block No. 39, Block 40, Block 40 parking , Bungalows and Trombay Club	Mopping and dusting	Weekly
18	All fountains in Chembur colony located at Aziz Baug, Trombay Club, and New Children park.	De-watering / water filling in UG tank/ Sweeping and cleaning by Machine/ Manual	Weekly
19	Toilet Areas of Estates office, Trombay Club, Behind badminton court, Lilliput Nursery, Azizbaug & Vashi Naka Security, Sports Club, Vashi Colony		
A	Doors and Windows, Toilet fittings, Mirrors, hand Dryer	Dusting, Wiping, cleaning	Daily
B	Urinals, Washbasins, Washbasin counters and WCs.	Manual/hand scrubbing washing, cleaning	Twice a day
C	Toilet floor	Washing, moping, sweeping	Twice a day
D	Toilet walls	Washing, Wiping	Weekly
E	Changing of Urinal Cubes/screen mats and Odonil cubes/screen mats		As required
F	Doormat	Brooming, dusting	Daily
G	Trash Removal		Twice a day
H	Refilling of the Soap dispenser		As required

I	Toilet Paper rolls and Face/Hand tissues (Only Estates office & Trombay club hall washroom)		As required
19	Lunch rooms of Estates Office:- Cleaning of utensils, crockery, Fridge, micro oven, sink, counter, floor, table and fittings	Sweeping, moping, washing	Daily

Internal Housekeeping & Up keeping of Bungalows:

Scope of work includes Internal Cleaning of Bungalows in the following manner:-

Sr. No.	Area /Location	Method	Frequency
1	Regular cleaning and moping of all rooms, hall & dining area, office room, sit out area, entrance area, corridors, balconies, servant room, kitchen, pantry, store room, garages, passages etc.	Sweeping / Moping	Daily
2	Dusting of all furniture & equipments, Cupboards, dining table, Bookshelves, sofa sets, cushion chairs, walls, TV sets and other electronic gadgets, beds, Study Tables etc.	Dusting & Dry cleaning	Weekly
3	Dusting of Refrigerator, fans, exhausts fans, light fittings, Kitchen storage, crockery units, Clocks, artefact, painting frames, wall frames and all other household items etc.	Dusting	Monthly
3	Cleaning of telephone, computer and other office equipment in home.	Dusting	Weekly
4	Bathrooms/ Toilets		
a	Doors and Windows	Wiping, cleaning	Fortnightly
b	WC, Wash basin	Manual/hand scrubbing washing, cleaning	Daily
c	Toilet floor	Washing, moping, sweeping	Daily
d	Toilet walls	Washing, Wiping	Fortnightly
e	Trash Removal	-	Daily
f	Cleaning of Toilet Fittings, Mirrors	Dusting/ Dry cleaning	Daily

6	Collection and segregation of wet and dry waste from house, pantries in Garbage bags and handing over to waste pickers	Collection, segregation & handing over	Daily
7	Cleaning of Wall mounted/Exhaust/ Ceiling fans, AC grills, switchboards, ceiling lights, lantern fittings and light fittings.	Mechanised dusting & vacuum cleaning, wiping with stain removing chemicals.	Monthly

Note:- Service provider shall arrange all Material- Sundries-tools-plants-stools-ladders-brooms-waste cotton wipers, soap, chemicals and any sort of unforeseen material for above mentioned jobs, display safety signage like 'WET FLOOR, 'WORK IN PROGRESS' 'Inconvenience caused is regretted' etc.

Terms and conditions for Housekeeping & Waste Management Services for BPCL Staff Colony Chembur, Refinery Sports Club & Staff Quarters at Vashi

A. General Housekeeping

1. The Bidder shall provide manpower as per the Bill of Quantities and as per Summary of detailed manpower allocation (**Annexure-III**). The Bidder shall ensure full strength / attendance of workmen. Bidder 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. Please note that you shall arrange/ hire extra manpower as a substitute for all the workmen on leave.

Bidder shall keep experienced & qualified supervisors for supervising & smooth operation of the General Housekeeping works. Apart from the Hindi and Marathi language, the Supervisor should be able to speak and write in English. Your supervisor should have good communication skill.

The Bidder shall consider all the scope of work, assess the quantum of works to be carried out and quote accordingly.

2. The Bidder shall follow entry and exit rule at security gates and keep all the records like gate entry of Bidder's workmen and challans(all challans shall be in the name of bidder only) for the materials brought inside BPCL Staff colony / BPCL Refinery Sports Club etc. and same shall be submitted to the Engineer-in-charge along with the Monthly bill. Daily attendance of each and every employee of bidder working inside Chembur Colony shall be recorded by biometric system placed inside the Chembur Colony. The biometric records shall be accessible to BPCL at any given point of time. Bidder shall configure a system so that same can be installed in a PC at Estates office through which the data of Biometric system will be accessible to BPCL.
3. Bidder shall supply all materials, equipment except water, which will be supplied from existing water points. Transport i.e. tempo/trucks and hand carts, for transporting garbage on regular basis, labour, supervision etc. Materials required for housekeeping works such as Rubber hose pipes, all types of brooms, Baskets, pick axe, & pans soft brooms, coir brush/metallic wire brush, ladder & stool etc. cleaning brushes, washing soda, Colin spray, cleaning powder/liquid, Naphthalene balls, liquid soap, Phenyl, Mops with stick having rubber base, Buckets, Brasso, bleaching powder, detergent powders & other stain removers etc. are to be supplied by the Bidder in sufficient quantities.
4. Bidder shall bring sufficient, approved, standard Housekeeping consumables material as per list provided in scope of work. Bidder shall have in storage atleast 1 month's inventory at any given point of time.
5. Bidder shall visit the site regularly and spend sufficient productive time in a day, provide supervision and ensure that all the cleaning / housekeeping related all jobs are attended as per the scope of work & contract conditions. Bidder shall control, supervise and monitor all the Housekeeping activities including manpower and also give the feed back to the site in-charge on regular basis.

All labour related issues, liabilities, compensation etc will be Bidder's responsibility and to be handled by the Bidder. BPCL will not be held responsible for any labour related issues.

6. Bidder will be required to obtain a license from the office of the Regional Labour Commissioner on award of the contract. However the bidder is required to contact ER Section for details.
7. Bidder has to submit required details like attendance register of worker along with statutory circular regarding minimum wages.

Bidder shall also make sure that each and every coverable employee is covered under the provision of ESI Act 1948 & EPF Act 1982 & the scheme framed there under. Bidder will be liable for any default noticed during the contract period / inspection which will be viewed very seriously and penalized as per statutory rules/acts. BPCL will not be held responsible for non-compliance of any such statutory provisions. The Bidder shall ensure that Bonus is paid to each & every entitled employee as per relevant Act.

8. Bidder representative / supervisors must be available at site on daily basis.
9. **Bidder has to carry out work on daily basis throughout the 365 days of year.** Bidder shall give their workmen weekly holiday. However, arrange replacement in place of them for weekly off days.
10. Bidder shall plan manpower requirements in suitable manner so as to meet the contractual obligations as outlined. Bidder shall ensure that jobs are carried out effectively.
11. All services, Safety measures as applicable shall be adopted by Bidder specially while carried out housekeeping/cleaning activities in the multi-storied buildings etc.
12. Please note that all chemicals used shall be of approved high quality & damage to floor, skirting, steps, platform, fittings, paintings, polish etc. should not occur. In case of any damage to BPCL properties, the cost of making good the same & the cost of any loss consequent to the damage will be recovered from the Bidder's bill.
13. The Bidder shall provide Uniform for each of their work force. The Bidder shall ensure that the work force deployed by him wears such Uniform while on duty. The Uniform shall be clean and ironed. In addition, raincoat shall be provided during monsoon. All employees of service provider shall be provided identity cards by the bidder which shall be displayed by employees while on duty.

B. Housekeeping & Up keeping Services for 6 nos of Bungalows in BPCL Staff Colony, Chembur

1. Facility Executive (Soft) shall inspect & ensure proper upkeep and tidiness of each and every room/facility.
2. Facility Executive (Soft) shall impart basic training to all housekeeping & up keeping staff for overall aspects like behavior / etiquettes / manners / servicing standards / maintaining personal hygiene / grooming etc.
3. Bungalows shall be overall maintained in good condition for comfortable stay.
4. Regular dusting and cleaning of the area shall be done by using proper tools, tackles & equipments.
5. Cleaning/dusting has to be carried out with approved material manually or by using Mechanized equipment like vacuum cleaners, scrubbing machine etc. wherever required.
6. During dusting/cleaning proper care for the safe maintenance of fittings, fixtures, LCD-LED-TV, equipments and furniture shall be sole responsibility of

the Bidder. Any damage and or loss caused to the above either by the Bidder himself or by any of his employees shall be rectified by the Bidder at his own cost immediately.

7. Housekeeping & up keeping services shall be provided on daily basis including Sundays/Holidays as per the convenient time of residents (Between 7am to 9pm). Facility Executive (Soft) shall ensure timely reporting of employee. In case of absenteeism, Facility Executive (Soft) shall arrange alternate employee for carrying out the activities without any inconvenience to the resident.
8. Vendor shall provide proper uniform/ dress code including required personal safety gadgets to the employee. Uniform shall be kept in neat, tidy and wearable condition.
9. Male or female housekeeping person shall be deployed as per the requirement of residents. The employee should be disciplined, courteous and polite. The employee should be experienced in up keeping activities.
10. Housekeeping and up keeping shall be done as per the instructions of the residents. Promptly respond to urgent cleaning requirements of residents.
11. Vendor shall be provide good/standard quality Cloth duster, mop, Broom for the cleaning.
12. During cleaning activities, employee shall use water and electricity to a reasonable requirement.
13. Any equipment (lifts, pump, motor, etc.) if damaged during housekeeping shall be repaired/replaced by bidder on his cost.

C. Door to door garbage collection, segregation and disposal, Vermicomposting and operation of OWC composting machine

- 1) Bidder shall Supply labour, supervision, all the materials like wheel barrow, bucket, water canes, rubber hose, and hand gloves, mask, pans, pickaxes, sand sieve, disinfectant, hand chopper, hand rake, hand fork, spike hook, scoop, shovels, spade, plastic dustbins, hose pipes, self standing ladder etc for carrying out work.

Bidder shall keep One experienced & qualified supervisors for supervising & smooth operation door to door waste collection, segregation, vermicomposting & OWC. The Bidder shall keep / deploy minimum 2 unskilled experienced workmen for Segregation of garbage and vermicomposting process on daily basis and 1 skilled workmen for operation of OWC composting machine on daily basis. Bidder shall refer Summary of detailed manpower allocation (**Annexure-III**). Bidder shall arrange for substitute man power in case of shortage / absenteeism of existing manpower. Please note that you shall arrange/ hire extra manpower as a substitute for all the workmen on leave.

- 2) Bidder has to carry out work on daily basis throughout the 365 days of year. Bidder shall give their workmen weekly holiday. However, arrange replacement in place of them for weekly off days.
- 3) The Bidder shall follow entry and exit rule at security gates and keep all the records like gate entry of Bidder's workmen and challans for the materials brought inside BPCL Staff colony etc.

- 4) Bidder shall arrange required quantity of suitable earthworms or vermiculture.
- 5) Dry leaves etc. collected on account of housekeeping works shall be separately stored at the place allotted by BPCL. All such dry leaves (required quantity) shall be transferred in to vermicomposting pits and utilized for converting the same in to manure through Vermicomposting process and using OWC composting machine. The Vermi-compost obtained through vermicomposting process and from OWC composting machine shall suitably filtered, filled in gunny bags (that will be arranged by Bidder) and generated Manure shall be used for gardening purpose.
- 6) Bidder shall not be allowed to burn any kind of garbage or waste inside the colony premises or near the pit.
- 7) Necessary precaution shall be taken by the Bidder to minimize nuisance of odour, flies, rodents, bird menace, dog menace, as per State laws.
- 8) Stray dogs shall not be allowed to move in and around the main collection pit and Bidder shall manage for moving away of dogs regularly.
- 9) The biodegradable wastes shall be processed by composting process using composting machine & vermicomposting and shall be insured that the compost (suitable for garden purpose) shall comply with standards.
- 10) In case of breakdown of OWC machine (composting process) due to any reason / lack of place etc. arrangement be made for direct disposal of garbage outside colony under intimation to BPCL & do not allow wet garbage to accumulate at site.
- 11) Pre-process and post process garbage / materials shall be removed from the processing facility on regular basis and shall not be allowed to pile at site. Recyclable shall be routed through appropriate Vendor or agency and also submit acknowledgement of waste/garbage received at recycling plant. The non recyclable garbage shall be sent to locations/unit authorize by MCGM for disposal so that there is no complaint from MCGM or any other government organizations. Disposal has to be done in such a manner as not to draw any objection from the BMC. Bidder shall indemnify corporation of any responsibility on this account.
- 12) Facilities like water connections, storage place and electricity shall be provided by BPCL on non chargeable basis.
- 13) Bidder shall arrange for weighing machine of minimum capacity of 50 kg for weighment of dry and wet garbage and compost.
- 14) Person/worker deployed for operating OWC composting machine (Make - Excel Industries Limited) should have certificate issued by M/s excel Industries limited authorizing to operate OWC - 30 composting machine.

15) Bidder to take utmost care while operating OWC composting machine, curing system, shredder machine.

16) Please note that you shall have to pay to all your workmen as per the minimum wages act (as amended from to time).

Changes in Minimum Wages as per Govt. regulation will be paid on actuals according to this break-up. There will not be any escalation given, for fixed/extra allowances or expenses incurred by service provider other than minimum wages defined by Govt. Authorities.

17) You will make sure that labour is covered under the provision of ESI Act 1948 & EPF Act 1982 & the scheme framed there under.

18) Bidder shall visit the site regularly (daily) and spend sufficient time in a day, provide supervision and ensure that the Segregation of garbage, vermicomposting and composting using OWC composting machine carried out in a scientific manner. You shall execute, control, supervise and monitor the entire Segregation and composting process and achieve good result.

19) Considering efficiency of OWC -30 composting machine and feed (make - Excel Industries limited) Bidder should give/ handover rich compost for suitable garden use.

Horticulture Maintenance works in staff colony, Chembur and Sports Club

Scope of work:-

Up keep, Maintenance & development of gardens, lawns etc. at BPCL staff colony, Chembur and Sports Club.

Chembur Staff Colony:- The total area of gardens is approx. 35000.00 m² that consists of Nurseries, Lawns, Bungalow gardens including kitchen garden, lawns, Trombay Club upper & lower lawns, Flower beds, Rock gardens, Hedges, ground covers, potted plants, creepers, trees, shrubs & plants and bushes etc. including entire garden area along jogging tracks i.e. area between block No. 5 to 19. The brief description about the lawns, seasonal flowering plants, shrubs, plants and bushes etc. is detailed in the tender documents.

Sports Club:- The total area of garden of sports club is approx. 15000.m² that includes Lawns, Flower beds, Rock gardens, Hedges, ground covers, creepers, trees, shrubs and plants and bushes, Sports Ground, kabadi, Kho-Kho ground etc. including the adjoining area to hedges, beds pathways / roads and area bordering to other civil structures like swimming pool area, buildings, roads and other areas etc. The brief description about the lawns, seasonal flowering plants, shrubs, plants and bushes etc is detailed in the scope of work.

The scope of work under this contract shall broadly include upkeep & maintenance of play grounds and gardens including Lawns, seasonal, perennial flowering plants, rock gardens, hedges, creepers, trees, shrubs, plants and bushes adjoining green areas etc by watering, mowing, de-weeding, trimming, edging, hedge pruning/ dressing, sweeping and cleaning etc. and up keeping the gardens well maintained throughout the contract period. All up keep and maintenance activities shall be carried out at entire garden / green area (except roads & drains) of Chembur staff colony/sports club in a professional manner.

Gardening Machinery / Equipments, tools & Tackles and Consumables shall be in the scope of bidder. Gardening Machinery/Equipment provided by service provider will remain their property and service provider can take back these Machinery/Equipment after end of the contract.

Service Provider shall be paid lumpsum amount every month for providing of Gardening Equipment / Machinery Rental and Consumables etc as per scope of work of Horticultural maintenance works in BPCL Staff Colony, Chembur & Refinery Sports Club.

In order to have better understanding of the consumption of items, service providers shall visit the site and understand the requirement as per the site conditions. No extra amount shall be paid if the value of consumption of items is higher than the monthly lumpsum quoted rate. Services should not be affected for the delay in procurement of Gardening Machinery / Equipment and Consumables.

I. Upkeep and Maintenance of gardens:

The scope of work under this contract shall broadly include upkeep & maintenance of all the gardens including Lawns, seasonal, perennial flowering plants, rock gardens, hedges, creepers, trees, shrubs, plants and bushes etc. by watering, manuring, mowing, de-weeding, trimming, cleaning, etc. and up keeping the gardens well maintained throughout the contract period. Also, yearly report of status of tree tags shall be prepared and to be submitted to estates office. All the maintenance activities shall be carried out in a professional manner.

Following gardens inside BPCL Staff colony has to be maintained:

1. Gardens including kitchen gardens attached to six Bungalows.
2. Gardens around Trombay Club, Health Club, Tennis Court.
3. Two children Parks.
4. Gardens around Lilliput Nursery
5. Gardens along both side of roads of Vashi Naka & Aziz Baugh entrance gates and around security cabins
6. Garden around the Azizbaug Fountains
7. Gardens attached to Residential Blocks and buildings from 1 to 39 including entire green area attached to jogging track provided between block no.5 to 19.
8. Green areas along the pathways between Bungalows and blocks etc. (including Botanical Nurseries)
9. Vertical gardens in Bungalows
10. Any other area which require horticulture assistance in colony or any area which will be developed in future inside the colony/sports club.

II. Up keeping of Lawns:

Lawns at Staff Colony, Chembur : 30000.00 SQM approx.

Lawns at Sports Club : 15000.00 SQM approx.

The scope of work for up-keeping of Lawns shall broadly include watering, mowing, de-weeding, edging, manuring, spreading of garden soil, cleaning and housekeeping etc.

The lawns and gardens are to be maintained to the best possible standard. The lawns should be watered on regular basis to always give the green & pleasant appearance. It also should be kept neat and clean by sweeping and cleaning the garden leaves, grass and other undesirable materials on regular basis. The complete lawns should be mowed once in fifteen days so as to always keep it uniform. Bidder shall arrange one brand new petrol driven power lawn mowers of minimum 18" and one Electrical driven Lawn Mowers of Minimum 18" or both petrol driven lawn mowers (Power lawn mowers shall be provided by bidder at his own cost). In addition, bidder shall arrange two hand lawn mowers and use for mowing small lawn areas wherever required. Required Electrical points shall be provided at selective places. However, Bidder shall arrange for electrical cable up to working sites on his own cost. Sweeping and cleaning immediately after mowing of lawns, clearing of edges and borders etc. The lawns should always be kept free from weeds.

The process of trimming and dressing of hedges, plants and bushes including loosening and hoeing of the side trenches shall be carried out simultaneously. Bidder shall arrange for watering of lawns on regular basis so as to always give the pleasant look. The bidder has to make their own arrangement for uplifting the water to the garden by using flexible rubber hose pipes. Watering of gardens i.e. lawns, hedges, flower plants etc. should be on regular basis with the available water by using flexible hose pipes & sprinklers. Hose pipes and sprinklers shall be arranged by the bidder. Bidder shall always ensure for nil water wastage by taking preventive measures.

De-weeding of lawns should be done on regular basis. This should be done carefully so that no lawn patch shall be left out without de-weeding. Bare and dry patches due to negligence of bidder should be dressed up by digging, leveling with red earth/manure and replaced / replanting with similar grass. The above activity shall be carried out with the available resources and manpower. Therefore, No extra payment shall be made on any account of this.

Repair and remaking of certain withered existing lawns shall be carried out by the Bidder with the help of available manpower etc.

III. Flower beds: Seasonal

Flower beds at Staff Colony, Chembur : 500.00 SQM Approx.

Flower beds at Sports Club : 50.00 SQM Approx.

Bidder shall arrange for preparation of all the flower beds by digging / loosening of soil up to minimum 6 to 10 inches including replacing of unwanted soil with fertile fresh soil and addition of farm yard manure in 3:1 ratio. Removing of stones, brick bats and other unwanted materials including weeds and roots from the beds. This job is required to be carried out by experienced gardeners.

Arranging of seeds (Flower & Vegetable):-

The bidder shall arrange F1 Hybrid / Premium quality seeds of Seasonal flowering plants like French Marigolds/ African Marigold, Cosmos, Phlox, Red Salvia, Dianthus (Pink), Gomphrena (red / pink), Cocks Comb Celosia, Petunia (double/single), Zinnia (double/single), Gaillardia, Antirrhinum (Mixed), Aster, Dahlia, Gomphrena, Hibiscus, Pentas & Calendula etc. as per scheduled of quantities and develop seedlings in Botanical Nursery and the same seedling shall be transplanted in the flower beds. The above activities shall be carried out with the help of existing manpower. Watering & maintaining of all seasonal flowering plants / flowerbeds shall be done on regular basis etc.

Bidder shall also ensure germination of supplied seed and in case of less germination, bidder will arrange seed immediately or if time is not available then bidder shall arrange seedling at his risk & cost.

Supply & plantation of seedlings (F1 HYBRID) :-

Bidder shall arrange for seedlings like Marigolds of Inca series etc, Antirrhinum mixed, dwarf cosmos, perennial dwarf begonias, impatiens, Torenia, Aster, Zinnia double, Phlox mixed, red salvia, (Dianthus mixed) Pink, Balsam, Petunia, Gaillardia, Cleome spinosa, hybrid Vinca Mixed etc. (all F1 Hybrid Varieties) as per scheduled of quantities and as directed by BPCL. All the above Seedlings/plants should be planted and maintained properly.

All existing flower beds will have to be watered properly on regular basis or as and when needed. You have to remove the weeds from the flower beds including loosening / and hoeing etc. side clearing and edging etc. Removing dry leaves, flower twigs etc. shall be done regularly. Also, keep constant watch on the health and condition of the flowering seasonal plants and apply suitable insecticides and pesticides as per schedule.

IV. Flower beds: (Perennial)

Regular watering and maintaining of all existing flower beds. Removing and replanting of existing perennial flowering plants (from available source) as and when required. Preparation of beds by digging / loosening of soil up to minimum depth of 8" to 10". Replace the old soil with manure (3:1ratio) at the time of preparation of flowerbeds. Replace / replant existing all the perennial flowering plants like Verbena, Cuffea, Canna, and Portulaca, Bigonia and impatiens etc. or from the available sources as required from time to time and as directed by BPCL. This job is required to be carried out by experienced gardeners. Bidder shall replace / replant existing all the perennial flowering plants from the cuttings / Runners / Bulbs etc. with the help of existing manpower and from the existing and available sources / plant materials etc.

V. Upkeep of Hedges, Creepers, Ground Covers, Plants and Bushes etc:

Staff Colony, Chembur:-

- | | |
|-------------------------------------|----------------------|
| 1. Hedges | :1100 RM Approx. |
| 2. Creepers | :1500 Nos. Approx. |
| 3. Ground covers | :1050.00 SQM Approx. |
| 4. Flowering Plants and Bushes etc. | :approx. 25000 nos. |

Sports Club:-

- | | |
|-------------------------------------|---------------------|
| 1. Hedges | : 30 RM Approx. |
| 2. Ground covers | : 7.50 SQM Approx. |
| 3. Flowering Plants and Bushes etc. | : approx. 2500 nos. |

Above mentioned quantities are existing and can differ with passage of time.

Cutting and trimming of hedges, plants, bushes, ground covers and creepers on regular basis and as directed by Engineer-in-charge. Hedges also should be kept free from the weeds and diseases.

All existing hedges, ground covers, creepers and flowering plants and bushes shall have to be watered on regular basis. Removing of weeds, grass etc including side clearing, loosening,

hoeing, and edging etc. Adding of Chemical fertilizers and farmyard manure every six month or as and when required basis. The Bidder shall carry out the trimming, cutting and dressing activities of hedges, ground covers and plants and bushes etc on regular basis. All the hedges should be maintained in a proper line & level / shape etc. The gaps in the hedges should be filled up with the similar plants (from the available source and with the help of existing manpower) These should be partially / totally removed and replaced with cuttings of existing plants so as to ensure the health & symmetrical growth of the hedges. Applying and spraying of suitable pesticides as per the schedule to control the diseases if needed. Carry out the above activities as per routine activities/schedule with the existing manpower as and when required by BPCL.

Bidder shall replace the withered ground covers with existing ground covers (like wedelia, golden yam, Syngonium plants, Philodendrons, spider plants ribbon grass and any other ground covers / plants & bushes etc) from the cuttings / Runners / Bulbs etc with the help of existing manpower and from the existing and available sources / plant materials etc and as directed by the Engineer -in-charge. No extra payment shall be made on any account of this.

VI. Maintenance of Roses: (Rose Beds)

In addition to the lawns, Hedges, Creepers, and flowering plants and bushes, there are several beds of good Roses (that includes - Hybrid "T", Floribundas and Miniature roses) in the gardens (including Bungalow gardens) at BPCL Staff colony. All these roses are to be maintained properly as they need proper care and attention all the times. Bidder should provide special manure/ fertilizers required for growth and blooming of roses such as rose mix Gnoil Cake, bone meal/fish meal etc.

Following activities should be followed for Rose Beds maintenance:-

1. Pruning

Bidder shall carry out the pruning activity carefully with the help of experienced Gardeners when the flowering season is over or the plants are in dormant condition. Remove old branches that will no longer flower and encourage growing young & healthy stems. Prune in such a way that they get desirable shape and manageable size.

Bidder shall use proper pruning techniques.

Major pruning shall not be allowed unless specifically instructed to do so by the Engineer-in-charge or in presence of BPCL representative.

Bidder shall carry out Moderate pruning of roses once in six month and light pruning once in every three months or as and when required basis.

Please note that in moderate pruning process, stems are cut back to half their length. Whereas at the time of light pruning, stems are cut back to 2/3 of their length. Bidder shall follow the pruning techniques accordingly and decide pruning strategy / schedule that differ

according to the season. Prune just above a bud with a slanted cut on an outward facing bud eye. Cut away the rootstock (suckers) or unwanted offshoots of the main plant on regular basis. In the summer, remove deadheads, (dead flower twigs) which are dead blooms. This will encourage new blooms to grow.

2. Watering:

Roses need a lot of water in each season (rainy, winter & summer) to grow healthy. However, water may not require during rainy season but Bidder shall provide enough water (from the available water points) in winter season and almost every alternate day in summer season.

3. Fertigation:

Bidder shall provide well-decomposed cow dung / farm yard manure during their active growth and before blooming stage of roses once in three months, preferably & immediately after completion of pruning activities. Removing of weeds by loosening of soil and mixing of manure etc. Bidder shall arrange & feed required quantity of N-P-K based fertilizers, (Most packaged fertilizers contain these three macronutrients) to promote the growth of the plants. Bidder shall follow the application and dosage instructions given from time to time by the Engineer-in-charge.

Protecting Roses & Controlling Disease:

Bidder shall keep all the rose beds neat and clean all the time by removing dried up and infected leaves on regular basis. Remove aphids & mites from the Roses for which Bidder shall use suitable pesticides and proper spray pumps.

Bidder shall provide branded and "ISI" marked pesticides & Fungicides etc to control common diseases like Black -spot, Powdery mildew and Rust fungus etc. For controlling Black spot, Bidder should thoroughly clean up the Rose beds at pruning time and then use suitable dormant spray. For powdery mildew and Rust funguses, Bidder shall provide and spray suitable pesticides and fungicides on regular basis. Bidder shall remove the troublesome rose insects like Aphides, Thrips, Beetles, Borers, Rose midge, caterpillars, worms & Mites from the roses by hand picking method or suitable chemical spray etc.

VII. Rock Gardens:

Rock Gardens at Staff Colony, Chembur	:	75.00 SQM Approx.
Rock Garden at Sports Club	:	5.00 SQM Approx.

These should be kept free from the weeds etc.

Bidder shall keep the rock gardens in a presentable condition by regular watering, loosening and adding of soil, manuring and trimming of plants etc.

Re-arranging of stones, replacing of withered plants and bushes with existing similar should be attended immediately including additions and alternations in the existing shape size etc. as required by BPCL.

VIII. Maintenance of Trees (Both fruiting and non-fruiting):

Bidder shall carry out minor tree trimming like branches touching to buildings/structures, branches prone to fall/hanging on the roads by prior identification.

Bidder shall carry out tree trimming activity / operation carefully without damaging any trees with existing manpower. No extra payment shall be made on any account of this.

IX. Upkeep of Potted Plants:

Potted Plants : Staff Colony, Chembur - 500 nos.

Potted plants : Sports Club - 75 Nos.

a) Potted Plants (Indoor):

All existing indoor potted plants located at Bungalows and other places will have to be maintained in a proper manner and as per horticulture norms. Bidder shall keep / arrange indoor potted plants (required qty.) at certain places including Bungalows etc on certain occasions as directed by the engineer-in-charge. Bidder shall keep constant check on the health of these indoor potted plants and remove & replace, nurture on regular basis. Bidder shall replace withered / dry and damaged potted plants due to negligence with similar plants species. No extra payment shall be made on any account of this.

b) Potted Plant (Outdoor) :

All the existing outdoor potted flowering and foliage plants kept at various places are to be maintained properly. All potted plants should be watered on regular basis. The Bidder should replace withered potted plants due to negligence from time to time. Bidder shall take necessary care to up keep all the potted plants as well as pots all the times. Jobs like Trimming of above potted plants and loosening/ hoeing, replacing of soil, providing of manure both farm yard and chemical fertilizer etc shall be carried out on regular basis. Shifting and arranging of potted plants shall be carried out by the contactor as and when required basis and as directed by Engineer-in-charge. Bidder shall replace withered / dry and damaged due to negligence potted plants with similar plants species. No extra payment shall be made on any account of this.

Watering of potted plants, loosening of soil & manuring, trimming and shaping of plants shall be done on regular basis. All potted plants should be watered every day. The Bidder shall arrange and replace withered potted plants due to negligence from time to time. Bidder shall take necessary care to keep all the potted plants healthy and alive. Bidder shall arrange for regular trimming, dressing of potted plants. Bidder shall arrange for Loosening, inverting, replacing of soil and manuring etc of all the pots once in six month. Shifting and arranging

of potted plants will be carried out by the contactor as and when require basis and as directed by BPCL. The above work is required to be done by experienced Mali / gardeners.

c) Up keep and Maintenance of Vertical Gardens

Up keep and maintenance of vertical gardens by watering, replacing of similar or improved / better plants species, preparation of new pots for changing and replacing old plants from time to time including preparation of mixture / medium of soil, manure and leaf mold etc. The activities like preparation of potted plants and replacing, arranging of pots shall be carried out by experienced gardeners. Bidder shall arrange / replace pots and plants of vertical gardens from the existing plants on regular basis. Bidder shall keep sufficient stock of pots and plants available in nursery for replacing and changing withered pots and no extra payment shall be made on any account of this.

X. Maintenance of vegetable Gardens at bungalow No. 1 to 6

Preparation of vegetable beds as required at vegetable garden. Supply and spreading of red soil and farm yard manure once in three months and as and when required basis. Arranging of vegetable seeds, sowing of vegetable seeds like Spinach_(Palak), Garlic (Lasoon), Onion, Beetroot, Coriander, Snake gourd (Padwal), Bitter Gourd (Karela), Brinjal (violet colour), Green Beans, Chilli (Green), Cabbage, Cauliflowers, Radish (White Muli), Carrot (Redish/Orange), Bottle Gourd (Doodhi, Louki), Tomato, Sponge Gourd, Ridge Gourd, Corn (Summer Crop etc. Providing support to the vegetable crops as and when required basis. Bidder shall use pesticide for controlling pest and diseases on regular basis and ensure healthy growth of all vegetables. Collection and Harvesting of vegetables as directed by BPCL.

Bidder has to plant and maintain minimum 5 to 10 vegetable species all the times and the same shall be replaced in every Two / three month as and when required by BPCL.

XI. Maintenance of Botanical Nursery & Nursery Plants:

Botanical Nursery is located between Bungalow No. 3 and 4 in side BPCL Staff Colony. BPCL has a well-developed botanical plants Nursery having a collection of Beautiful foliage plants, Bonsai, Ferns and other several beautiful flowering and non flowering mother plants. Nursery is a place where plants are grown, Nurtured and utilized for displaying in own offices and can be distributed to the internal customer (occupants).Nursery plants require due care and attention for which Bidder shall depute one experienced gardener. Also, new Saplings / plants shall be developed from the mother plants and utilized them in the garden to improve the greenery at BPCL Staff Colony.

XII. Sports Club Play Ground (Approx. Area-15000.00m2)

Bidder shall Maintain entire play ground by regular watering, de-weeding, Mowing, edging, sweeping and cleaning of Lawns etc. Bidder shall arrange sufficient (Suitable) hose pipes

and sprinklers for watering entire play ground including every nooks & corner of the ground. Regular de-weeding shall be carried out by the Bidder in such way that no patches / holes are developed in the ground. Necessary care shall be taken by the Bidder for filling such patches with red soil & manure before plantation of grass. Activity like Mowing of lawns with the help of power Lawn movers (petrol and electrical driven movers) shall be carried out minimum once in a fifteen days. Entire ground / gardens shall be kept neat and clean by de-weeding, mowing, sweeping and cleaning on daily basis.

Filling and dressing up of soggy patches in the lawns / gardens / Play ground with red earth and manure.

Filling up of the holes made by crabs with pesticides for eradication etc. and properly consolidating the same etc.

XIII. Preparation & Maintenance of Cricket Pitches, Kho- Kho Ground (1 no.) & Volley Ball Court (1 no.)

Preparation of Main Cricket Pitch (6 nos.), Practice Cricket Pitch (4 nos.) Preparation of cricket pitches by spreading of yellow Murum, levelling, watering and moving on regular basis.

Meticulous preparation of the cricket pitches and ground will have to be done so that any match can be arranged within 24 hours.

The cricket pitches of sports club shall be rolled with power roller provided by BPCL. The cricket pitches shall be rolled on regular basis and as and when cricket matches arranged by sports club. The diesel, oil, and other lubricants etc require for operation of power roller shall be arranged by the Bidder at own cost. Bidder shall hand over the power roller to BPCL in running / working condition at the end of contract. If the roller is not in working condition, the Service Provider shall arrange for its repair. In case the roller is beyond repair, the Service Provider shall arrange a roller based on the requirement and instruction from EIC.

Regular de-weeding, cleaning, spreading of fine soil, watering, moving and leveling of kho-kho and Valley ball ground. The kho-kho and valley ball ground should be rolled after leveling and spreading of saw dust etc as directed by Engineer-in-charge. Bidder shall supply saw dust etc required for maintenance of kho-kho and valley ball grounds at own cost.

XIV. Removal & Disposal of garden debris:

Removing and disposal of garden debris that includes dry leaves, wet garbage, cut grass, weeds, and branches of trees, shrubs and plants etc. Bidder shall arrange suitable Vehicle / transportation for removing and disposing garden debris. Debris shall be collected by the Bidder from all the garden sites and kept at one designated place allocated by BPCL. The surrounding area of this shall be kept neat and clean on regular basis. Bidder shall not be allowed to generate garden debris more than one truck load at storing places/designated places. Please note that Bidder shall remove all the debris on daily basis for which necessary vehicle / truck shall be arranged by the Bidder on daily basis.

DEVELOPMENT JOBS :

a) Providing and Planting Korean / Mexican Carpet Grass.

Preparation of the ground surface by clearing entire site i.e. removing, clearing of grass, wild vegetation, Plant, bushes and stones etc if any. Excavation of the ground in ordinary soil up to 250mm depth. Removing of grass, roots, weeds etc. complete from the excavated soil. Inverting / tilling by loosening of soil once or twice after excavation of the ground repeat the same process till the ground is free from weeds. Remove all the weeds from the ground completely; level the ground properly as directed by BPCL representative. Supply and spreading of garden soil and manure in 3:1 ratio as per scheduled of quantities and as directed by BPCL.

Supply and plantation of Korean Carpet grass in the form of carpet blocks in line & level as directed by BPCL. The carpet grass supplied for plantation should be green and free from the weeds. The carpet grass should be arranged on the smooth / loose soil surface and not on the hard surface. Bidder shall do this job through experienced gardeners for laying and arranging the Korean carpet grass. Watering shall be done on regular basis. Grass shall be maintained properly throughout the contract period.

b) Providing and Planting thick grass (Paspalum)

Preparation of the ground surface by clearing entire site i.e. removing, clearing of grass, wild vegetation, Plant, bushes and stones etc if any. Excavation of the ground in ordinary soil up to 250mm depth. Removing of grass, roots, weeds etc complete from the excavated soil. Inverting / tilling by loosening of soil once or twice after excavation of the ground repeat the same process till the ground is free from weeds. Remove all the weeds from the ground completely; level the ground properly as directed by BPCL representative. Supply and spreading of garden soil and manure in 3:1 ratio as per scheduled of quantities and as directed by BPCL.

Supply and plantation of Thick grass by dibbling method. The planting distance shall be minimum 3 to 4 inches from each other. The grass supplied for plantation should be green and free from the weeds. Watering shall be done on regular basis. Grass shall be maintained properly throughout the contract period.

c) Supply and Plantation of ground covers & creepers etc.

Preparation of ground for planting of ground covers and creepers etc by digging of soil, removal of stones, roots, debris and unsuitable soil etc. to an average depth of 25 cm, filling

the ground by good garden soil and Farm Yard manure in 3:1 ratio duly mixed, rough dressing of the area.

Supply & planting ground covers of variety like Alternanthera, chlorophytum, Ornamental grass, pilea, Miniature Pandanus, Pandanus Golden variegated, Golden philodendron and asparagus etc of minimum 6" to 12" height and as per schedule of quantities and as per sample approved by BPCL. Watering shall be done on regular basis. Ground covers and creepers shall be maintained properly throughout the contract period.

d) Supply & Plantation of Seedling of Seasonal Flowering Plants.

Preparation of flower beds by excavation of the ground / flowerbeds up to the depth of 8" to 10". Removing of weeds, roots, grass and un-wanted materials etc from the excavated soil. Supply and filling of fresh fertile soil and manure in 3:1 ratio as per schedule of quantities. Mixing of soil and manure including leveling etc complet.

Supply & plantation of Hybrid flowering plants / seedlings like French, African Marigold of Inca series (sp. Beta, Shounak and Innova etc), Petunia double (Mixed), Red salvia (dwarf sp.), Antirrhinum (Mixed), Asters, Dianthus double mixed, Gazania double, Hybrid Bigonias, Coreopsis, Balsum (red), Vinca (Mixed), Zinnia(dwarf double), Dahlia(double), Nosturtium, (Double) Chrysanthemum, Star Phlox (Mixed), Calendula double, Gailardia (mixed), Gomhprina (red) Cosmos, Sunflowers, Gerbera mixed, Hollyhocks, Carnation, Kochia and Pansy etc as directed by BPCL. The height of the plants should be minimum 2 inches and they should be healthy and disease free at the time of plantation. Bidder shall arrange the seedlings A1 grade quality in proper trays from reputed & reliable Agro-tech Nurseries.

All these seasonal flowering seedlings should be watered properly (with low water pressure) on regular basis. De-weeding of flower beds by loosening & hoeing of soil. Side clearing, edging, removing dry leaves & old flower twigs etc. Bidder shall keep constant watch on the health and condition of the flowering seasonal plants and apply suitable fertilizer (NPK 19-19-19, Urea and suphala), insecticides and pesticides as per schedule. Watering shall be done on regular basis. This shall be maintained properly throughout the contract period.

e) Supply & Plantation of Seasonal Flowering Plants in Poly Bags.

Preparation of flower beds by digging of the ground / flowerbeds up to the depth of 8" to 10" in ordinary soil. Removing of weeds, roots, grass and un-wanted materials etc from the excavated soil. Supplying, filling of fresh fertile garden soil and manure in 3:1 ratio as per schedule of quantity and as directed by BPCL. Mixing of soil and manure including levelling of flower beds etc complete.

Supply & plantation of Hybrid flowering plants / seedlings like French, African Marigold of Inca series (sp. Beta, Shounak and Innova etc), Petunia double (Mixed), Red salvia (dwarf sp.), Antirrhinum (Mixed), Asters, Dianthus double mixed, Gazania double, Hybrid Bigonias, Coreopsis, Balsum (red), Vinca (Mixed), Zinnia(dwarf double), Dahlia(double), Nosturtium, (Double) Chrysanthemum, Star Phlox (Mixed), Calendula double, Gailardia (mixed), Gomhprina (red) Cosmos, Sunflowers, Gerbera mixed, Hollyhocks, Carnation, Kochia and

Pansy etc as directed by BPCL. The height of the plants should be minimum 6 inches and they should be in budding stage, healthy and disease free at the time of plantation. Bidder shall arrange seasonal flowering plants A1 grade quality in poly bags from reputed & reliable Agro-tech Nurseries.

All these seasonal flowering seedlings should be watered properly (with low water pressure) on regular basis. De-weeding of flowerbeds by loosening & hoeing of soil. Side clearing, edging, removing dry leaves & old flower twigs etc. Bidder shall keep constant watch on the health and condition of the flowering seasonal plants and apply suitable fertilizer (NPK 19-19-19, Urea and sulphala), insecticides and pesticides as per schedule. Watering shall be done on regular basis. This shall be maintained properly throughout the contract period.

f) Supply and Plantation of Flowering Plants and Bushes etc.

Preparation of the beds by clearing entire area of beds i.e. removing, clearing of grass, wild vegetation, Plant, bushes and stones etc if any. Excavation of the beds up to 250mm depth. Removing of grass, roots, weeds etc complete from the excavated soil. Inverting / tilling by loosening of soil once or twice after excavation of the ground repeat the same process till the ground is free from weeds. Remove all the weeds from the beds completely. Levelling of the excavated soil. Supply and filling of garden soil and manure in 3:1 ratio as per scheduled of quantities and as directed by BPCL.

Supply & plantation of flowering plants and bushes like Bougainvilleas (begum sikander, torch glow) (six colours) Ixora double - (Pink / red flowers), Euphorbia Milli- red-giant sp. Exoecaria Cochinchinensis (Variegated), Kamini (Murraya Exotica), Oleander (red/Pink), Musseanda-(Red, white, pink / yellow Orange), Allamanda, Thumbergia electa, Bottle Brush, Tecoma Capensis, Calindra Surinamensis, Cup & soucer plant, Oleander (pink / red), Thevetia peruviana, African Cassia, Galphinia, Hydrangia, Hibiscus double / snow white, Roses - Floribundas, Hybrid "T" Areca palms, Finger palms and Areca palms etc. The height of the plants should be minimum 12 to 24 inches, and they should be healthy and disease free at the time of plantation. Watering shall be done on regular basis. This shall be maintained properly throughout the contract period.

g) Supply and Spreading Red Soil.

Bidder shall supply fertile garden soil as per schedule of quantities and as per sample approved by BPCL. The soil supplied by the Bidder shall be suitable for gardening and it should be free from clods or lumps. Please note that any ordinary soil or soil mixed with stones, murum, weeds or any kind of grass etc will not be accepted. The soil shall be supplied in trucks. 20% void shall be deducted from the total quantity of soil supplied at site. The soil shall be supplied from the reliable sources.

h) Supply and spreading of manure.

Supply and spreading of well decomposed farm yard as per schedule of quantities and as directed by BPCL representative / site in-charge. The manure should be fully decomposed and it should be free from weeds, any kind of grass or any other unwanted material. Please

note that the raw manure supplied by the Bidder shall not be accepted for which Bidder shall be responsible. EIC's decision shall be final and no payment shall be made for such raw manure. 8% shall be deducted as a void. The above deductions will be made from the total quantity of manure supplied at site. Bidder shall submit the delivery challans with truck measurements for the red soil and manure brought in side BPCL Colony. Bidder shall unload the soil and manure at allocated places only as directed by site Engineer. Bidder / Bidder's representative along with BPCL representative shall physically check and acknowledge by signing the challans after unloading red soil and manure. Please note that challans without signature of BPCL representative shall not be accepted for payment.

i) Supply and Arranging of Earthen Pots / cement pots / plastic pots / decorative pots

Supply earthen clay pots / cement pots / plastic pots of good quality, size 10" x 11" (top diameter x length) including helpers require for transportation, loading, unloading etc. The height of the pots should be minimum 11inches with minimum 6inches base. The Bidder shall supply pots as per schedule of quantities and as directed by BPCL or as per sample approved by BPCL.

j) Removing and Disposal of Fallen Trees & Dead Trees etc (Spreading Tree)

Removing and disposing of fallen trees / dead trees like Pithecolobium saman(Rain tree), Peltophorum ferrugineum, (Bixa) Silk cotton tree, Gulmohar tree, Eugena Jambolana (Jamoon tree), Mangifera indica (Mango), Tamarindus indicus (Tamarind tree, Tabebia Rosea, Lagerstroemia sp. Kadamba, Neem tree, Spathodia Companulata, Karanj, Ashoka tree (spreading) etc. as per scheduled of quantities and as directed by BPCL. The minimum height of the trees 20mtr and minimum girth Bidder shall remove fallen trees / dead trees (spreading trees) from the ground along with the roots and its root ball by digging up to the depth of 1.00mtr. Back filling of soil and proper levelling of the ground etc. Bidder shall arrange required manpower, transportation, safety equipments and tools and tackles on own cost. Debris i.e. leaves, roots etc shall be cleared and disposed outside BPCL premises without any complaint from BMC or any other local agencies. **Bidder shall collect all cut/trimmed/fallen branches of both spreading & straight growing of 6" & above size and store at designated area assigned by BPCL inside Chembur colony including loading/unloading & transportation cost.**

1) Removing and disposal of fallen trees & dead trees etc (Straight trees)

Removing and disposing of fallen trees/dead trees (straight growing) like Eucalyptus tree, Ashoka pendula tree, Casurina, palm trees including Tadgola tree, coconut tree etc from BPCL premises as per scheduled of quantities and as directed by BPCL. Bidder shall remove fallen trees / dead trees (straight growing trees) from the ground along with the roots and its root ball by digging up to the depth of 1.00mtr. Back filling of soil and proper levelling of the ground etc. Bidder shall arrange required manpower, transportation, safety equipments and tools and tackles on own cost. Debris i.e. leaves, root ball and its roots etc shall be cleared and disposed outside BPCL staff colony, chembur/Sports Club premises without any complaint from BMC or any other local agencies.

Bidder shall collect all cut/trimmed/fallen branches of both spreading & straight growing of 6" & above size and store at designated area assigned by BPCL inside Chembur colony including loading/unloading & transportation cost.

k) Trimming of Spreading type trees (fruiting and non- fruiting)

Trimming of spreading type trees (of minimum Height 15mtr and girth approx. 800mm) like Rain tree, Peltophorum, Cotton silk, gulmohar, Mango, Banyan tree, Tamarind, Ashoka trees, Mahogany and Ficus tree etc.

1) Trimming of straight growing type trees

Trimming of straight growing type trees (of minimum Height 20mtr and girth approx. 500mm) like Ashoka trees (Ashoka pendula), Eucalytus, Casurina, few species of palm trees etc.

Bidder shall obtain clearance from EIC before starting the tree trimming work and carry out the job. Bidder shall arrange experienced tree climbers (skilled labour), helpers, safety equipments and tools and tackles for completion of Tree trimming job. Bidder shall arrange bucket Crane / boomer / Mac Lifton etc (if require) for trimming of tree branches of Tall trees and shall quote accordingly. The tree trimming job shall be carried out carefully without damages to BPCL property. Debris like leaves, tree branches, woods etc shall be disposed off outside BPCL staff colony, chembur/Sports Club premises without any complaint from BMC or any other local agency.

Bidder shall collect all cut/trimmed/fallen branches of both spreading & straight growing of 6" & above size and store at designated area assigned by BPCL inside Chembur colony including loading/unloading & transportation cost.

The debris generated on account of tree trimming job shall be removed on daily basis.

l) Removing of fruits from fruiting trees and trimming of leaves

BPCL have numerous full grown fruiting tree like Coconut trees (cocos nucifer), Palm tree(Borassus flabellifer & (Artocarpus heterophyllus) Jack Fruits tree, mango tree etc at BPCL Staff colony, Chembur/sports club. Bidder shall remove the fruits from fruiting tree as per scheduled of quantities and as directed by BPCL. Bidder shall hand over all the fruits to Estates for distribution etc. In addition, Bidder shall also remove raw fruits of the cotton silk trees leaves of coconut and palm (Tadgola i.e Borassus) trees as directed by BPCL. While carrying out this activity, Bidder shall remove un-wanted (dry/dead/old) leaves from the trees. Bidder shall hire expert tree climbers for removing fruits and leaves etc from the fruiting trees for which necessary safety measures as applicable shall be followed by the Bidder specially while carrying out the above jobs.

m) Supply and Spreading of Fertilizers : (N P K -19-19-19, (200kg) Urea (500kg) and Suphala (500kg) in 50kg bag / Pac)

Supply & spreading of Chemical fertilizers like N P K -19-19-19, (200kg) Urea (500kg) and Suphala (500kg) in 50kg bag / Pac etc as per schedule of quantities and as directed by BPCL. The Rate should includes all Taxes, transportation, loading & unloading, storage in suitable and safe environment, shifting and applying to the plants and bushes etc.

n) Supply and Sowing of Seeds of Seasonal Flowering Plants.

Preparation of beds in Botanical nursery by digging the ground / beds up to the depth of 8" to 10" in ordinary soil. Removing of weeds, roots, grass, stones, brick bats and un-wanted materials etc from the excavated soil. Supplying, filling of fresh fertile garden soil and manure in 3:1 ratio as per schedule of quantity and as directed by BPCL. Mixing of soil and manure including leveling of flower beds etc complete.

Arranging of seeds of seasonal flowering plants like French, African Marigold of Inca series (sp. Beta, Shounak and Innova etc), Petunia double (Mixed), Red salvia (dwarf sp.), Antirrhinum (Mixed), Asters, Dianthus double mixed, Balsum (red), Zinnia(dwarf double), Star Phlox (Mixed), Calendula double, Gailardia (mixed), Gomhprina (red) Cosmos (dwarf), Sunflowers, and Pansy etc. as per scheduled of quantities.

Supply and Sowing of above seasonal seeds and propagation, plantation, maintenance etc on specific requirement and as directed by BPCL. Workmen require for preparation of flower beds, sowing of seeds, propagation, plantation and maintenance shall be utilised from the existing man power. Bidder shall ensure 85% germination of seeds. Bidder's RA bill shall be released only after plantation of seasonal flowering seedlings.

Note:- Bidder shall submit the bar chart for each development job separately before the commencement of work and discuss about the entire scheme / plan with the site Engineer. Please note that Bidder shall arrange separate manpower / labour (Skilled & unskilled) only for development job. The existing manpower deployed for garden Maintenance shall not be utilized for the above development jobs The list of manpower / Labour brought inside BPCL Colony for development jobs shall be submitted separately to the site in-charge on daily basis.

Bidder shall maintain the following garden equipments for BPCL Staff Colony & Sports Club

:

Sr. No.	Tools & Tackles	Minimum Quantity
1.	Power Lawn mowers 18" of 3 HP capacity (electrical driven)	02 Nos. (New brand)
2.	Power Lawn mowers 18" of Honda Machine, 3HP capacity (petrol driven)	02 Nos. (New brand)
3.	Bush Cutter / Harvester of any Branded Company	02 Nos.
4.	Hand Lawn Mowers (Tiger Brand)	03 Nos.
5.	Spade with wooden Handles	15 Nos.
6.	Pick Axe & Crowbar	10 +2 Nos.
7.	Hedge shears	06 Nos.
8.	Secateurs	06 Nos.
9.	Flexible Hose pipes (30mtr)	60 Nos. Minimum

10.	Sprinklers with stand	14 Nos.
11.	Spray pumps for pesticide and fertiliser (Five ltr capacity)	Minimum 02No.
12.	Pans	20 Nos.
13.	Four wheeler Trolley (Thela) , hand cart	04 Nos.
14.	Axe, ladder, Bill Hooks, wooden /metal stool, Nylon Rope (minimum 30mtr long & 2cm dia)	02+02+08+02+02
15.	Brooms, baskets, sickles & Khurpees etc. .	20+20+20+30
16.	Miscellaneous items like pegs, fork, de-weeder etc.	As per requirement
17.	Chainsaw (1 electrical & 1 Petrol)	2 nos. sharpex (electric) stihl (petrol)
18.	Pitch lawn mower (zero cut)	1 (brand approved by BPCL EIC)
19.	Manual pitch roller 250kg	1 (brand approved by BPCL EIC)

Bidder shall arrange for brand new tools & Tackles. All the tools shall be maintained by the Bidder on his own cost. Sharpening, repairing of tools etc shall be attended regularly to keep them in working condition. All the tools and Tackles shall be inspected by the Engineer in-charge every six month. If found short or in non-working condition, necessary deductions shall be made from the Bidders RA bill. BPCL's decision in this regard shall be final & binding on you.

Following are the details of activities to be carried out for Horticultural works for staff colony, Chembur and sports club as per the frequencies:-

Sr. No.	Area /Location	Method	Frequency
A	Chembur Colony & Sports Club		
1	Regular Mechanised/Manual cleaning of all gardens, lawns, parks i.e. removing dry leaves, branches etc.	Sweeping/Cleaning	Daily
2	Regular Mechanised/Manual watering of gardens, lawns, parks, Hedges, Creepers, ground covers, rock gardens, plants, bushes, potted plants, vertical garden, Vegetable garden, Botanical Nursery etc.	Manual /Sprinkler Watering	Daily (Except Monsoon)
3	Upkeep of Hedges/rock gardens/Creepers/ground covers/plants & bushes	Trimming/loosening of soil/de-weeding/ cleaning	Fortnightly
4	Mowing of lawns, gardens, parks etc.	Mowing /trimming / edging /de-weeding /sweeping /cleaning	Fortnightly

5	Maintenance of Flower beds (Seasonal & Perennial)	de-weeding /Loosening of soil/cleaning	Fortnightly
6	Maintenance of straight & spreading trees	Trimming (mechanised/manual)/cleaning/ disposal	Once in Six Months
7	Removal of fruits from fruiting trees	Manual/mechanised removal/cleaning	As and When required.
8	Removal of Dry leaves of Tadgola Trees	Manual/mechanised removal/cleaning	As and When required (minimum once half yearly)
9	Maintenance of Potted plants (Indoor & Outdoor)	Loosening of soil/de-weeding/re-potting/nurturing/ cleaning	Monthly
10	Maintenance of Vertical Garden	De-weeding/re-potting/nurturing/ cleaning	Monthly
11	Maintenance of Vegetable gardens	De-weeding/ pesticide (As & when required) / nurturing/ cleaning	Weekly
12	Maintenance of Botanical Nursery	De-weeding/Re-potting/nurturing/propagation of cuttings of Plants/ cleaning	Weekly
13	Removal of Garden Debris	Removal/loading & unloading/transportation/ disposal/cleaning	Daily
14	Removal Fallen trees	Manual or mechanised cutting / removal / loading /transportation /disposal/cleaning	As and When required
15	Clearing of wild vegetation along the road shoulders & pathways	Removal & disposal	Weekly
16	Clearing of woody areas of Block No. 5-19, in front of Bungalows, Block No. 1-4, around jogger tracks, pathways	Removal & disposal	Weekly
17	Supplying Red soil, Manure and chemical fertilisers	Spreading/Spraying	As and When required

18	Maintenance of Sports Club Ground	De-weeding/watering (manual or mechanised) /mowing/cutting/sweeping/cleaning	Daily in phases
19	Maintenance of Sports club ground cricket pitch	De-weeding/sprinkling of water/Rolling	As and When required
20	Maintenance of Kho-Kho/Kabbadi ground of sports club	De-weeding/spreading of soil	As and When required

Terms and conditions for Horticultural works at staff colony, Chembur and Refinery Sports Club

Man power:

- 1) The Bidder has to provide manpower as per bill of quantities and as per Summary of detailed manpower allocation (**Annexure-III**). The Bidder shall ensure full strength / attendance of workmen. Bidder shall arrange for substitute man power in case of shortage / absenteeism of existing manpower so as to keep the all garden area neat and clean during the contract period. Please note that you shall arrange/ hire extra manpower as a substitute for all the workmen on leave.

All the workers / manpower hired by the Bidder should have the knowledge of gardening activities like proper watering, de-weeding, digging, trimming of plants, hedges and mowing of lawns etc. Bidder shall not hire the un-experienced or workers without any knowledge of gardening. All the Bidder's workers should be able to carry out all the Horticultural / gardening activities and able to handle tools and tackles provided by the Bidder.

Bidder shall keep minimum Two supervisors at BPCL staff colony & refinery Sports Club for supervising & smooth operation of the garden maintenance activities. The supervisors should have little Knowledge of Trees, flowering plants and bushes and able to communicate in Marathi & Hindi Language. Bidder's supervisor should have supervisory skill, knowledge of Maintenance of gardens and capability of controlling / handling the workers without any complaints. The supervisor should be accessible on cell phone and available at site all the time during working / extended hours. Bidder shall provide cycles or suitable two wheeler vehicle to the supervisor for frequent site visits during working hours at BPCL Staff Colony. The Bidder shall consider all the above aspects, assess the quantum of works to be carried out and quote accordingly.

- 2) The Bidder shall follow entry and exit rule at security gates and keep all the records like gate entry of Bidder's workmen and challans for the materials brought inside BPCL Staff colony & Sports Club and same shall be submitted to the Engineer-in-charge along with the Monthly bill. Bidder shall submit one copy of gate entry form of all the labour / workmen brought in side BPCL Staff Colony, Chembur on daily basis.

Daily attendance of each and every employee of bidder working inside Chembur Colony shall be recorded by biometric system placed inside the Chembur Colony.

- 3) The manpower, provided by the Bidder under this service, shall observe 4 National holidays. (26th January -Republic day, 1st May- Maharashtra day, 15th August - Independence day, and 2nd October -Mahatma Gandhi Jayanti). Sundays shall be treated as weekly off.
- 4) Bidder shall visit the site regularly and spend sufficient productive time in a day, provide supervision and ensure that all Horticultural maintenance works are attended as per scope of work. Bidder shall control and monitor all the Horticultural maintenance activities including manpower and give the feedback to the site in-charge on regular basis. In the eventually of not reporting to the site and not adhering the contract conditions as mentioned above, suitable action would be initiated as per SLA. All labour related issues if any, liabilities, compensation etc. will be Bidder's responsibility and to be handled by the Bidder. BPCL will not be held responsible for any labour related issues.
- 5) Bidder will be required to obtain a license from the office of the Regional Labour Commissioner on award of the contract. However, the bidder is required to contact ER Section for details.
- 6) Bidder will also make sure that each and every coverable employee is covered under the provision of ESI Act 1948 & EPF Act 1982 & the scheme framed there under. Bidder will be liable for any default noticed during the contract period / inspection which will be viewed very seriously and penalized as per statutory rules/acts. BPCL will not be held responsible for non-compliance of any such statutory provisions.
- 7) Any work not done properly shall have to re-done free of cost to BPCL.
- 8) Bidder representative / supervisors must be available at site on daily basis.
- 9) On Sundays and Holidays the work will be limited. However, in case of exigencies during these days, Bidder shall continue / carry out certain Horticulture activities. Bidder shall also arrange for limited work force for watering during summer for extended period in the evening hours on working days as and when require basis and without any cost to BPCL. For such requirement / work, adequate work force though less than normal days shall be arranged by you.
- 10) Bidder shall plan manpower requirement in suitable manner so as to meet the contractual obligations as outlined. Bidder shall ensure that jobs are carried out effectively and in a professional manner.
- 11) All services, Safety measures as applicable shall be followed by Bidder specially while carrying out all up keep and maintenance garden activities.
- 12) BPCL does not guarantee work under all the sub-heads/main items described and nothing extra is payable on this account.

- 13) The Bidder shall have to maintain a minimum inventory / stock of materials required for up keep and maintenance works such as hose pipes, mowers, rollers, seeds, fertilizers, pesticides, fungicides etc.
- 14) Bidder shall provide all required tools and tackles such as lawn mowers, baskets, coconut brooms, pans, spades, axe, fork, sprinklers, sickles, hedge shears, secateurs, Hand cart, ladder, four wheelers Trolley etc. required for up keep and maintenance jobs. Bidder shall also supply red snowcem -required quantity for coloring the potted plants as and when require basis.

Bidder shall assess the quantum of jobs to be carried out including manpower, the quantity of Tools and tackles, materials etc required for day to day up keep and maintenance works and quote accordingly.

- 15) Water for gardening will be made available at various points. The water pumps / bore wells provided for gardening purposes shall have to be operated by the Bidder with due care. The Bidder shall also arrange for all flexible pipelines required for watering and also arrange to protect the same at road crossings, if required, and will have to carry out watering of plants, lawns etc. in the evening / after office hours at BPCL colony.
- 16) Up keep and maintenance jobs shall have to be done at any place; safety of laboures must be ensured by Bidder.
- 17) Bidder shall submit the daily work report like daily up keep and maintenance activities and checklist etc. for the work executed (as per scope of work /scheduled of quantities/as per term & conditions).
- 18) Planting of cuttings, shrubs, ground covers, bushes, creepers and propagating of seedlings in the Botanical Nursery and maintaining them including potted plants, arranging them in Trombay Club or at any place in the Staff Colony. (as and when required) should be treated as part of the scope of maintenance work and no extra charges shall be paid on this account.
- 19) Bidder shall maintain all the newly developed & re-developed gardens with the help of existing manpower whether it is developed or re- developed by different agency or same agency and no extra payment shall be made on any account of this.
- 20) Disposal of garden debris: Disposal of garden debris that includes leaves, cut grass, cut branches, dry branches / woods, brick bats, stones, fallen tree roots, weeds, surplus materials and other unwanted debris etc shall have to be disposed off outside the colony daily basis. Disposal of garden debris has to be done in such a manner as not to draw any objection from the BMC or without creating environment nuisance to anybody and shall be disposed off at authorized areas nominated by the local authorities (BMC).

Bidder shall indemnify corporation of any responsibility on this account. Bidder will not be allowed to store garden debris at various locations inside Chembur colony & Sports

Club premises. Bidder shall collect all garden debris from various location and kept at designated area and same shall be removed immediately if debris is more than one truck load.

Helpdesk Assistance at EMO Colony

Bidder shall deploy 1 no. MIS Executive cum Helpdesk Manager for overall co-ordination of jobs and 2 nos. of Front Desk Executive.

The Scope/Job responsibilities of the MIS Executive cum Helpdesk Manager broadly include but are not limited to the following:-

1. Overall supervision of the Front Desk Executives deployed under the contract.
2. Follow-up with AMC/SOR contractors on daily basis for the job completion.
3. Continuous feedback from occupant regarding complaints.
4. Lining up of jobs/change of time for jobs to be carried out as per resident's requirement and ensuring timely completion of these jobs.
5. Closing of job vouchers in the system on daily basis.
6. Keeping track of pending job vouchers & ensuring timely completion of the jobs.
7. Preparing various reports and updating as per progress.
8. Data analysis/trend analysis and one-to-one communication with contractor supervisor/engineer regarding pending jobs, causes of delay etc.
9. Overall co-ordination with company staff for execution & timely completion of maintenance jobs.

The main objective will be improving speed and effectiveness of Estates Helpdesk and timely completion of various maintenance jobs at staff colony.

The Scope/responsibilities of the Front Desk Executives broadly include but are not limited to the following:-

1. Attending phone calls of the residents & co-coordinating with AMC/SOR Contractors / supervisors / BPCL Staff & providing the required feedback to residents.
2. Co-ordinating with the BPCL staff & assisting them in doing office clerical jobs with the various software packages being used in BPCL or otherwise.
3. The Front Desk Executives shall possess good knowledge of Hindi, English & Marathi, in writing as well as speaking / understanding.
4. The Bidder is required to provide services of the helpdesk assistance from 7:45 AM till 7:45 PM.

5. The Front Desk Executives shall possess thorough knowledge of MS Office, Internet & basic computer skills.

21) The Front Desk Executives shall be deployed by bidder in BPCL Staff Colony, Chembur on min 8 hrs daily/6 days a week basis. One person shall work from 7:45am to 3:45pm and the second person shall work from 11:45am to 7:45pm at Chembur Colony EMO. However, the timings can be changed as per BPCL requirements.

6. Terms and conditions for Helpdesk Assistance at BPCL Staff Colony Chembur.

1. The Bidders are instructed to first visit the Estates Maintenance Office, BPCL Staff Colony, Chembur, for proper understanding of the requirement, before quoting for the tender.
2. Bidders shall ensure that whenever any of the MIS Executives/ Front Desk Executives goes on leave, they will provide suitable replacements.
3. Bidders shall also take immediate action for replacement of MIS Executives/ Front Desk Executives if staff is not found suitable by BPCL for the work.
4. Bidder shall ensure rotation of the staff deployed for the services at Estates Office.
5. The job is purely temporary in nature & no claims, what so ever, will be entertained for continuity of the job at Estates Maintenance Office.

Maintenance of Swimming Pool

Job includes maintenance/cleaning of BPCL Staff Colony, Chembur and Sports club swimming pool as detailed below:

1. Cleaning of swimming pool, surrounding area, filtration plant and the aeration fountain shall be carried out on daily basis.
2. Brushing of the Swimming pool flooring shall be carried out with suction sweeping machine or any other mechanical equipment on daily basis. In case of any breakdown/repair, Bidder shall arrange alternate cleaning equipment immediately. This job includes all the spare parts required for smooth operation of suction sweeping machine.
3. Cleaning and scrubbing of side tiles shall be carried out with brass wire brush on daily basis.

4. Skilled persons shall be provided on daily basis for keeping the pool clean and hygienic at any given time.
5. Back wash of filtration plant shall be carried out on weekly basis.
6. Bidder shall supply and use Liquid chlorine in the form of Sodium Hypochloride/TCC 90 as approved by BPCL through BPCL installed auto dosing system for adding it to swimming pool water for purification / chlorination of water, thereby achieving the quality of water desired for swimming purpose as per the guidelines of statutory bodies. Alternately, bleaching powder and alum can be used in case of outage of the auto dosing system as per the instructions of BPCL Engg.-in-charge.
7. Mixing of Sodium Hypochloride / TCC 90 to swimming pool water to be properly monitored. Excess chlorine can cause eye irritation while less chlorine can cause skin diseases. Hence, proper proportion to be maintained.
8. Necessary water testing report shall be obtained by the Bidder on monthly basis and submit it to Estates Office.
9. Acid in diluted form shall be supplied by the Bidder for cleaning of aeration fountain.
10. Proper challans for the above material entry shall be produced with the bill.
11. Log book for the maintenance of pools shall be maintained at the site on daily basis.
12. Providing Life guards for swimming pool during the pool timings as per instructions of club managers of Trombay club and Sports Club or Estates officer. The life guard will also be required to wear a T-Shirt with 'LIFE GUARD' clearly written at the back & front side of the T-Shirt which is visible clearly.
13. **Swimming pool cleaning Machinery / Equipment, tools & Tackles including safety rope and safety ring(bouy) and Consumables shall be in the scope of bidder. Swimming pool cleaning Machinery/Equipment provided by service provider will remain their property and service provider can take back these Machinery/Equipment after end of the contract.**

Service Provider shall be paid lumpsum amount every month for providing of Swimming pool cleaning Equipment / Machinery Rental and Consumables etc as per scope of work of Maintenance of Swimming pool at BPCL Staff Colony, Chembur & Refinery Sports Club.

In order to have better understanding of the consumption of items, service providers shall visit the site and understand the requirement as per the site conditions. No extra amount shall be paid if the value of consumption of items is higher than the monthly lumpsum quoted rate. Services should not be affected for the delay in procurement of Machinery / Equipment and Consumables.

Terms and conditions for Maintenance of Swimming Pool at BPCL Staff Colony Chembur and Refinery Sports Club.

1. All the bills shall be produced with the copies of Monthly Attendance register.
2. Bidder shall submit the Swimming pool water test reports, log book & Attendance register along with the monthly bill certified by Trombay Club and Sports Club manager.
3. For non compliance of scope of work as mentioned, penalty as per SLA is applicable.
4. Bidder shall ensure smooth operation of Filtration plants. If any breakdown happens due to negligence of bidder then necessary repairs shall be carried out by bidder at his own cost and ensure smooth operation.
5. The Swimming pool shall be operational for 6 days a week. The timing shall be as decided by club authority. However, timings may vary as per the requirement of club members as decided by Club Committees.

Operation of Health club in BPCL Colony & Sports Club

The scope of work shall include but not be limited to the following:

"Complete operation, maintenance and management of the Health club and Spa in BPCL Staff Colony, Chembur, Vashi & Health Club at B.P.C.L (R) Sports Club. This shall include maintaining the up keep of the premises, maintaining records of all members associated with their Gym activities, ensuring availability of all equipment and facilities, along with maintaining the requisite discipline in the premises. Registers to be maintained for recording downtime of equipment, complaints by members, etc. Fitness Cards shall be maintained for each member, detailing their weight profiles, schedule of exercises, etc.

Description of Work in Health Club at BPCL Staff Colony, Chembur:-

"Ensure availability of Manager, dietician, sports coach, fitness trainers, spa attendants, masseur and general attendants to ensure the satisfactory functioning of the Health club and as instructed by the Club Committee. The stipulated timings shall be, but not limited to, as given below on daily basis (**except weekly off on Thursday**) :

Sr.No.	Person	Timing
a)	Manager	During Gym Hours (Min.8 hrs. a day). He will manage both Chembur colony and sports club health club
b)	Fitness Trainers	Monday to Saturday- 06.00 am to 02.00 pm and 2.00 pm to 10.00 pm (Gents & Ladies)

		Sunday 7.00 am to 3.00 pm.
c)	Dietician	09.30 am to 01.30 pm (Tuesday) and 04.00 pm to 08.00 pm (Saturday). He will manage both Chembur colony and sports club health club members.
d)	Spa Attendants	06.00 am to 10.00 am and 5.00 pm to 9.00 pm (Gents) 08.00 am to 05.00 pm (Ladies) 08.00 am to 05.00 pm (Sundays) (Gents & Ladies) Note:- Reporting time may vary as per the requirement.
e)	Housekeeping	05.30 am to 10.00 am & 3.00 pm to 7.30 pm

However, the timings and weekly off may be changed at the discretion of the Trombay Club Committee keeping the hours of operation constant

"The Fitness Trainers shall guide the members on use of Gym equipments, conduct freehand exercises and weights. Body measurements will be taken and exercise schedules / cards shall be made as per the requirement of individual members.

Major activities: Apart from Gymnasium activities, following existing activities are to be continued.

a. Abs session: - On every Monday, Wednesday, Friday.

Timings: Morning: 6.30 am to 7.15 pm and 10.00 am to 10.45 pm (For Ladies).

Evening: 7.30 pm to 8.15 pm

b. Aerobics session:

Every Sunday: 11.00 am to 12.00 noon (OR) 12 noon to 1.00 pm.

Every Wednesday: 11.00 am to 11.40 am.

"The dietician will maintain records of weight profiles and weight management of the members and guide the members on diets, eating habits, balanced diets etc,

"Guiding the members on the proper use of equipment, allocation of equipment so that it is uniformly available to all members, preventing misuse of the equipments and maintaining the general discipline of the premises.

"The Masseur shall provide therapeutic massage to member according to the member's health requirements.

"The Health Club shall be strictly opened at 5.30 am in the morning and the housekeeping and cleanliness of the premises shall be maintained. Sweepers shall be deployed on regular basis and the premises and equipments shall be clean for use always during the operation of the Health Club and Spa. Periodic cleaning every day shall be ensured for the wet areas, like massage room, steam room and showers.

Description of Work at Health Club(R) in B.P.C.L (Sports Club):-

"Ensure availabilities of Manager, dietician, fitness trainers and general attendants to ensure the satisfactory functioning of the gymnasium and as instructed by the sports club committee. The stipulated timings shall be, but not limited to, as given below on daily basis (except weekly off on Sunday)

"The following will be minimum requirement of personnel that you will have on duty at our gymnasium:

Sr.No.	Person	Timing
a)	Fitness Trainers	06.00 am to 10.30 am and 02.30 pm to 7.00 pm (Gents & Ladies)
b)	Housekeeping	5.30 am to 10.00 am & 02.00 pm to 6.30 pm

Each trainer has to complete 9 hrs shift (continuous or intermittent as required) daily. The responsibilities would include all aspects of operation of the gymnasium, regular / minor maintenance of equipments, cleanliness, housekeeping, safety of club members as well as contract employees keeping all records of individual members, etc with specific responsibility (but not limited to) of each person.

Description of work for maintenance of Health Club Equipments:-

1. To service, adjust and lubricate Treadmills, Exercise cycles, elliptical trainers and Strength equipments regularly once a month to give trouble free operation at all three Gymnasiums located as under.
 - a) Trombay club at BPCL staff colony, Chembur
 - b) BPCL sports club
 - c) Vashi staff colony
2. Monthly service reports duly certified by the Trombay Club Manager shall be submitted to Estates along with monthly bills.
3. Attend to all complaints at above given sites immediately on being intimated to you on telephone or in writing.
4. Ensure that complaints are attended to on the same day. In case the same is not attended due to non availability of spares, etc. the same shall be informed to Trombay Club Manger & BPCL.
5. Please note that bidder is required to supply all materials, equipments, labour, transportation to come to site for your mechanic / representative, supervision etc, for the work.
6. Carry out regular preventive maintenance in order to minimize the number of breakdowns and ensure smooth and quite operation.

7. It may be noted that except for major items as mentioned in the Schedule of quantities all other spares/misc. items including bushings, plastic/rubber parts, lubricants etc. shall be supplied by the contractor (whenever damaged & required to be replaced) at no extra cost and shall be a part of servicing item.
8. Servicing shall also include Motor servicing, rewinding, all mechanical works, Drive card repairs Inclined motor servicing, rewinding, all mechanical works.

Terms and conditions for Operation & Maintenance Health Club at BPCL Staff Colony Chembur and Refinery Sports Club.

The subject work shall be carried out as per the following terms and conditions:

1. The Health Club shall be operational for 6 days a week. The timing shall be as mentioned in scope of work. However, timings may vary as per the requirement of club members as decided by Club Committees.
2. The overall responsibility of all the Health Club equipments, Spa and premises shall be with the Bidder.
3. In case of any failure of any equipment, the same shall be promptly informed to the Club Manager & Estates Officer and necessary maintenance shall be carried out on immediate basis. Bidder shall ensure minimum breakdown time of equipment and ensure smooth operation of equipment after repairs.
4. All specialized manpower deployed like the Fitness Trainers, Dietician and Masseurs etc. shall have the requisite professional training and experience in carrying similar jobs elsewhere. Note that required number of male and female Fitness Trainers, Dietician, Masseurs and sweepers shall be deployed on daily basis, during the timing of the Health Club and Spa. However, at least one male and one female Fitness Trainer will be deployed on each half daily. Similarly at least one male and one female masseur shall be deployed daily.
5. The Fitness Trainers shall be in Gym dress only and the Masseurs shall be attired in proper uniform, provided by the Bidder.
6. All consumables like therapeutic oils (Virgin olive oil of reputed make) cleansing materials, towels, massage disposable sheets etc required for operating the Health club and spa shall be provided by the bidder.
7. Bidder shall obtain gate pass from Trombay Club manager for taking out the equipment for repairs purpose. Copy of the same shall be maintained for record purpose.

8. Bidder shall arrange for transport of repair equipment at his own cost.
9. Persons deployed for these jobs shall have passion as well as necessary qualification to do justice to the job.
10. Contractor to take necessary approval from Trombay club before appointing any person.
11. Any person found misbehaving with members, taking no interest in the job, found spending max. time inside room instead of exercise floor shall be removed from the job. Contractor to make necessary replacement arrangement.

Pest Control Services at Staff Colony Chembur, Vashi & Sports Club

Providing pest control measures/services in flats / common areas as required at BPCL Staff Colony, Sports Club, Vashi flats.

- a) Pest Control Supervisor: Bidder shall provide a dedicated Pest Control supervisor who shall report to Facility Executive (Soft). He shall perform the jobs as per the bill of quantities and scope of work. Supervisor should be aware of pest control treatment methods and chemicals used for pest control. Supervisor shall ensure for timely and effective pest control treatments.
- b) Pest Control Services shall be provided as per the Bill of Quantities.
- c) Provide & spraying of suitable pest control treatment at staircase, landings, passages and in front of Main doors of Bungalows, Floors and surroundings of Bungalows and Blocks etc. at BPCL Staff Colony.
- d) Provide strong pesticides in all gutters Gully Chambers drains, manholes to eradicate insects and cockroaches.
- e) Provide fumigation service outside to prevent entry of mosquitoes in Bungalows and flats at BPCL Staff Colony.
- f) Area indicated is not only for the flats but any other part service (Parts of Trombay club/sports club etc) can also be considered under the same area.
- g) Pest control agency shall have valid licence to provide pest control services in residential premises. Proper due certificate / license from Forest Department should be submitted for the man power appointed for snake catching activity inside BPCL Colony.

Details of work to be carried out :

1. Carry out the general pest control treatment daily in the morning in front of doors to Bungalows, flats, entrance, landings, passages, staircase for all colony buildings. It should cover all buildings as mentioned.
2. Pesticides used shall be Public health insecticides / Household Chemicals. Chemicals banned by Central Insecticide Board should not be used for any treatment at any cost.
3. Following pesticides shall be used for various treatments -

- | | |
|---------------------------|---|
| a) General pest control - | Beta Cyflurthrin 2.45 % SC of M/s. Bayer Environmental services or BPCL approved eqv. |
| b) Mosquito repellent - | Deltamethrin 2.5 % Flow of M/s. Bayer Environmental services or BPCL approved eqv. |
| c) Termite treatment- | Imidacloprid 30.5 % SC of M/s. Bayer Environmental services or BPCL approved eqv. |
| d) Fogging treatment- | KingFog of M/s. Bayer Environmental services or BPCL approved eqv. |
| e) Gel treatment- | M/s. Bayer Environmental services or BPCL approved eqv. |
| f) Rodent control- | Bromelain of M/s. Bayer or PCI or BPCL approved eqv. |

In case above chemicals are not available in the market or are found to be in-effective, bidder shall submit list of equivalent chemicals and get it approved by BPCL before using them.

4. Spray strong pesticide in all the gutters, gully chambers covered drains, manholes to kill and control insects and cockroaches. Ensure that the covers of manhole chambers are properly placed and fixed at their original places after removing and spraying in gutters, chambers etc. If the drain chambers are found to be clogged / choked it is to be informed to Colony Estates Office immediately.
5. To avoid entry of mosquitoes in Bungalows and flats in the evening you will have to provide Fogging treatment in the surrounding areas of Buildings, staircases, landings, basements, parking area, Trombay club premises, servant quarters area etc. as and when required.
6. No payment will be done if the pest control service is in-effective.
7. Special care must be taken to prevent environment becoming harmful to human beings to due to use of toxic insecticide. The chemicals used must afford a low toxicity for human and livestock. All actual operation must be carried out in a blocked out controlled manner so as to avoid being injurious to human health, DDT and other chlorinated products must not be used.
8. In case the treatment given in the specific premises / areas including Fogging, gutter trenches is not found effective you will be required to redo the treatment free of charge.
9. Bidder shall require to supply all materials, equipments, transport, labour, supervision etc. required for the job.
10. Bidder shall prepare a statement showing the various premises where pest control services are carried out. Payment will be made only for the premises for which pest control measures/services actually carried out as certified by the occupants/officer in charge/Estates representative/Security personal.

11. Bidder shall adhere strictly to the appointments taken by occupants for treatment to avoid any inconvenience to occupant.
12. Bidder shall obtain signature only from the occupants on the vouchers for services rendered and the signed vouchers should be produced along with the monthly bill.
13. Important safety point: Suitable Gas mask, hand gloves, goggles and shoes is to be provided by the Bidder for the persons on job and medical check up and health records has to be maintained and shown once in 2 months for the Bidders personnel etc.
14. **The manpower, provided by the Bidder under this service, shall observe 4 National holidays. (26th January -Republic day, 1st May- Maharashtra day, 15th August - Independence day, and 2nd October -Mahatma Gandhi Jayanti). Sundays shall be treated as weekly off. However, Bidder persons should work on Sundays/holidays as per the requirement of Resident/Trombay club/Sports club or any other place in the scope.**

A. Bed Bug Treatment:

Close attention shall be paid to following areas:

- a) The seams, along beading, under buttons, and corner protectors if not previously removed.
- b) For metal framed beds if wooden slats are present; these contain many cracks for bed bugs to hide in and lay their eggs. If the wooden slats are bolted to the bed frame, the bolts should be undone and the drilled holes inspected and treated.
- c) The areas around the bed should be investigated next, these include: The bed frame, bed head and bedside furniture; the drawers in tables and cupboards should be removed and examined. If bed heads are attached to the wall, they should be removed after consulting the customer.
- d) Bed bugs can also hide in coils of bed springs and inside hollow bed posts.
- e) Other furniture in the room should be inspected, especially locations where luggage is placed, such as luggage racks. For these, close attention should be paid to the seams and buttons (if upholstered) and any wooden joints (especially if constructed of chipboard).
- f) Other inspection sites include appliances such as telephones and audio visual equipment, books, power points and behind switch plates, underneath carpet edges and the straight edge that holds the carpet in place along with rugs, skirting boards, joints in floor boards and under floor boards, loose wall paper and paint, architraves, old nail and screw holes, ornaments, window casings and wall voids.
- g) Bed bugs may be found higher on the wall in wall hangings, picture frames, wall mirrors, Venetian and vertical blinds, curtains and curtain rods, books, behind electrical conduit, cracks and joins in the ceiling, under ceiling mouldings and light fittings.

- h) Thoroughly treat the frame, slats and springs/ wooden panel of beds. To treat the mattress, apply a light mist to seams, tufts and folds but not to the entire mattress. Allow four hours to dry the spray. Ventilate the room while spraying and drying. Treat infested upholstered furniture in the same way as mattresses by lightly spraying only the edges and seams of cushions, furniture joints and the inside framework. Avoid treating seat or arm rest areas. Do not treat the bedding (mattress and frames) of infants and infirm, but replace with non-infested items.
- a. Treat infested area with liquid chemical. Treat baseboard crevices, closets, wood panelling and other places that harbour bed bugs. Avoid spray run off on to surfaces.
 - b. If infestation is localized, treat all units connected to the infested area.
 - c. If infestation is noticed in electrical connections like junction boxes, wiring casings etc. use small quantity of oil based chemical as a spot application. This can also be used by brushing at difficult to reach places like furniture joints. Do not use water based chemical which may cause short circuit.

B. Intelligel Treatment

For Cockroaches:

Gel Bait: This is a semisolid formulation with food attractant filled in a cartridge. To be applied with an applicator and needle at and near cockroach harbourages in the form of dots. Bait placements should not be visible openly and has to be discreet like cockroach hideouts. Place gel spots in or at close to harbourages, cracks and crevices, underneath kitchen appliances, below kitchen platform, in cupboards & door hinges, electrical control boxes, drawers, underneath dining table, kitchen sink, fridge door gaskets, behind water purifier etc.

How much gel to apply: The number of placements and spots will depend on level of infestation. Heavily infested areas need more placements of gel bait. Many small dots are recommended than few large dots. Size of gel dot placed is of importance. It should be of 0.03 grams or roughly matchstick head size. The recommended spots are maximum 100 for 1 BHK for the first service. This will drop down to subsequent services. Support the gel bait application with recommended water based formulation in areas other than kitchen on the lofts, in bathroom / Toilets, around doors and windows, in bedroom, passage, around potted plants (not on plants), balcony, external peripheral area (in case of individual bungalow), drains, sewers, and such other places. **Care should be taken to not to spray chemical near or wherever Gel is applied.** Chemical spray should be used as spot application only and not as a general spray. Restrict its use to places where infestation is likely to occur. Do not wet the sprayed area. It has to be light spray. Gel bait application is not for the control of American cockroach and this infestation may be treated with recommended water-based formulations. However for its presence below kitchen sink use Gel. Under Intelligel Service treatment plan, apart from using gel bait and recommended water based formulations, very restricted use of aerosol will be allowed for flushing and immediate knockdown effect, depending upon the requirement. Do not apply Gel spots on the surfaces already treated with chemical spray.

For Ants:

Check the trail, inject recommended water based formulation in ant holes / nests, and spray on the trail. Treat soil in potted indoor / outdoor plants. Spray around the trail of ants on door, window sills / frame and corners, around external periphery (if possible) to form a residue barrier around foundation by drenching. Treat internally by injecting insecticides in C & C and by residual spray application. Recommend customer on removal of food source. Seal the holes, gaps observed in construction during the inspection.

C. Rodent Treatment

The openings around service conduits such as water, electricity, air conditioning, drain pipes and vents should all be sealed. Service Provider shall ensure that pipelines on the outside of buildings are fitted with metal guards.

Baiting the Lines of Defence

a) Perimeter of the Property

Place Tamper-Resistant bait stations every 70-90 Feet along the Perimeter of the Property. Use Granules inside the Bait Trays and Place in the Bait Stations. Choose the Correct active to reduce the risk of secondary Poisoning to non-Target animals.

b) Exterior Baiting

Tamper resistant bait stations or traps should be placed every 30-50 Feet depending on the severity of the Infestation. Place bait or traps around all entry Points

c) Interior Baiting

Bait Stations placement depends on the type of infestation you are dealing with:

- Mice: Space placements at 8 to 12 Foot intervals depending on the severity of the infestation.
- Rats: Space placements at 15 to 30 Foot Intervals depending on the severity of the infestation.

D. Mosquito Treatment

Treatment shall include the following steps:

a) Exclusion of Source

- Trained Technicians shall ensure all possible mosquitoes breeding places are cleared.

- Personalized 18 point exclusion treatment as per house type.
- b) Prevention of Larvae Growth
- Large water storage sources are treated with a Larvicide
 - This treatment is done by Granules/ tablets which are WHO (World Health Organization) Certified & are completely safe in drinking water too.
- c) Killing Adult Mosquito
- All the walls & dark areas are sprayed with Indoor Residual Spray
 - Whenever mosquito sit on these walls or visit sprayed dark area, it gets immediately killed.

E. Anti-termite Treatment:-

The principle of the treatment is to create a chemical barrier below and round the building for termite. The anti-termite treatment shall be carried out separately for affected flats and at the ground floor of the buildings affected.

The stages of the treatment are mentioned below.

A. Treatment to flats internally :

Treatment to Wall and floor junction- At all the walls at the skirting level, 3 mm dia. holes up to a depth of 25 mm at intervals of 30 cm are to be made and chemicals shall be injected and after proper absorption, the holes to be filled with white cement.

B. Treatment at Stilt areas and at ground floor :

Stage 1 : Treatment to wall and floor junction:- Holes of 12 mm dia 30 cms apart will be drilled along the inner junction of wall and floor in the entire ground floor premises. Chemical emulsion will be injected under pressure into these holes, to create a barrier against termites. If the building is on stilts, holes to be drilled along the column sides at ground level.

Stage 2 : Treatment to soil under floor:- If the cracks are noticed on the floor because of construction joints, expansion joints, or shrinkage, the soil below floor needs to be treated. Holes of 12 mm dia.30 cms apart will be drilled along the cracks only and chemical emulsion will be injected.

Stage 3 : Treatment to termite tubes:- Visible shelter mud tube will be removed and the infested area treated with our chemical emulsion.

Stage 4 : Treatment along the external perimeter of the building:- Trenching or drilling holes along the external walls of the building (Similar to stage 1 specification) will be carried out to create a chemical barrier around the building.

All the drilled holes will be sealed and made good using cement. All termiticides / chemicals used shall be as per the approved list of the Statutory Bodies Lentretec 20EC or equivalent and the dosing shall be as per manufacturers specifications. The chemicals shall be the recommended chemicals for termite control in buildings by IS Code 6313 (part III) 1981.

GENERAL TERMS AND CONDITIONS:

1. DEFINITIONS:

The following expressions used in these terms and conditions and in the purchase order shall have the meaning indicated against each of these:

- a. **OWNER:** Owner means Bharat Petroleum Corporation Limited (a Government of India enterprise), a Company incorporated in India having its registered office at Bharat Bhavan, 4 & 6 Currimbhoy Road, Ballard Estate, Mumbai 400001 and shall include its successors and assigns (hereafter called BPCL as a short form). Bharat Petroleum Corporation Limited may also refer as BPCL in further documents.
- b. **SERVICE PROVIDER:** Service Provider means the person, firm or the Company / Corporation to whom this Request for quotation (RFQ)/purchase order is issued and shall include its successors and assigns.
- c. **GOODS / MATERIALS:** means any of the articles, materials, machinery, equipments, supplies, drawing, data and other property and all services including but not limited to design, delivery, installation, inspection, testing and commissioning specified or required to complete the order.
- d. **SITE / LOCATION:** means any Site where BHARAT PETROLEUM CORPORATION LTD. desires to receive materials anywhere, services anywhere in Mumbai, Navi Mumbai as mentioned in RFQ.
- e. **"RATE CONTRACT"/"SOR-SCHEDULE OF RATE"**- means the agreement for supply of goods/ materials between Owner and SOR vendors, for a fixed period of time (i.e. till validity of Rate Contract, with no commitment of contractual quantity)

2. RIGHT OF OWNER TO ACCEPT OR REJECT TENDER:

The right to accept the tender will rest with the Owner.

3. PRICE

Unless otherwise agreed to the terms of the tender, price shall be firm and no escalation will be entertained on any ground, except on the ground of statutory levies applicable on the tendered items.

4. RECOVERY OF SUMS DUE:

Whenever, any claim against Service Provider for payment of a sum of money arises out of or under the contract, the owner shall be entitled to recover such sums from any sum then due or when at any time thereafter may become due from the Service Provider under this or any other contract with the owner and should this sum be not sufficient to cover the recoverable amount of claim(s), the Service Provider shall pay to BPCL on demand the balance remaining due.

5. CONFIDENTIALITY OF TECHNICAL INFORMATION:

Drawing, specifications and details shall be the property of the BPCL and shall be returned by the Service Provider on demand. The Service Provider shall not make use of drawing and specifications for any purpose at any time except for the purpose of BPCL. The Service Provider shall not disclose the technical information furnished to or organized by the Service Provider under or by virtue of or as a result of the implementation of the Purchase Order to any person, firm or body or corporate authority and shall make all endeavours to ensure that the technical information is kept CONFIDENTIAL. The technical information imparted and supplied to the Service Provider by BPCL shall at all time remain the absolute property of BPCL. Imparting of any confidential information by the Service Provider will be breach of contract.

6. OTHER GENERAL TERMS AND CONDITIONS

- i. The scope and details mentioned herein are tentative and approximate. Service Providers are advised to visit the site and acquaint themselves with all relevant facility requirements prior to bidding. It shall be Service Providers responsibility to take any relevant measurements and assumptions and request any clarification on technical scope within the tender due dates. No correspondence or pretexts shall be entertained in this matter in future.
- ii. The successful Service Provider will accept full and exclusive responsibility for Wages, PF, ESIC, Bonus, and Medical Leave, other obligation referred to under the law now and hereafter imposed by central Govt. / Local bodies for the person deployed by the Service Provider. The successful Service Provider should accept full and exclusive responsibility of insurance of the person deployed by him.
- iii. Bharat Petroleum Corporation Ltd. will have no liability whatsoever concerning the person deployed by the Service Provider for the purpose. The successful Service Provider shall keep the corporation indemnified against all losses or damages or liability arising out of or imposed in the course of contract or afterwards for the person (s)deployed by him.
- iv. The qualifications and relevant documentation of all staff employed under this contract may be sought by BPCL office at any time. A copy of all relevant documents for the same shall be maintained at the premises. Also BPCL have right to interview the staff to check the competency and eligibility to work at BPCL colony. Decision of BPCL EIC will be final in this matter.

- v. All the manpower deployed in the site shall be in the rolls of the Service Provider's firm for a period of not less than one year.
- vi. In case M/s BPCL feels that any or all the persons deployed at BPCL is not suitable for carrying out the job then the same is to be replaced immediately. In case the person deployed is / are on leave a suitable replacement shall be given at the cost of the successful Service Provider. In case no suitable replacement is provided, the deduction will be made from the payment to the successful Service Provider as per details given in subsequent sections. In case of frequent absenteeism / change of manpower, the successful Service Provider will be warned once and later on the contract will be terminated after one month's notice.
- vii. The Service Provider shall be responsible for payment of any compensation / settlement of any liability arising out of any death or injury caused to the person employed by him for rendering the jobs on contract under the agreement, either under the workmen compensation act or any act in force at that time.
- viii. If applicable, the successful Service Provider shall obtain the necessary Labour License from the Licensing Authority under the Contract Labour (R&A) Act and Contract Rules framed here under and produce the same to the authorized representative of Bharat Petroleum Corporation Ltd., whenever asked to do so. The Service Provider shall also maintain following (not exclusive list), in appropriate format, as per the provisions of the CL (R&A) Act 1970:
 - a. Register of workmen
 - b. Issuance of employment card to each worker (a copy of the same to be enclosed with bills, whenever any new staff is deployed)
 - c. Muster roll
 - d. Register of wages
 - e. Wage slips shall be issued to each staff a day before disbursement of wages. Copy of wage slip issued to each staff shall be submitted to BPCL. The wages shall be distributed on the premises ONLY, at pre-designated date and time.
 - f. Register of advances
 - g. Register of overtime
 - h. Half yearly returns submitted to Licensing Officer under CL (R&A) Act. A copy should also be submitted to BPCL.
 - i. Register of fines (as per Min. Wages Act 1948)
 - j. Register of deductions for damages or loss (as per Min wages Act 1948)
 - k. Register of employees (as per ESI Act, 1948)
 - l. Accident book (as per ESI Act, 1948)
 - m. Register as per Equal Remuneration Act 1976
- ix. The successful Service Provider shall comply with all Acts, laws under CL (R&A) Act 1970 and EPF and Misc Prov Act 1952 & ESI Act 1948, Payment of wages act, Minimum Wages Act 1948, Workmen Compensation Act 1923, Payment of Gratuity Act 1972, Equal Remuneration Act 1976 or other Statutory Rules, regulation with their latest

amendments by-laws or which might become applicable at Mumbai, Navi Mumbai with regard to the performance of the work included herein or touching this Contract from time to time and take such necessary steps as may be deemed necessary in the regard. The successful Service Provider shall keep Bharat Petroleum Corporation Ltd. Indemnified against all penalties, claims and liabilities of every kind for any violation of such Acts, Laws or regulations etc. his/her agent or his/her staff. **The Service Provider shall obtain and prominently display at the premises a copy of the latest minimum wages prevailing at current rates in the notice board which will be provided.**

- x. Any additional burden (financial or non financial) due to changes in above regulations shall be immediately applicable at no extra burden to BPCL. The records/ registers as per provisions of the above Acts shall be maintained at the premises by Service Provider at his own cost and shall be produced to BPCL whenever asked to do so.
- xi. Service Provider must have separate ESI account to deposit ESI deducted from salary of the staff as well as his contributions, as per prevailing Govt. norms.
 - a. "Wages" means all the remuneration paid or payable in cash to an employee, if terms of the contract of employment, express or implied, were fulfilled and includes [any payment to an employee in respect of any period of authorized leave, lock – out, strike which is not illegal or layoff and] other remuneration. If any, [Paid at intervals not exceeding two months], but doesn't include:
 - i. Any contribution paid by the employer to any pension fund or Provident Fund, or under ESI Act. Any travelling allowance or the value of any travelling concession
 - ii. Any Sum paid to the person employed to defray social expenses entailed on him by the nature of his employment.
 - iii. Any gratuity payable on discharge.
 - b. No staff of the Service Provider shall be deployed at the premises without him/her having ESI number. A copy of the ESI card shall be deposited with BPCL before deployment at the premises or submission of the first bill of services.
 - c. Service Provider is required to furnish documentary proof of ESI contributions deposited in ESI account for each month. Such proof shall be attached to following month's bill.
 - d. Service Provider shall report an accident in proper format to local ESIC Office and nearest Insurance Medical Officer. Notice shall be sent immediately in case injury is serious i.e. likely to cause death or permanent disablement or loss of member and in any other case within 24 hours. A copy of such reports shall be submitted immediately to BPCL.
- xii. Service Provider should have separate PF account to deposit PF deducted from salary for all staff, as well as his equivalent contributions as per EPF Act, 1952.
 - a. **NO** staff shall be deployed at the premises without him/her having registered under EPF.
 - b. Service Provider is required to furnish documentary proof of PF contributions deposited in PF account for each month. Such proof shall be attached to following month's bill.

- c. Copy of annual return in Form-3A (Member wise details of contribution) and Form 6A (Consolidated annual return of contribution) are to be submitted to BPCL on or before 30th March.
 - d. Inspection Book to be maintained at premises for Inspectors to record their observations on their visits to the premises.
- xiii. **Insurance in respect of Injury or Damage to Persons and Property:** The Service Provider shall be responsible for all injury to persons, animals or things and for all damage to the structural and/or decorative part of property which may arise from the operation or neglect of himself or any sub Service Provider or any of his or sub-Service Provider's employees, whether such injury or damage arise from carelessness, accident or any other cause whatever in any way connected with the carrying out of this contract. This clause shall be held to include interalia, any damage to buildings, whether immediately adjacent or otherwise, and any damage to roads, streets, footpaths, bridges or way as well as all damage caused to the building and the work forming the subject of this contract by rain or other inclemency of the weather. The Service Provider shall indemnify the BPCL and hold BPCL harmless in respect of all and any expenses arising from any such injury or damage to person or property as aforesaid and also in respect of any claim made in respect of injury or damage under any act of government or otherwise and also in respect of any award of compensation or damage consequent upon such claim.
- xiv. The Service Provider shall reinstate all damage of every sort mentioned in the clause, so as to deliver up the whole of the contract works complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damage to property of third parties.
- xv. The Service Provider shall indemnify the BPCL against all claims which may be made against the BPCL by any member of the Public or other Third Party in respect of anything which may arise in respect of the works or in consequence thereof and shall at his own expense arrange to effect and maintain, until the virtual completion of the contract, with an approved office a policy of insurance in the joint names of the BPCL and the Service Provider against such risks and deposit such policy or policies with the BPCL from time to time during the currency of this contract. The Service Provider shall also indemnify the BPCL whether under the workman's compensation Act or any other statute in force during the currency of this contract or at common law in respect of any employee of the Service Provider or any sub-Service Provider shall at his own expense effect and maintain, until the virtual completion of the contract, with an approved office a policy of insurance in the joint names of the BPCL and the Service Provider against such risk and deposit such policy or policies with BPCL from time to time during the currency of this contract. The Service Provider shall be responsible for anything, which may be excluded from the Insurance policies above referred to and also for all other damages to any property arising out of the contract.
- xvi. Service Provider shall also indemnify the BPCL in respect of any costs charges or expenses arising out of any claim or proceedings and also in respect of any award of compensation or damages arising there from.

- xvii. The BPCL shall be at liberty and is hereby empowered to deduct the amount of any damage, compensation, costs, charges and expenses arising or occurring from in respect of any such claim or damage from any sum or sums due or to become due to the Service Provider.
- xviii. If at any time during the period of the contract, it is observed by the corporation or by its authorized representative/s that the service rendered by the Service Provider's personnel are not to the satisfaction of the corporation or any terms of the contract or violated the corporation reserves the right to terminate the contract with immediate effect.
- xix. It shall the responsibility of the successful Service Provider to ensure that no unlawful act is done by his person(s) while on duty. In case of loss of the corporation's property due to negligence, carelessness or for any other reason attributable to the person(s) deployed by the successful Service Provider, he will be responsible and shall make good the same.
- xx. The successful Service Provider shall be solely responsible for setting / resolving any dispute /claim of his/ her personnel during the pendency of the Contract no liability shall accrue to Bharat Petroleum Corporation Ltd. under any circumstances even after enquiry of the contract.
- xxi. The Service Provider shall indemnify M/s BPCL against any payment is to be made under and for observance of all applicable laws and rules. The Service Provider shall make payment to the labour deployed at BPCL by 7th day of each month, the wages and salary of the previous month at BPCL office. The Service Provider shall pay to labour(Skilled / Un-skilled) deployed at BPCL wages not less than the **MONTHLY** minimum wages as applicable or revised from time to time at Mumbai, Navi mumbai **(The higher of Central or State minimum wages are applicable). Changes in Minimum Wages as per Govt. regulation will be paid on actual. However there will not be any escalation given for Administration, other than statutory allowance & Overhead charges, cost for uniforms, Shoes, Badges, Caps, charges for Back-ground verification, Labour Licence etc. or any other fixed/extra allowances or expenses incurred by service provider other than minimum wages defined by Govt. Authorities.**
- xxii. **In case of revision in minimum wages, differential amount due to increase in minimum wages shall not be given to service provider, if his initial quoted basic minimum wages amount is higher than revised applicable minimum wages.**
- xxiii. Service Provider shall not sub-contract the whole of the contract to another person/ Service Provider. If parts of the contract are sub contracted, the sub Service Provider(s) will be treated as part of the main Service Provider/ successful Service

Provider and responsibility of execution of work in line with all tender terms and conditions and fulfilment of all other general conditions and statutory norms will continue to lie solely with the main Service Provider/ successful Service Provider.

- xxiv. All works shall be carried out in accordance with the provision of the Statutory acts and law regarding fire fighting system, Indian Electricity Act, Local laws and by laws as amended up to-date. Service Provider shall be solely responsible for following and adhering to the proper electrical, fire and safety precautions while carrying out any job.
- xxv. During the tenure of the contract the contracting agency has to co-ordinate the work with other agencies working inside or outside the BPCL Premises. Also in case of emergency or major problem the Service Provider has to provide complete support and assistance to any other agency or for jobs of all SOR/AMC/OEMs as mentioned in the scope of work.
- xxvi. Service Provider's personnel deployed for carrying out the contractual obligation, while on duty should wear tidy and proper uniform. The service provider will provide at least two sets of uniform (pant & shirt or dress whichever applicable) to each of persons deployed by him for one year of the contract period and Service Provider will be responsible for maintenance of the uniforms. The person deployed is required to be always in uniform while they are on duty. There shall be **DISTINGUISHING & DIFFERENT UNIFORMS** for the different categories of the staff under this contract:
 - a. Supervisors – Housekeeping & waste management, Horticultural and Health Club, Pest control
 - b. Workers– Housekeeping & waste management, Horticultural, Swimming pool, Health Club, Pest control services.
 - c. Management team- Facility Coordinator, helpdesk, Club Manager

All personnel deployed at site should carry Identity badge and proper protective gear. Service Provider has to submit health certificate for all the personnel deployed at site once in a year.

Service provide shall also provide GPS enabled tamperproof wrist band to their employees for safety and security reasons. All the data of same shall be collected at a centralized 'data centre' and shall be accessible to BPCL. Employees shall wear the wristband all the time during their presence in BPCL premises.

- xxvii. **CONDUCT & BEHAVIOR:** All the staff deployed for work should be befitting to the standard of the office/colony and each complaint should be attended to and explained before and after to the person in each office/residence in a proper manner convincing to them and in a decent way.
- xxviii. The Service Provider shall provide at his cost, all necessary Personal protective Equipments (PPEs) to enable his/her/their personnel to carry out their work in complete safety, especially in job those are related to working at height.

- xxix. In case of break down or malfunctioning of any of the system/equipment the matter is to be immediately conveyed to the concerned BPCL Site In Charge and respective AMC/SOR/OEM contractor. Ensure that the man power deployed by contractor should follow the laid down procedure step by step for trouble free operation.
- xxx. Successful Service Provider shall keep daily record of equipments, inventory / materials and consumables for all the services mentioned in scope of work. Successful Service Provider shall ensure that daily log report of all the works / jobs carried out and the performance /inspection report by the persons by the person deployed for the purpose of this contract is maintained at office premises of BPCL. This Daily log report should be checked and counter signed by the successful Service Provider on a monthly basis and produced before the officer- in-charge of BPCL whenever asked to do so. A monthly report of all the works /jobs carried out (preventive and break down maintenance jobs carried out by other AMC/SOR/OEM contractor) during the month should accompany the monthly bill not be entertained.
- xxxi. The stationery required for the maintaining these work-records (inventory and log reports) will be provided by service provider. At the end of the contract period, the original records are to be retained at BPCL.
- xxxii. **Service Provider shall arrange & maintain laptops for Management team(Managers & executives along with horticulturist) along with minimum 1 printer at their own cost. Internet connection for laptop shall be arranged by service provider with their corporate e-mail id.** Common printer will be provided by BPCL for Management team & helpdesk team. Desktops shall be provided by BPCL only for Helpdesk team.
- xxxiii. **Mobile Handset along with SIM Card & internet connection has to be provided by service provider at their own cost. Monthly charges of mobile usage shall be borne by Service Provider.**
- xxxiv. At any point of time after duty hours atleast one number of manager or executive shall be available within 1 hour call time for attending any emergency/exigencies at colony/sports club.
- xxxv. **PERIOD OF CONTRACT: -**
- a. The period of contract will be three years from the date of award of contract. **The date of start will be 15th day from the date of LOI/PO or Physical handing over of the site, whichever is earlier.**
 - b. The Service Provider shall deploy his manpower immediately after the LOI/PO issue to acquaint him / staff with complete work / system layout and schematics at no extra cost to M/s BPCL.
 - c. The Service Provider shall deploy his manpower for one week after the date of expiry of the contract to enable the incoming Service Provider and his staff to acquaint with the complete work and schematics at no extra cost to M/s BPCL.

Also, the Service Provider will hand-over the items covered in scope of work in working order and the detail of inventory to M/s BPCL / incoming Service Provider as advised by M/s BPCL.

xxxvi. **Cancellation / Termination of contract:-**

- a. If at any time during the period of the contract, it is observed by the corporation or by its authorized representative/s that the services rendered by the enterer's personnel are not to the satisfaction of the corporation or any terms of the contract are violated, the corporation reserves the right to terminate the contract with immediate effect.
- b. BPCL reserves the right of enforcing all the procedures under the statutory norms and if the party is found violating the same the contract will be terminated with immediate effect.
- c. BPCL can terminate the contract by giving one month's notice in writing without assigning any reason, however, the Service Provider will hand-over the items covered in scope of work in working order and the detail of inventory to M/s BPCL/ incoming Service Provider as advised by BPCL.

xxxvii. **Rate And Prices:-**

- a. The rates will be firm and all-inclusive (all types of taxes and duties etc. for the contract, other than GST). GST will be payable at application rate over quoted amount.
- b. The payment will be released based on the actual quantum of the work carried out. BPCL has been sole right to delete or increase the quantity of any item or delete completely any or all the items. No additional charge on account of transportation of men and material, lunch, tea conveyance will be given.

xxxviii. **Payment Terms:-**

- a. The successful Service Provider will submit a **separate bill** for all the services provided as per scope of work along with supporting reports (service and monthly reports) on monthly basis. The bills, communications and reports shall be submitted to the concerned BPCL Officer In-charge at the facility, as informed from time to time.
- b. Payment for all jobs shall be made only after completion of works.
- c. For garden developmental works, pest control works and repair & maintenance of gym equipments, payment shall be made as per BOQ.
- d. All payments due and payable shall be made on receipt of undisputed invoice by BPCL on receipt of invoice with relevant supporting documents, however in case of any dispute pertaining to the said invoice, such shall be notified in writing to the Service Provider by BPCL within 15(Fifteen) working days of receipt of such invoice.
- e. BPCL will be deducting the mandatory deduction i.e. taxes, if any etc. from the payments due to the Service Provider at the rates applicable from time to time.

xxxix. **Bye-laws and Regulations:** The services rendered shall be in conformity with the Bye-laws and Regulations of the Local Authorities concerned in so far as these become

applicable. In case something which violates the bye-laws and the regulations, the bye-laws and regulations govern the requirements of the subject Colony Premises.

- xl. **All heights:** Rates quoted shall be for works at all heights, depth and leads inside the building premises unless otherwise specified.
- xli. Clerical errors: **Neither party shall take any advantage of any clerical error or mistake which may creep in** or occur in these conditions/ scope of work, schedule of rates, plans, instructions etc. or any papers submitted by or provided to the Service Provider in connection with the work. However, any clerical errors or mistakes shall be brought to the notice of other party without any loss of time and the same shall be rectified.
- xlii. If the corporation finds at any point of time that the Service Provider is not compliant with any of the tender conditions mentioned, the contract will be terminated and the Service Provider would be blacklisted by BPCL.

SPECIAL CONDITIONS

The Service Provider have to develop a MIS (Management Information System) for all the activities carried out by the Service Provider on a monthly basis and should be presented to the Management on the beginning of the next month in a format designed and approved by the concerned officer. This should contain:

- a. No. of complaints received and attended during the month
- b. Any major complaints worth mentioning
- c. Any major delays in attending to any complaints.
- d. Major works carried out during the month
- e. Stock of spares and consumption as on 30th of every month.
- f. Details regarding items sent for repairs during the month.
- g. Electricity consumption for the month and the amount paid.
- h. Preventive maintenance initiated during the month.
- i. Customer response and their feedback.

The Service Provider has to take a note that the “skilled” gardeners/supervisors/OWC operator/Driver etc mentioned in the scope of work means “SKILLED MANPOWER” classified as in minimum wages act applicable (State/Central whichever is higher). Accordingly the Service Provider has to deploy the manpower of relevant skills and pay the wages as per relevant clauses.

Service provider shall manage/plan the works mentioned in scope of work in such a way that ‘NIL’ overtime on account of workers/supervisors. No overtime will be paid for managerial

role holders e.g. Estates Manager, Facility Executives (Tech & soft), Horticulturist, Club Manager, Dietician etc.

During any function, all assistance related to Housekeeping, Gardening, pests control services, Health Club services, swimming pool services etc. shall be provided by the Service Provider.

In case of the job covered by this contract are not responded to the satisfaction of M/s BPCL within the stipulated time frame, in addition to levying of the SLA penalty, M/s BPCL will be free to carry out the jobs by any other agency deemed fit by them and the service charges paid for such jobs will be recovered from the amount payable to the successful service provider.

In case M/s BPCL feels that any or all the persons deployed at BPCL is not suitable for carrying out the job then the same is to be replaced immediately. In case the person deployed is / are on leave a suitable replacement shall be given at the cost of the successful bidder. In case no suitable replacement is provided, penalty of Rs. 1500.00 will be deducted from the payment to the successful bidder. In case of frequent absenteeism / change of manpower, the successful bidder will be warned once and later on the contract will be terminated after one month's notice.

❖ **Budget & Forecasting:**

Service provider has to assist BPCL in Budgeting and Forecasting facilities related expenses and track the expenses on an ongoing basis. Service Provider has to prepare monthly report of cost incurred on maintenance per unit flat.

❖ **Reporting & Reviews:**

- a. Submission of monthly and weekly reports featuring cost and quality of service as per the SLA.
- b. Monthly Progress Meeting to discuss cost, progress and maintenance of quality standards.
- c. Quarterly Performance Review Meeting to review overall performance.
- d. Compliance with all statutory requirements prescribed by both State and Central Government authorities from time to time.
- e. Service Provider shall assist BPCL in streamlining management of all documents related to meetings and payments.

❖ **Co-ordination for Painting Work/Interior Renovation work/Minor Modification work:**

Service provider has to co-ordinate with other vendors appointed by BPCL for carrying out Renovation/Upgradation works etc. at BPCL site as per instruction of BPCL's officer in charge. Service provider has to also provide assistance for monitoring of such works and verifying measurement as per instruction of BPCL's officer in charge.

Timeline for carrying out activities as per scope of work

Any complaint in following areas should be attended in following specified time from the time the complaint has been given to the Service Provider vide email, SMS, verbal or any other mode of communication:

Sr. No.	Complaints	Time period for attending the complaints
1	Housekeeping like laying of Plastic, papers, Bottles on the pathway, gardens, parks and surrounding area of the building, club etc.	30 Minutes
2	Cleaning of area, surrounding of building due to dry leaves or small branches falling	2 Hours
3	De-weeding of lawn, gardens	1 Day
4	Hedge cutting	1 Day
5	Minor tree trimming near to buildings/windows	4 Hours
6	Collection of Garbage from flat	1 Hour
7	Breakdown of gym equipment	Minor Problem-1 Day, Major Breakdown- 3 Days
8	Toilet Cleaning/foul smell	2 Hours
9	Chokage of open storm water drains along the road, water logging on terrace during monsoon	2 Hours
10	Pest control for mosquitoes, cockroaches, ant inside the flat	2 Hours
11	Pest Control Treatment in Vashi colony Flat	1 Day
12	Pest Control Treatment in Sports Club	4 Hours
13	Removal of fallen small branches on the road	1 Hour

Liasoning with Contractors for Maintenance Services

Successful Service Provider has to liaise with contractors, where BPCL is having Annual Maintenance Contract (AMC)/Annual Rate Contract (ARC)/Schedule of Rate (SOR) Contract/contract with Original Equipment Manufacturer (OEMs) or their authorized local representative for BPCL Staff Colony, Chembur/Vashi and BPCL Refinery Sports Club. Below is the list of contracts where contractor has to liaise:

1. Civil SOR for Staff Colony
2. Carpentry SOR for Staff Colony
3. Plumbing SOR for Staff Colony
4. Internal Painting SOR for Staff Colony
5. Electrical SOR for Staff Colony
6. Road Works for Staff Colony
7. AMC for Pumps & Motors Maint. in Colony
8. AMC for ACs & Water Coolers at Staff Colony
9. Repairs of Bore wells and Fountains at Staff colony
10. AMC for Lifts
11. AMC for Fire Fighting System for Block No. 37, 38 & 39
12. AMC for Water purifiers
13. TATA Sky
14. Any Other services/material contract is lined up by BPCL

The service provider has to maintain the comprehensive details about the expenditure, balance amount; Validity dates etc. about the above contracts. On award of IFM contract detailed list of Contractors with whom the company has framed AMC's will be made available to the successful Service Provider along with their contact details. It is the duty of Service Provider to intimate the BPCL officer in Charge for periodic renewal of such AMC's at least three months in advance."

The Service Provider has to contact the respective agencies for any issues related to the corresponding items and get the job done.

Service provider has to plan preventive maintenance as per AMC and ensure that preventive maintenance is being carried out as per the plan.

The copy of service reports of maintenance jobs shall be duly signed by the users, OEM Engineer/SOR Vendor or any other agency as mentioned above & Facility manager/ Facility Executive. It shall be retained by the Service Provider and shall be produced to BPCL Officer in Charge on demand. Also separate log has to be maintained by Service Provider for preventive and break down maintenance of above mentioned equipments and same has to be reported in MIS.

❖ Supervision of Maintenance Activities

- a) **Voucher:** - Service provider has to ensure that voucher issued by helpdesk shall be handed over to the respective SOR/AMC/OEM vendors appointed by BPCL.

- b) Coordination:** - Service provider has to coordinate through helpdesk with residents for their time and inform SOR/AMC/OEM vendors accordingly. Ensure that SOR/AMC/OEM vendors shall reach to resident's flats as per the time taken and start the work.
- c) Supervision:-** During the execution of job, service provider shall visit the site frequently and ensure that job is being executed as per the complaint and in line with the contract.
- d) Monitoring of Quality of works:** - Service provider shall ensure by visiting the site that work is being executed as per the specification & with the quality of material prescribed in the contract. Service provider shall ensure for the overall quality of material and services offered by SOR/AMC/OEM vendors.
- e) Completion:-** Service provider shall ensure that job/complaint has to be completed within the time frame given to SOR/AMC/OEM vendors. Service provider shall ensure for proper housekeeping of area of works by SOR/AMC/OEM vendors after completion of works.
- f) Verification of Measurements:-** Upon completion of works, 100% joint measurements of completed works shall be taken with SOR/AMC/OEM vendors supervisors as per the bill of quantities of contract of SOR/AMC/OEM vendors.
- g) Common area jobs/one time/developments jobs:-** Service Provider shall supervise/monitor common area jobs/one time/developments jobs and ensure that job shall be executed as per specifications of contract. Also, ensure that job shall be executed within the time/contract period and with quality. Upon completion of works, joint measurements of completed works shall be taken with vendors.

Performance Benchmarks

The Service Provider shall, during the term of this Agreement, continue to maintain a quality control process & SLA's, which have been agreed by BPCL and the Service Provider. Proposed SLA is enclosed as **Annexure-V**.

Pursuant to the Services rendered under this Agreement, the Service Provider shall allow BPCL, access to their quality control system as well as the relevant quality Services data.

The Service Provider shall ensure that a representative of the Service Provider will prepare reports itemising all necessary, desirable and essential requirements and the modifications thereof, conducts daily check of the Services.

BPCL may reject any aspect of the Services that fails to comply with the requirements of this Agreement, or its quality system, at any time which is not in accordance to the required bench mark as provided under the SLA under **Annexure-V** of this Contract.

Service Level Agreement (SLA): For the contractual period, a monthly performance evaluation will be carried out for all services provided by the Service Provider in each facility as per the SLA Evaluation matrix format enclosed in **Annexure-V**. Various parameters will be measured as per the parameters defined. In case of below par scores, penalty will be charged as defined in the Evaluation matrix. **Below par scores i.e. Score of 1501 or more for 3 Consecutive months will entitle BPCL to terminate the Agreement within thirty (30) days notice to that effect.**

The Service Provider shall be responsible to-

1. Respond to BPCL's requirements within reasonable time of maintaining its colony Premises in clean and presentable conditions, cleaning and upkeep of the Colony Premises;
2. Follow best practices and ensure that the Services meet and exceed the established best industry standards;
3. Preserve BPCL's assets and properties by maintaining and up keeping the same in good and usable condition;
4. Reduction in operating costs for BPCL on periodical basis as may be possible, essentially in terms of service level improvements, manpower rationalization, enhancement in efficiency standards, etc; Adherence and compliance with all applicable statutory and regulatory requirements; and
5. The Service Provider shall regularly review the deployed manpower jointly with BPCL's administration team and will strive to reduce the cost of deployment, Usage of tools, materials etc. Service Provider agrees that its performance under the Agreement shall be measured against performance evaluation criteria that are most effective when operated at all levels of the operating team to encourage self audit and ownership as agreed from time to time during the term of this Agreement.

Annexure-I

Qualification and experience required for the staff to be provided in service is as follows:

Sr. No	Particulars	Minimum Educational Qualification	Work Experience (Minimum)	Other Requirements
1	Estates Manager	Degree in MBA/B.E./B.Tech.	Minimum 10 years relevant experience as a Facility Manager or experience in Technical field in a reputed an industry.	Needs to have Mobile Instrument. Should have strong computer skills (MS Word / Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.
2	Facility manager - Technical	B.E./B.Tech. (Preferably in Civil Engineering)	Minimum 10 years relevant experience as a Facility Manager or experience in Technical field in a reputed an industry.	Needs to have Mobile Instrument. Should have strong computer skills (MS Word / Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.
3	Facility Manager - Club	Graduate	Minimum 5 years relevant experience.	Needs to have Mobile Instrument. Should have strong computer skills (MS Word / Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.

4	Facility Executive-Tech (Civil)	Degree/ Diploma in Civil Engineering	Degree Civil Engineer with Minimum 3 year relevant experience or Diploma Civil engineer with Minimum 5 years' experience in Civil construction/Civil Maintenance Field	Needs to have Mobile Instrument. Should have strong computer skills (MS Word / Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.
5	Facility Executive-Tech (Electrical)	Degree/ Diploma in Electrical Engineering	Degree Electrical Engineer with Minimum 3 years relevant experience or Diploma Electrical Engineer with Minimum 5 years' experience in Electrical /Instrumentation construction/maintenance Field	Needs to have Mobile Instrument. Should have strong computer skills (MS Word / Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.
6	Facility Executive-Soft	Graduate Preferably Facility Management / Hospitality	Minimum 4 years relevant experience including minimum 1 year as a Executive(Soft) in a reputed IT industry or hospitality industry.	Needs to have Mobile Instrument. Should have strong computer skills (Ms Word / Ms Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.
7	Horticulturist	Graduate in B.sc (Horticulture) or equivalent degree	Minimum 3 years of relevant experience in Horticulture & gardening works/Landscaping knowledge in a reputed industry or hospitality	Needs to have Mobile Instrument. Should have strong computer skills (Ms Word / Ms Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.

8	MIS Executive	Graduate Preferably B.Sc./ B. Com./ Facility Management / Hospitality	Minimum 3 years of relevant experience. Proficient in MS Word, Excel.	Should have strong computer skills (Ms Word / Ms Excel / Power Point etc.). Should have an excellent communication skill with good presentation skills.
9	Front Desk Executive	Graduate Preferably B.Sc./ B. Com./ Facility Management / Hospitality	Minimum 2 years of relevant experience. Proficient in MS Word, Excel.	Should have strong computer skills (Ms Word / Ms Excel / Power Point etc.). Should have good verbal and communication skills, proficient in English, tailors language, tone, style and format to match audience.
10	Housekeeping Supervisor	Std XIIth Pass	Min 3 yrs relevant experience in a reputed IT industry or hospitality	Needs to have Mobile Instrument
11	Housekeeping workers/Helper	Literate	At least 2 weeks prior training & followed by on-job training	
12	Driver	Literate and Driving License	Minimum 5 years relevant experience	Needs to have Mobile Instrument
13	Vermicomposting/OWC Operator	Literate	Minimum 3 yrs experience in STP/Compost unit operation	
14	Gardening Supervisor	Certified Horticulturist	Minimum 5 yrs relevant experience	Needs to have Mobile Instrument
15	Gardening Worker	Literate	Min 3 yr relevant experience	
16	Fitness Trainer	Literate. Should have done valid certification as a fitness trainer	Basic professional Qualification / certification from KF-11, Talwalkar or any other institute. Minimum 2 year's experience as trainer from any reputed Gymnasium is essential for ladies & Gents trainers.	Needs to have Mobile Instrument
17	Dietician	Diploma or Bachelor Degree for Certified Dietician	Minimum 5 yrs relevant experience.	Needs to have mobile instrument

			Completed Dietician's course from SNTD/ other recognized university, approved by Mumbai University/ any other university.	
18	Spa Attendant Cum Masseur	Literate. Should have relevant basic/advance course/ training as spa attendant /Masseuse	Minimum 3 yrs relevant experience	Needs to have mobile instrument
19	Lifeguard	Certified from Standard institute as approved by GOI	Minimum 1-year relevant experience	Needs to have mobile instrument

Note: BPCL Administration Department can take appropriate decision in case resource of specific qualification is not available. Mobile instrument along with mobiles service connection has to be provided by service provider. Monthly usage bill of these mobile connections will be borne by Service provider. Also Estates manager and facility managers along with technical executives should be provided with laptops with internet connection by the service provider. Desktop shall be provided for supervisors and others.

Annexure-II

Wages Break-up for Skilled and Un-skilled Labor (Normal Working)

Wage Estimate Calculation - IFM SERVICES at BPCL Chembur Staff Colony and Sports Club for Normal Working Days					
Sl. No	Category of Labour Required	Unskilled	Semi-Skilled	Skilled	Highly Skilled
1	No. of Labour Required	1	1	1	1
2	Min. Wages applicable i.e. Basic Pay per month	21,645.00	23,218.00	25,506.00	27,690.00
3	PF Contribution (@13.01% of Basic Pay)	2,817.00	3,021.00	3,319.00	3,603.00
4	Monthly premium for Employee Compensation Policy in lieu of ESIC contribution	704.00	755.00	829.00	900.00
5	Maharashtra Labour Welfare (Monthly Fixed)	17.00	17.00	17.00	17.00
6	Leave relief (@ 5.11% of Basic Pay)	1,107.00	1,187.00	1,304.00	1,415.00
7	Wages per month [Minimum wages per person per month to be considered for evaluation in the tender (below which the quotes will be rejected)]	26,290.00	28,198.00	30,975.00	33,625.00
8	Admin Charges				
9	Wages per person/Month				

Note:- Please note that bidder has to quote considering 26 days working for all jobs except general housekeeping. Housekeeping services shall be provided for all days throughout the year (365 days).

Wages Break-up for Skilled and Un-skilled Labour (365 Days Working)

Wage Estimate Calculation - IFM SERVICES at BPCL Chembur Staff Colony and Sports Club for 365 Working Days					
Sr. No	Category of Labour Required	Unskilled	Semi-Skilled	Skilled	Highly Skilled
1	No. of Labour Required	1	1	1	1
2	Min. Wages applicable i.e. Basic Pay per month (current)	21,645.00	23,218.00	25,506.00	27,690.00
3	PF Contribution (@13.01% of Basic Pay)	2,817.00	3,021.00	3,319.00	3,603.00
4	Monthly premium for Employee Compensation Policy in lieu of ESIC contribution	704.00	755.00	829.00	900.00

5	Maharashtra Labour Welfare (Monthly Fixed)	17.00	17.00	17.00	17.00
6	Leave relief (@ 5.11% of Basic Pay)	1,107.00	1,187.00	1,304.00	1,415.00
7	Holiday Coverage @ 19.17% of Basic Pay	4,150.00	4,451.00	4,890.00	5,309.00
8	Wages per month [Minimum wages per person per month to be considered for evaluation in the tender (below which the quotes will be rejected)]	30,440.00	32,649.00	35,865.00	38,934.00
9	Admin Charges				
10	Wages per Person/Month				

Annexure-III

Summary of detailed Manpower allocation for IFM Services

Following management team and manpower considered is maximum that can be allocated under this contract. To carry out all the activities mentioned in the detailed scope of work for BPCL Staff Colony, Chembur & Vashi and BPCL Refinery Sports Club, EIC will finalize the number of manpower required at a certain period of time. **However, bidder shall ensure completion of all activities of detailed scope of work with minimum manpower by adopting innovative approaches to minimise manpower.**

Sr. No.	Work Description	Role	No. of Manpower	Remarks
1	Management Team	Estates Manager	1	
		Facility Manager - Technical	1	
		Facility Manager - Club	1	
		Facility Executive-Tech	8	6 for Civil jobs & 2 for electrical jobs
		Facility Executive-Soft	1	
		Horticulturist	1	
2	Helpdesk Management	MIS Executive	2	Stationed in staff colony
		Front Desk Executive	3	
3	General House-Keeping and Garbage Collection & Segregation / Vermicomposting & OWC Machine Services (Note:- These works shall be carried out for 365 Days in a year)	Supervisor-Skilled	3	
		Unskilled Workers	60	
		Driver-Skilled	1	
		Helper - Unskilled	1	For Garbage collection Vehicle
		OWC Operator-Skilled	1	
4	Horticultural Services	Supervisor-Skilled	2	
		Gardener- Skilled	10	
		Unskilled Workers	40	
5	Club Services	Fitness Trainer-Gents	3	Chembur colony: - 2 Gents & 2 Lady

		Fitness Trainer- Ladies	3	Sports Club: - 1 Gent & 1 Lady
		Dietician	1	Weekly 2 nos of visits, each visit of 4 hrs
		Spa Attendant- Unskilled	2	1 Gent & 1 Lady only at Chembur Colony
		Housekeeping Worker- Unskilled	3	1 each for Chembur colony club & Sports Club
6	Swimming pool Services	Housekeeping worker- Unskilled	2	1 each for Chembur colony & Sports Club
		Lifeguard- Skilled	4	1 each for Chembur colony & Sports Club
7	Lift Operator	Unskilled (365 Days)	3	
8	IFM_MST	Skilled	5	

Annexure-IV

ESCALATION/DE-ESCALATION CLAUSE (IFM Services for Colony):-

There shall be escalation /de-escalation (as the case may be depending upon increase /decrease) in Minimum Wages, WPI (All India Wholesale Price Index) and CPI(All India Consumer Price Index) as per the methodology enumerated below :-

- A) The bidder has to accept escalation as well as de-escalation in rate based on Minimum Wages, WPI & CPI.
- B) Escalation/ de-escalation based on CPI index is applicable for Items under subhead-10- Executive Staff, Helpdesk Management staff, Health Club trainers & Dietician.
- C) Escalation/ de-escalation based on Minimum Wages is applicable for Items under subhead-20- All skilled and unskilled workers.
- D) Escalation/ de-escalation based on WPI and CPI index is applicable for Items under subhead-30. The weightage of WPI & CPI shall be in the ratio of 70% & 30% respectively.
- E) The rates finalized for subject tender shall be valid for initial 12(twelve months) from the date of award of contract except items under subhead-20. It means that there shall not be any change in rate for the initial period of 12 months.
- F) For items under subhead-20, escalation/de-escalation shall be applicable as and when State/Central govt. publishes the minimum wages circular with effective dates.
- G) Exactly after completion of 12 months, the escalation/de-escalation shall be applicable based on WPI & CPI on the weightage given above for items under Subhead-10 & 30.
- H) Since, WPI & CPI are published after a gap of around 3 months; the indices of 9th month will be taken for calculating the escalation /de-escalation E.G. if the contract for the first year is valid from July 2026 to June 2027, for the calculating the escalation /de-escalation, the indices of March 2026 shall be considered.
- I) The percentage increase and decrease shall be the same for all items under the same Subheads. That means, percentage increase and decrease in CPI index shall be applicable uniformly for all items under Subhead-10. Change in minimum wages shall be applicable as per the change conveyed by State/Central govt. for skilled and unskilled manpower uniformly for all items under Subhead-20. The percentage increase and decrease (Weightage- 70 % WPI and 30% CPI) shall be applicable uniformly for all items under Subhead- 30.
- J) Once the purchase order is placed on the Vendor for individual works based on the finalized rates, the rate shall remain firm for that work irrespective of the completion period or extension granted on whatsoever reason/ ground even if the work extends beyond 12 months
- K) The method for calculating escalation /de-escalation is enumerated below :

METHOD FOR CALCULATING ESCALATION/DE-ESCALATION

Method of calculating escalation /de-escalation		
Sr No.	Item	Details
A	For Items Under Subhead- 10	
1	CPI available at the end of 9th month of Outline agreement.	C2
2	CPI 12months prior to the CPI available at the end of the 9th month of Outline agreement.	C1
3	% increase in CPI	$C3 = (C2 - C1) / C1 * 100$
4	The escalation/ de-escalation to be applied in % (E1)	C3
5	Rate of any item	R1
6	Increase/ Decrease applicable on any rate from 13 th Month to 24 th month	$V1 = R1 * E1$
7	Revised rate applicable from 13 th month to 24 th month	$R2 = R1 + V1$
B	For Items Under Subhead- 20	
	As per Annexure-II	
C	For Items Under Subhead- 30	
1	WPI available at the end of 9th month of Outline agreement.	W2
2	WPI 12months prior to the WPI available at the end of the 9th month of Outline agreement.	W1
3	% increase in WPI	$W3 = (W2 - W1) / W1 * 100$
4	CPI available at the end of 9th month of Outline agreement	C2
5	CPI 12 months prior to the CPI available at the end of the 9th month of Outline agreement	C1
6	% increase in CPI	$C3 = (C2 - C1) / C1 * 100$
7	The escalation/ de-escalation to be applied in % (Weightage of 70% of WPI and 30% of CPI)	$E1 = 0.7 * W3 + 0.3 * C3$
8	Rate of any item	R1
9	Increase/ Decrease applicable on any rate from 13 th Month to 24 th month	$V1 = R1 * E1$
10	Revised rate applicable from 13 th month to 24 th month	$R2 = R1 + V1$

Note: The same escalation /de-escalation methodology shall be applicable for the third year (25th month to 36th month) also. The percentage of escalation / de-escalation shall be taken up to two decimals.

Annexure-V

Service Level Agreement (SLA), Evaluation & Penalty Matrix Clause

A monthly performance evaluation will be carried out for all services provided by the Service Provider/Bidder in Chembur Staff Colony & sports club as per the below SLA, Evaluation & Penalty Matrix. Various parameters will be measured as per the parameters defined.

Sr. No	Category	SLA Description	Measurement	Evaluation Criteria	Negative Score for each instance	Reference Doc
1	FM Management Team	Management Team to be available as per the contractually agreed deployment with no shortage & with due compliance with labour & other statutory laws	In case of resignation of Management Staff, replacement to be provided within 5 working days. In case of planned leave of more than 5 days - replacement to be provided immediately	Number of posts kept vacant per day due to shortage	40	Attendance Records
2	Co-ordination & Interaction	Ensure professional / cordial interaction, polite behaviour with residents, visitors, Service Providers, client's guest, employees etc. Ensure proper etiquettes & dress code.	Professional & cordial interaction with no complaints about misbehaviour or inappropriate dress code	Number of Reported Escalations related to behaviour, interaction or dress code of FM Staff	20	Reported Escalations
3	Co-ordination with SOR vendors by FM Team for timely closure of complaints	Regular Follow up with SOR vendors	Generation of reports and escalation to ensure closure of complaints within agreed timeline	No. of complaints not followed up and escalated	50	Reported/ Escalations
4	Inventory of Consumables & tools	Keeping track of consumption & ensuring requisite stock of material, consumables & tools is maintained at site at all	Ensuring requisite stock of material, consumables & tools with no instances of shortage due to	Number of instances when material, consumable, tools stock is exhausted & not replenished	20	Reported instances of shortage

		times, with no instance of stock being completely exhausted.	lack of tracking, delay in ordering, mismanagement or negligence by FM staff. <i>(Excludes any delays caused due to 'out of line' occurrence which are beyond the control of FM Staff)</i>	within the given time frame		
5	Consumables for Housekeeping , gardening, swimming pool and Pest Control Services	Ensuring that consumables, chemicals, tools etc provided are as per the specifications given in the contract	All consumables / chemicals/ tools supplied by the service provider must be as per the make & quality equivalent or superior to the one specified in the contract	Number of items found below standard / of lower brand/make than specified in contract	20	Random Check of material by dept.
6	Uniforms to Workers, supervisors	Supply of Uniform/raincoat to the workers/supervisors and ensure uniforms are neat and clean	Ensure that each worker/supervisors shall wear neat, clean & ironed uniform	Number of workers/supervisors not wearing uniform or wearing untidy uniforms	20	Random Check of material by dept.
7	Manpower for all the works	Manpower to be available as per the contractually agreed deployment with no shortage & with due compliance with labour & other statutory laws.	In case of absenteeism or resignation, replacement staff to be provided immediately	Number of posts kept vacant per day due to shortage	20	Attendance Records
8	Manpower for all the works (Working Hours > 12 Hours	Manpower unskilled/skilled shall work as per the contractually agreed deployment with due compliance with labour & other statutory laws	Service provider should also ensure that - staff members should not work for consecutive 12 hours or more & should not work for more than 6 days without a day off.	Number of instances of staff working for consecutive 12 hours or more / working for more than 6 days without a day off, due to shortage/absenteeism.	20	Attendance Records

9	Housekeeping / Up keeping/ Cleanliness	Ensuring upkeep & cleanliness of entire Chembur/Vashi colony & sports club premises, Bungalows & Flats of Block No. 1-4. Timely closure of all Service calls	All complaints regarding general cleaning / up keeping to be attended within the established response time with no escalations	Number of instances of delays in attending any reported/known problem beyond the established response times	20	E-mail or Telephonic complaints FM Service Call Log/OESS system
10	Horticultural works	Carrying out Horticulture work and gardening work as per specifications & frequency of contract.	Timely carrying out gardening/horticulture work as per contract. Provision of related equipment, accessories etc. as per specification of contract.	Number of instances of Horticulture work not carried out as per schedule & specification	20	General Practice
11	Garden Consumables & tools	Ensuring that consumables, chemicals, garden equipment's, tools etc provided are as per the specifications given in the contract	All consumables / chemicals/ equipment's/tools supplied by the service provider must be as per the make & quality equivalent or superior to the one specified in the contract	Number of items found below standard / of lower brand/make than specified in contract	20	Random Check of material/equipment by dept.
12	Repeat Complaint /Job	Ensuring that job shall be done as per the specification, quality & standard.	Any Substandard job shall be redone without any cost to BPCL	Number of repeat services/instances found below standard/quality or lower grade than specified incontract	30	Complaint data
13	Reporting	Submission of timely monthly report inclusive of cost and quality data analysis	Timely submission of Monthly report - i.e. by 5th day of every month	Number of instances of delay in submission of Monthly report	30	Monthly Report
14	Reporting	Initiating and conducting a structured monthly operational progress review meeting. Documenting MOM and ensuring closure of	Attending Review Meeting every month	No of instances of meetings not attended by Operations Manager	20	Attendance of Operation Manager
			Completion of action points assigned & agreed	Number of action points not completed as per	20	MOM

		action points as per discussion	in the previous months Operational Meeting	the agreed time frame		
15	Invoicing	Complete & Timely Invoicing to be submitted by the 5th of every month	Error Free Invoice to be submitted on or before the 5th of every month	Number of instances of delay in submission of Invoices (error free)	20	Invoice
16	Pest Control	Carrying out Pest control treatments as per specifications & frequency	Timely pest control treatments as per specification & frequency.	Number of instances of Pest control not carried out as per schedule & specification Any Notice from Municipal body	30	Service Reports
17	Vermicomposting/OWC machine Operation	Ensure proper handling/treatment of waste in Vermicomposting /OWC machine as per scope of work	Regular operation and maintenance of Vermicomposting/O WC machine including use of additives, etc as per requirement	Number of instances of work not carried out as per specification	10	Daily Service Records
18	Supervisor/ Driver/Fitness Trainer/Dietician /Spa attendant/ Lifeguard/ OWC Operator	Should be available as per the contractually agreed deployment with no shortage & with due compliance with labour & other statutory laws.	In case of absenteeism or resignation, replacement staff to be provided immediately	Number of posts kept vacant per day due to shortage	20	Attendance Records
19	Swimming Pool Cleanliness	Ensure daily basis cleaning of Swimming Pool by using chemicals/mechanical means as per scope of work	Swimming pool water should be clean and fit for swimming.	Number of instances/days When Swimming Pool cleaning not done as per scope of work	20	Random Check
20	Toilet Cleaning	Ensure toilet cleaning by using suitable chemicals mentioned in scope of work	Toilet should be regularly cleaned by using chemicals to avoid foul smell	Number of instances/days when toilets not cleaned or foul smelling	20	Random Check
21	Planning of Preventive Maintenance	Ensuring timely maintenance of all mechanical, electrical or associated equipment installed like Lifts, pumps,	Timely servicing of all equipment.	Total Number of AMC's / Servicing delayed due to mismanagement / negligence or lack	20	Service Reports

		Firefighting system, water Purifiers, Acs, Water Coolers within with no business disruptions due to lack of maintenance or negligence by FM Staff and works as per scope of work		of tracking / follow up by FM teams		
			No Breakdown Incidents causing business disruption	Number of business disruptions caused due to lack of maintenance or negligence	20	Incident reports
22	Statutory Compliances	Ensure Compliance with all statutory Requirements. Validity & Availability of all Statutory Records & Compliance Documents		Number of instances of all compliance documents not submitted along with the monthly invoice	20	Copy of compliance Documents, Statutory Licenses, Police Verification application receipt
				Number of instances of Statutory licenses & compliances not renewed for up to 7 days after expiry	50	
				Number of instances of Police Verification application receipt not submitted for more than 30 days after joining	20	
				Total Score	620	
SLA Penalty Matrix						
	Up to 1000 Points in a month		Instances shall be reported and corrective actions taken			
	800 to 1000 Points for consecutive 3 months		Deduction of 1 % of monthly invoice amount			

	1001 to 1200 points in a month	Deduction of 2% of monthly invoice amount			
	1201 to 1350 points in a month	Deduction of 3% of monthly invoice amount			
	1351 to 1500 points in a month	Deduction of 4% of monthly invoice amount			
	1501 or more points in a month	Deduction of 5% of monthly invoice amount			
	1501 or more points for consecutive 3 months	BPCL will be eligible to terminate contract			

Note:

SLA evaluation against each Invoice shall be submitted by bidder along with Invoice and monthly SLA report to be submitted to HR Estates. Penalty if any shall be levied per month as per SLA for site and recovery shall be done from the Invoice (Copy of all Invoices for the particular month along with the SLA shall be submitted to the HR Estates office latest by the first week of the subsequent month).

All Invoices before uploading to BPEC Portal must be acknowledged by HR Estates office. However, Measurements/Approvals/Bill certification has to be done from respective EIC's.

Important Note: - In addition to SLA, following clause is applicable as per point No. 72 (Owner may do part of work), Section-V (Performance of Work) of "General Conditions of Contract" (GCC). Details are as below,

Upon failure of the contractor to comply with any instructions given in accordance with the provisions of the contract, the owner has the alternative right, instead of assuming charge for entire work to place additional labour force, tools, equipment and materials on such parts of the work, as the owner may designate or also engage another contractor to carry out the work. In such cases, the owner shall deduct from the amount which otherwise might become due to the contractor, the cost of such work and materials with ten percent added to cover all departmental charges and should the total amount thereof exceed the amount due to the contractor, the contractor shall pay the difference to the owner.

The deduction clause shall not be applicable under the following uncontrollable circumstances:

- Force majeure events (earthquake, lightning, flood, fire, explosion, riots, pandemic, etc.)
- Non-availability of utilities (electricity, water, etc.)

Wage Estimate Calculation - IFM SERVICES at BPCL Chembur Staff Colony and Sports Club for Normal Working Days					
Sl. No	Category of Labour Required	Unskilled	Semi-Skilled	Skilled	Highly Skilled
1	No. of Labour Required	1	1	1	1
2	Min. Wages applicable i.e. Basic Pay per month	₹ 21,645.00	₹ 23,218.00	₹ 25,506.00	₹ 27,690.00
3	PF Contribution (@13.01% of Basic Pay)	₹ 2,817.00	₹ 3,021.00	₹ 3,319.00	₹ 3,603.00
4	Monthly premium for Employee Compensation Policy in lieu of ESIC contribution	₹ 704.00	₹ 755.00	₹ 829.00	₹ 900.00
5	Maharashtra Labour Welfare (Monthly Fixed)	₹ 17.00	₹ 17.00	₹ 17.00	₹ 17.00
6	Leave relief (@ 5.11% of Basic Pay)	₹ 1,107.00	₹ 1,187.00	₹ 1,304.00	₹ 1,415.00
8	Wages per month [Minimum wages per person per month to be considered for evaluation in the tender (below which the quotes will be rejected)]	₹ 26,290.00	₹ 28,198.00	₹ 30,975.00	₹ 33,625.00

Wage Estimate Calculation - IFM SERVICES at BPCL Chembur Staff Colony and Sports Club for 365 Working Days					
Sr. No	Category of Labour Required	Unskilled	Semi-Skilled	Skilled	Highly Skilled
1	No. of Labour Required	1	1	1	1
2	Min. Wages applicable i.e. Basic Pay per month	₹ 21,645.00	₹ 23,218.00	₹ 25,506.00	₹ 27,690.00
3	PF Contribution (@13.01% of Basic Pay)	₹ 2,817.00	₹ 3,021.00	₹ 3,319.00	₹ 3,603.00
4	Monthly premium for Employee Compensation Policy in lieu of ESIC contribution	₹ 704.00	₹ 755.00	₹ 829.00	₹ 900.00
5	Maharashtra Labour Welfare (Monthly Fixed)	₹ 17.00	₹ 17.00	₹ 17.00	₹ 17.00
6	Leave relief (@ 5.11% of Basic Pay)	₹ 1,107.00	₹ 1,187.00	₹ 1,304.00	₹ 1,415.00
7	Holiday Coverage @ 19.17% of Basic Pay	₹ 4,150.00	₹ 4,451.00	₹ 4,890.00	₹ 5,309.00
8	Wages per month [Minimum wages per person per month to be considered for evaluation in the tender (below which the quotes will be rejected)]	₹ 30,440.00	₹ 32,649.00	₹ 35,865.00	₹ 38,934.00

BID QUALIFICATION CRITERIA (BOC)

CRFO No. 1000455398

“INTEGRATED FACILITY MANAGEMENT (IFM) SERVICES FOR CHEMBUR STAFF COLONY & SPORTS CLUB OF BPCL MR.”

TECHNICAL CRITERIA: -

Definition of Bidder: - Responsible for quoting for the complete work and owing single point overall responsibility for execution & completion of the total job.

a) The Bidder should have successfully completed similar works* (as defined below) as a prime contractor during last 7 years from the original bid due date. The value of the works completed (proof of completion to be submitted) should be as follows:

Technical Criteria	Definition of Bidder: Responsible for quoting for the complete work and owing single point overall responsibility for execution & completion of the total job.		
	a) The Bidder should have successfully completed similar works* (as defined below) as a prime contractor during last 7 years from the original bid due date. The value of the works completed (proof of completion to be submitted) should be as follows:		
	Criteria	Requirement (General)	Requirement (MSE)
	One Purchase Order/Work of Minimum value	711L	605L
	Two Purchase Orders/Work of Minimum value	445L	378L
	Three Purchase Orders/Work of Minimum value	356L	303L
	Above mentioned value is basic only i.e., without any taxes and duties.		
Financial Criteria	<ul style="list-style-type: none">• The bidder's average annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least Rs 268L. (above value calculated considering the estimate value of the work for the first year.)• Bidder's net worth should be positive as per latest audited balance sheet.• Bidder should have completed 3 financial years of existence as on the original due date of the tender since the date of commencement of business.		

Values mentioned above are basic value only i.e., without any taxes.

Definition of similar works :-

*Similar work/works shall be considered as Integrated Facility Management services with minimum one year experience which includes minimum five services (minimum of 3 in Part A and minimum 2 in Part B) in single contract out of the following. The works should have been carried out in townships / Housing complex / Corporate office / Commercials / Hospitals

BID QUALIFICATION CRITERIA (BOC)

CRFO No. 1000455398

/ Hotels / IT Industry with a minimum deployment of 50 personnel in the preceding past 07 years ending on last day of the month previous to the one in which tender is invited.

Part A

1. General House Keeping
2. Waste Management
3. Horticultural/Gardening,
4. Pest Control works

Part B

1. Helpdesk Management
2. Operation / Maintenance of Health Club
3. Operation / Maintenance of Swimming pool
4. Monitoring of Civil/electrical/other maintenance jobs

Value of the similar work completed as mentioned above is annualized from 3 years and excluding provision for min. wage escalation.

Bidders can submit multiple contracts to qualify the experience criteria of minimum one year. However, overlapping period of contracts shall not be considered. The bidder should submit relevant POs/Work Orders and Completion Certificates to substantiate the same.

Note to bidders:

S. No.	Clause Title	Simplified Description
1	JV/Consortium	Bids from Joint Ventures or Consortiums are not allowed.
2	Parent-Subsidiary Experience meeting Technical Criteria	If a subsidiary uses parent company's experience (or vice versa), a parental guarantee must be submitted. Bidder must meet financial and PPPMII criteria.
3	Past Experience Timeline	Jobs awarded more than (7) years ago are acceptable only if completed within (7) years from the original bid due date.
4	Foreign Job Evaluation	For jobs executed abroad, only basic value is considered. INR conversion based on SBI TT selling rate on work order issue date.
5	Document Submission	Submit complete documents (PO, Contract, Completion Certificate, etc.) in the first instance. No changes allowed after bid submission.
6	Shortfall Documents	Bidders are allowed to submit only supporting documents for clarification against already submitted qualifying documents/work orders. Bidders shall not be permitted to submit new qualifying documents (document related to new reference of work experience/work orders). Such submission shall not be considered for evaluation.
7	Financial Documents	Submit audited financials (Balance Sheet, P&L, ITR) for last three financial years ends or as followed by bidder.

BID QUALIFICATION CRITERIA (BQC)

CRFO No. 1000455398

		<ul style="list-style-type: none">- In case the financial year closing date is within 6 months of original bid due date and Audited annual report of immediate preceding financial year is not available, Bidder has the option to submit the financial details of the three previous years immediately prior to the last financial year.- In case the financial year closing date is within 6 -9 months of original bid due date and Audited annual report of immediate preceding financial year is not available, Bidder has the option to submit the financial details of the three previous years immediately prior to the last financial year provided Bidder submits a letter from CA stating the reasons of non-preparation/furnishing of the latest year's Audited Financial Statements.- In case, the financial year closing date is beyond 9 months of original bid due date, it is compulsory to submit the financial details of the immediate three preceding financial years.
8	TPIA Verification	BQC documents must be verified by NABCB-accredited TPIA. Alternatively, submit Annex-1 undertaking to provide TPIA docs if declared L1. Refusal leads to bid rejection.
9	Reuse of Verified Documents	Already approved TPIA-verified documents for other jobs can be reused if unchanged and meet current BQC.
10	Financial Documents	Country where audit of financial documents are not mandatory, a declaration from CFO/CEO will be required for self-certification of financial documents.

BID QUALIFICATION CRITERIA (BQC)

CRFQ No. 1000455398

Annexure-1

**UNDERTAKING BY BIDDER TOWARDS SUBMISSION OF TPIA* VERIFIED
DOCUMENTS
(On company letterhead)**

To,
M/s BHARAT PETROLEUM CORPORATION LIMITED

CRFQ No. / Bid No.	1000455398 /
Tender Title	INTEGRATED FACILITY MANAGEMENT (IFM) SERVICES FOR CHEMBUR STAFF COLONY & SPORTS CLUB OF BPCL MR
Name of Bidder	

Dear Sir,
I / we, M/s _____ (Name of Bidder) have submitted bid for aforesaid tender.

We hereby confirm and undertake the following:

- 1) The self-certified copies of certificates / documents related to BQC - Technical & Financial Criteria and MSE certificates, which have been submitted as part of BQC Bid for aforesaid tender, are true copies and as per requirement of the tender.
- 2) In case emerging as successful bidder, I / We shall submit the TPIA* verified copies of required documents within 5 (five) days of notification from BPCL, as per requirement of tender.
- 3) I / We understand that, in case I / We are not able to submit TPIA* Verified original documents within 5 (five) days of notification from BPCL, I / We shall be holiday listed by BPCL. I / We shall not have any further claims in the bid in such case.

Place:

Date:

[Signature of Authorized Signatory
of Bidder having power of attorney]

Name:

Designation:

Seal:

*TPIA which is registered under "NABCB accredited bodies as per requirement of ISO/IECI 7020 as Type A" in QCI NABCB website:

<https://nabcb.qci.org.in/inspection-body/> as on date of verification of documents.

BID QUALIFICATION CRITERIA (BQC)

CRFQ No. 1000455398

Annexure-2

**Format for Undertaking from Bidder
(On letter head duly stamped & signed)**

Ref.: _____

Date: _____

The Procurement Manager,
CPO-Refineries,
Mumbai Refinery,
Mahul, Chembur,
Mumbai – 400074

Dear Sir,

Subject: Verification of Bidder's Qualification Criteria (BQC) related documents of the Tender

Ref: CRFQ No.: 1000455398, Bid No.: _____, Tender for "INTEGRATED FACILITY MANAGEMENT (IFM) SERVICES FOR CHEMBUR STAFF COLONY & SPORTS CLUB OF BPCL MR".

All the BQC documents and credentials submitted/uploaded as a part of this tender have been verified with the originals by TPIA.

It is certified that none of the documents are false/forged or fabricated. All the documents submitted have been made having full knowledge of (i) the provisions of the Indian laws in respect of offences including but not limited to those pertaining to criminal breach of trust, cheating and fraud and (ii) provisions of bidding conditions which entitle Bharat Petroleum Corporation Limited to initiate appropriate action in the event of such declaration turning out to be a misrepresentation or false representation.

I further certify that additional documents, if any, required to be submitted by us (bidding agency) shall be submitted under my knowledge and those documents shall also be true, authentic, genuine, exact copy of its original and shall not be false/forged or fabricated.

We understand that BPCL reserves the right not to consider our offer on account of noncompliance regarding submission of BQC/techno-commercial related documents duly verified by the TPIA.

(Signature of a person duly authorized to
Sign on behalf of the bidder)
(Seal of the Company)

BID QUALIFICATION CRITERIA (BQC)

CRFQ No. 1000455398

Annexure-3

Format for Undertaking from TPIA

(On TPIA letter head duly stamped & signed)

Ref.: _____

Date: _____

Procurement Manager,
CPO-Refineries,
Mumbai Refinery,
Mahul, Chembur,
Mumbai – 400074

Dear Sir,

Subject: Verification of Bidder's Qualification Criteria (BQC) related documents of the Tender

Ref: CRFQ No.: 1000455398, Bid No.: _____, Tender for "INTEGRATED FACILITY MANAGEMENT (IFM) SERVICES FOR CHEMBUR STAFF COLONY & SPORTS CLUB OF BPCL MR".

M/s. _____ with its registered office at _____ intend to participate in the tender for "INTEGRATED FACILITY MANAGEMENT (IFM) SERVICES CHEMBUR STAFF COLONY & SPORTS CLUB OF BPCL MR" for Bharat Petroleum Corporation Limited, with registered office in Bharat Bhavan, 4 & 6 Currimbhoy Road, Ballard Estate, Mumbai, India.

The tender conditions provide that the BIDDER shall submit BQC documents duly verified by independent Third-Party Inspection Agency.

In this regard, this is to certify that copies of all the BQC related documents submitted to us for verification have been verified by us with the originals and found to be genuine. We have signed and stamped on the copies of all the verified documents.

(Signature of a person duly authorized to
Sign on behalf of the TPIA)
(Seal of the Company) / Date

CRFQ No. 1000455398

**INTEGRATED FACILITY MANAGEMENT (IFM) SERVICES FOR
CHEMBUR STAFF COLONY & SPORTS CLUB OF BPCL MR.**

PAYMENT TERMS :-

- a. The successful Service Provider will submit a separate bill for all the services provided as per scope of work along with supporting reports (service and monthly reports) on monthly basis. The bills, communications and reports shall be submitted to the concerned BPCL Officer In-charge at the facility, as informed from time to time.
- b. Payment for all jobs shall be made only after completion of works.
- c. For garden developmental works, pest control works and repair & maintenance of gym equipment, payment shall be made as per BOQ.
- d. All payments due and payable shall be made on receipt of undisputed invoice by BPCL on receipt of invoice with relevant supporting documents, however in case of any dispute pertaining to the said invoice, such shall be notified in writing to the Service Provider by BPCL within 15(Fifteen) working days of receipt of such invoice.
- e. BPCL will be deducting the mandatory deduction i.e. taxes, if any etc. from the payments due to the Service Provider at the rates applicable from time to time.
- f. Billing for miscellaneous goods and services procured will be reimbursed on production of invoice and necessary supporting documents as and when requested by BPCL. The total cost should not exceed the BOQ qty specified.

75% payment of the Running Account bill (RA bill) shall be released within 15 calendar days of receipt of RA bill duly certified by Engineer-in-charge (EiC) and the balance payment shall be released within 30 days of receipt of RA bill by EiC after detailed scrutiny.

PENALTY :-

Mentioned in Scope of work - (Service Level Agreement).

LIQUIDATED DAMAGES FOR DELAY :-

Refer clause 22 of General Condition of Contract (GCC) i.e. In case the contractor fails to complete the whole work within the stipulated period, he shall be liable to pay liquidated damages of 0.5% of the value of contract per week and / or part thereof of the delay subject to a maximum of 5% of the value of the contract.

CONTRACT VALIDITY:

- a. The period of contract for IFM services shall be 3 years from the date as mentioned in the 'Letter of Intent' / or PO.
- b. **The start date will be 15th day from the date of LOI/PO or Physical handing over of the site, whichever is earlier.**
- c. The Service Provider shall deploy his manpower immediately after the LOI/PO issue to acquaint him / staff with complete work / system layout and schematics at no extra cost to M/s BPCL.
- d. The Service Provider shall deploy his manpower for one week after the date of expiry of the contract to enable the incoming Service Provider and his staff to acquaint with the complete

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work and schematics at no extra cost to M/s BPCL. Also, the Service Provider will hand-over the items covered in scope of work in working order and the detail of inventory to M/s BPCL / incoming Service Provider as advised by M/s BPCL.

CANCELLATION / TERMINATION OF CONTRACT:

- a. If at any time during the period of the contract, it is observed by the corporation or by its authorized representative/s that the services rendered by the enterer's personnel are not to the satisfaction of the corporation or any terms of the contract are violated, the corporation reserves the right to terminate the contract with immediate effect.
- b. BPCL reserves the right to enforce all the procedures under the statutory norms and if the party is found violating the same the contract will be terminated with immediate effect.
- c. BPCL can terminate the contract by giving one month's notice in writing without assigning any reason, however, the Service Provider will hand over the items covered in scope of work in working order and the details of inventory to M/s BPCL/ incoming Service Provider as advised by BPCL.

SECURITY DEPOSIT TOWARDS PERFORMANCE / RETENTION MONEY :-

In lieu of security deposit towards performance / retention money, Bidder shall submit bank guarantee (BG)/ Insurance Surety Bond of equivalent amount of retention money (5% of contract value) before submission of 1st RA bill. The Bank Guarantee / Insurance Surety Bond shall be valid and remain in force till the contractual completion period with a defect liability period of twelve months and with a claim period of six months thereafter.

Bidders shall submit the SD/PBG/ Insurance Surety Bond within 15 days from the date of notification of award.

However, where the vendor opts for performance security in the form of retention money from the running bills, in such case the vendor shall be required to submit PBG of 2.5% of the total contract value after setting off EMD submitted, if any, within 15 days from the award of the contract and the remaining 2.5% shall be subsequently deducted from each bill.

The vendor may furnish the performance security in form of a Bank Guarantee for an amount of 5% of the annualised PO value and valid for the 12 months period.

The security deposit will be retained till the successful completion of the work and thereafter till the expiry of the defect liability period (refer clause-74), if applicable. This retention money/Bank guarantee held shall be released after the expiry of the defect liability period provided that any defects appearing during that period are corrected by the Bidder and subject to Clause 18.2 of GCC.

The Bank guarantee if submitted shall be from any Indian scheduled bank or an international bank of repute having a branch in India or a corresponding banking relationship with an Indian scheduled bank. The security deposit/retention money shall be in Indian Rupee in the case of domestic bidders and in US Dollars/EUROS in the case of foreign bidders.

Process for submitting Bank Guarantee / PBG under SFMS (Structured Financial Messaging System) mode as follows:

Vendor shall insist their bank for issuance of SFMS Bank Guarantee for faster payments. Vendor

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shall provide BPCL's Bank Account No. & IFSC Code (Details given below) to their Bank as beneficiary at the time of application for Bank Guarantee in favour of BPCL. Issuing Bank shall issue the Bank Guarantee & send SFMS message to BPCL's Bank confirming the authenticity of Bank Guarantee who in turn shall send the confirmation to BPCL. Vendor should ensure the following for issue of E-bank guarantee.

- a) The issuing bank is on SFMS platform.
- b) SFMS Message type used is 760 COV and SFMS Delivery report / Message copy is sent along with original BG.
- c) For BG amendment, message type 767 COV is to be used.
- d) SFMS contains following details:
 - i. Beneficiary's bank name : ICICI Bank
 - ii. IFSC Code : ICIC0000393
 - iii. BPCL's Customer ID : BPCL583493800
- e) BG Issuing bank should send the BG issuance advice through SFMS to BPCL's designated banker: ICICI Bank, Backbay Branch, Mumbai (IFSC : ICIC0000393)
- f) BG Issuance advice should mention applicable Unique Identifier Code (UIC) in row / field number 7037 of SFMS Delivery Report.
 - a. BPCL Location : Kharghar, Navi Mumbai
 - b. Head Office : Ballard Estate
 - c. UIC : BPCL583493800
- g) The original BG should be submitted along with print out of SFMS Delivery report from the BG Issuing Bank Branch.
- h) SFMS BG will help in faster verification of BGs and prompt release of payment to vendors.

[To be executed on plain paper and applicable for all tenders of value above Rs. 10 Crore]

INTEGRITY PACT

Between

Bharat Petroleum Corporation Limited (BPCL) hereinafter referred to as "The Principal",

And

.....hereinafter referred to as "The Bidder/ Contractor/ Supplier".

Preamble

The Principal intends to award, under laid down organization procedures, contract/s for The Principal values full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s, Contractor/s and Supplier/s.

In order to achieve these goals, the Principal cooperates with the renowned international Non-Governmental Organization "Transparency International" (TI). Following TI's national and international experience, the Principal will appoint Independent External Monitor who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Principal, personally or through family members, will in connection with the tender, or the execution of the contract, demand, take a promise for or accept, for himself/ herself or third person, any material or immaterial benefit which he/she is not legally entitled to.
 - b) The Principal will, during the tender process, treat all Bidders with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidders the same information and will not provide to any Bidder confidential/ additional information through which the Bidder could obtain an advantage in relation to the tender process or the contract execution.

- c) The Principal will exclude from the process all known persons having conflict of interest.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) 1860 (replaced by Bhartiya Nyaya Sanhita (BNS), 2023) and Prevention of Corruption Act 1988, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder/ Contractor/ Supplier

- (1) The Bidder/ Contractor/ Supplier commits itself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
- a) The Bidder/ Contractor/ Supplier will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person, any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange, any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b) The Bidder/ Contractor/ Supplier will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation of Competition Act 2022 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c) The Bidder/ Contractor/ Supplier will not commit any offence under the Indian Penal Code (IPC) 1860 (replaced by Bhartiya Nyaya Sanhita (BNS), 2023) and Prevention of Corruption Act 1988; further the Bidder/ Contractor/ Supplier will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d) The Bidder/ Contractor/ Supplier will, when presenting his bid, disclose any and all payments he has made, is committed to, or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

- e) The Bidder/ Contractor/ Supplier shall make sure that the terms of this Integrity Pact are also adopted by its sub-contractors, sub-sub-contractors etc, if any and submit such adoption confirmation proof to the Principal. The Bidder/ Contractor/ Supplier shall be solely responsible for the adherence to the provisions of IP by its sub-contractors, sub-sub-contractors etc.
 - f) The bidder / contractor of foreign origin shall disclose the name and address of agents and representatives in India related to this tender. Similarly, the bidder / contractor of Indian nationality shall furnish the name and address of their foreign principals or associates, if any, related to this tender. Further details, as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers,” shall be disclosed by the Bidder(s)/Contractor(s) as per Annex.
- (2) The Bidder/ Contractor/ Supplier will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from Tender Process and Exclusion from Future Contracts

If the Bidder, before contract award, has committed a transgression through a violation of Section 2 or in any other form such as to put his reliability or credibility as Bidder into question, the Principal is entitled to disqualify the Bidder from the tender process or to terminate the contract, if already signed, for such reason or take action as per laid down procedure to debar the Bidder(s)/Contractor(s) from participating in the future procurement processes.

- (1) If the Bidder/ Contractor/ Supplier has committed a transgression through a violation of Section 2 such as to put his reliability or credibility into question, the Principal is also entitled to exclude the Bidder/ Contractor/ Supplier from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder and the amount of the damage. The exclusion will be imposed for a minimum of 6 months and maximum of 3 years.
- (2) A transgression is considered to have occurred if the Principal after due consideration of the available evidences, concludes that no reasonable doubt is possible.
- (3) The Bidder accepts and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken.

This undertaking is given freely and after obtaining independent legal advice.

- (4) If the Bidder/ Contractor/ Supplier can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal may revoke the exclusion prematurely.

Section 4 – Compensation for Damages

- (1) If the Principal has disqualified the Bidder from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from the Bidder liquidated damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor/ Supplier liquidated damages equivalent to Security Deposit/ Performance Bank Guarantee.
- (3) The Bidder agrees and undertakes to pay the said amounts without protest or demur subject only to condition that if the Bidder/ Contractor/ Supplier can prove and establish that the exclusion of the Bidder from the tender process or the termination of the contract after the contract award has caused no damage or less damage than the amount of the liquidated damages, the Bidder/ Contractor/ Supplier shall compensate the Principal only to the extent of the damage in the amount proved.

Section 5 - Previous Transgression

- (1) The Bidder declares that no previous transgression occurred in the last 3 years from the date of bid submission with any other Company in any country conforming to the TI / Anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Section 6 - Equal treatment of all Bidders/ Contractors/Suppliers/ Subcontractors

- (1) The Bidder/ Contractor/ Supplier undertakes to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the principal before contract signing. In case of a joint venture, all the partners of the joint venture should sign

the Integrity Pact. In case of sub-contracting, the principal contractor shall be solely responsible for the adherence to the provisions of IP by subcontractor.

- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors/ Suppliers.
- (3) The Principal will disqualify from the tender process all Bidders who do not sign this Pact or violate its provisions.

Section 7 - Punitive Action against Violating Bidders/ Contractors/ Suppliers/ Subcontractors

If the Principal obtains knowledge of conduct of a Bidder, Contractor, Supplier or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor, Supplier or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

Section 8 - Independent External Monitors

- (1) The Principal has appointed competent and credible Independent External Monitors for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairperson of the Board of the Principal.
- (3) The Bidder/ Contractor/ Supplier accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Bidder/ Contractor/ Supplier. The Bidder/ Contractor/ Supplier will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to this project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder/ Contractor/ Supplier/ Subcontractor with confidentiality. The Monitor has also signed declarations on 'Non disclosure of Confidential Information' and 'Absence of Conflict of Interest'. In case of any conflict of interest arising later, the IEM shall inform the Management of the Principal and recuse themselves from that case.
- (4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the

contractual relations between the Principal and the Bidder/ Contractor/ Supplier. The parties offer to the Monitor the option to participate in such meetings.

- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or heal the violation, or to take other relevant action. The Monitor can in this regard submit non-binding recommendation. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the Independent External Monitor shall give an opportunity to the Bidder/ Contractor/ Supplier to present its case before making its recommendations to the Principal.
- (6) The Monitor will submit a written report to the Chairperson of the Board of the Principal within 8 to 10 weeks from the date of reference or intimation to him by the 'Principal' and, should the occasion arise, submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to the Chairperson of the Board a substantiated suspicion of an offence under relevant Indian Penal Code (IPC) 1860 (replaced by Bhartiya Nyaya Sanhita (BNS), 2023) and Prevention of Corruption Act 1988, and the Chairperson has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
- (8) The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor/ Supplier 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings.

If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by Chairperson of the Principal.

Section 10 - Other Provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai. The Arbitration clause provided in the main

tender document/ contract shall not be applicable for any issue/ dispute arising under Integrity Pact.

- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Bidder/ Contractor/ Supplier is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) If any Bidder/ Contractor/ Supplier entering into Integrity Pact, aggrieved by any decision / action of the Principal, shall approach the IEMs and await their decision before pursuing any other remedy available to him in law.
- (6) Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.

For & On Behalf of the Principal
(Office Seal)

For & On Behalf of Bidder / Contractor / Supplier
(Office Seal)

Place.....
Date

Witness 1
(Name & Address)

Witness 1
(Name & Address)

Annex– Guidelines on Indian Agents of Foreign Suppliers

- 1.1 There shall be compulsory registration of agents for all Global Tender Enquiries (GTE) and Limited Tender Enquiries (LTE). An agent not registered with the Procuring Entity shall apply for registration with them.
 - 1.2 Registered agents shall file an authenticated Photostat copy duly attested by a Notary Public / Original certificate of the Principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the Principal to the agent before the placement of an order by the Procuring Entity.
 - 1.3 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties, have stated that they are not paying any commission to the Indian agents, and the Indian representative is working based on salary or as a retainer, a written declaration to this effect should be submitted by the party (i.e., Principal) before finalising the Contract.
- 2.0 Disclosure of Particulars of Agents/ Representatives in India, if any.

2.1 Bidders of Foreign nationality shall furnish the following details in their offer:

2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorisation and authority given to commit the Principals. If the agent/representative is a foreign Company, it shall be confirmed whether it is a real functioning Company, and details of the same shall be furnished.

2.1.2 The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.

2.1.3 Confirmation of the Bidder that the commission/ remuneration, if any, payable to his agents/representatives in India, may be paid by the Procuring Entity in Indian Rupees only.

2.2 Bidders of Indian Nationality shall furnish the following details in their offers:

2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorising the agent to make an offer in India in response to tender either directly or through the agents/representatives.

2.2.2 The amount of commission/remuneration included in the price (s) quoted by the Bidder for himself.

2.2.3 Confirmation of the foreign principals of the Bidder that the commission/remuneration, if any, reserved for the Bidder in the quoted price (s) may be paid by the Procuring Entity in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.

2.3 In either case, in the event of the contract materialising, the payment terms shall provide for payment of the commission /remuneration, if any, payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

2.4 Failure to furnish correct and detailed information as called for in paragraph - 2.0 above shall render the concerned bid liable to rejection or, in the event of a contract materialising, the same liable to termination by the Procuring Entity. Besides this, there would be a penalty of banning business dealings with the Procuring Entity or damage or payment of a named sum.

Declaration Regarding Holiday Listing Status



**Annexure IV - Format for Declaration of Holiday Listing orders issued by BPCL or MOPNG
debaring us from carrying on business dealings with BPCL/ MOPNG**

(On Company Letter Head, to be signed by the duly authorized person)

Date : _____

TENDER NO. :

TITLE OF TENDER:

To,

Bharat Petroleum Corporation Ltd

Dear Sir/Madam,

I /We declare and confirm that we are currently not serving any Holiday Listing orders issued by BPCL or MOPNG debaring us from carrying on business dealings with BPCL/ MOPNG or convicted of an offence:

- (a) under the Prevention of Corruption Act, 1988: or
- (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

Further, I/ We declare that the Agency Is not or has not become bankrupt, OR is not being dissolved OR has not resolved to be wound up OR no proceedings for winding up or dissolution has been instituted against the Agency;

(Signature and Stamp of the Bidder)

Bidder Name:

Date :

Address

GCC Acknowledgement Form

BHARAT PETROLEUM CORPORATION LTD

ACKNOWLEDGEMENT

We, M/s. _____ having office at _____ received the copy of GENERAL CONDITIONS OF CONTRACT and confirm our acceptance to all the terms and conditions as mentioned herein in this General Conditions of Contract and we are hereby returning this copy of Acknowledgement duly signed.

For & on behalf of M/s. _____

Signature:

Name: _____

Designation : _____

(Seal / Stamp)

Place

Date :

**Undertaking from Contractor regarding
Contract Labour Engagement – Age
Limit**

Undertaking from Contractor regarding Contract Labour Engagement – Age Limit

(On contractor's Letter Head)

Ref / CRFQ :

Date:

To,
Engineer - In - Charge,
BPCL,
Mumbai Refinery.

Subject: Regarding Contract Labour Engagement - Age Limit

Reference: Our open PO(s) / Outline agreement(s) with BPCL-MR as given below

----- /----- / ----- / -----

Dear Sir,

With reference to above mentioned subject, we confirm that the contract labours engaged by us to complete the contractual obligations under the ongoing Purchase order(s) / outline agreement(s) as mentioned above, will be upto 60 years of age.

We also agree that in case of any deviation, the BPCL management reserves the right to take suitable action against us.

Thanking you,

Signature of the person

(Name and designation of the person signing)

(Name of the Contractor)

**Declaration of Local Content as per PPP MII
Order**

UNDERTAKING BY BIDDER TOWARDS MANDATORY MINIMUM

LC

(Self-Declaration of local content by bidder Under "PPP MII" policy
to be submitted on letter head)

To,
M/s BHARAT PETROLEUM CORPORATION LIMITED,

Subject:

Tender No:

Dear Sir,

We, M/s _____ (***Name of Bidder***) have submitted bid
against aforesaid tender.

We have read and understood the Purchase Preference to Make In India Order/Policy
attached with the tender document. Accordingly, we hereby confirm that our local content
percentage for the tendered item is ____%. **A certificate from Statutory Auditor or Cost
Auditor of the Company (in the case of companies) or from a Practicing Cost
Accountant or Practicing Chartered Accountant (in respect of suppliers other than
company) in this regard has been submitted in technical bid.** (Applicable in case of
tenders for value greater than Rs. 10 Cr.)

Details of the location(s) at which local value addition is made is/are given below:

We confirm that the item(s) offered meets the LC requirement for 'Class-I local supplier /
Class-II local supplier' as mentioned in the 'PPP MII Order/Policy' and the 'notification(s)
published by respective Nodal ministry' on the website [https://dpiit.gov.in/public-
procurements](https://dpiit.gov.in/public-procurements).

We further confirm that in case we fail to meet the above mentioned local content, BPCL
will take action as per provisions of tender document/ PPPMII Order/Policy.

Place:

Date:

**[Signature of Authorized Signatory
of Bidder having power of attorney]**

Name:

Designation:

Seal:

**CERTIFICATE BY CHARTERED ACCOUNTANT OF BIDDER TOWARDS MANDATORY
MINIMUM LC**

(IN CASE BIDDER SEEKING BENEFIT OF PPP-MAKE IN INDIA)

To,
M/s BHARAT PETROLEUM CORPORATION LIMITED

SUBJECT:

TENDER NO:

Dear Sir,

We _____ (Name of the issuing CA Firm) have verified relevant records of M/s. _____ (Name of Bidder) and certify that the local content percentage for the tendered item mentioned by M/s _____ (Name of Bidder) is ____ %.

Name of CA Firm:

Date:

[Signature of Authorized Signatory]

Name:

Designation:

Seal:

Membership no.

UDIN no.

**CERTIFICATE BY STATUTORY AUDITORS OF BIDDER TOWARDS MANDATORY
MINIMUM LC**

(IN CASE BIDDER SEEKING BENEFIT OF PPP-MAKE IN INDIA)

To,
M/s BHARAT PETROLEUM CORPORATION LIMITED

SUBJECT:

TENDER NO:

Dear Sir,

We _____ (**Name of the Statutory Auditor**) have
verified relevant records of M/s _____ (Name of Bidder)
and certify that the local content percentage for the tendered item mentioned by
M/s _____ (Name of Bidder) is ____ %.

Name of Audit Firm:

Date:

[Signature of Authorized Signatory]

Name:

Designation:

Seal:

Membership no.

UDIN no.

Format for MSE Certification by CA

Date: _____

**CERTIFICATE CONFIRMING ELIGIBILITY FOR BENEFITS OF PUBLIC
PROCUREMENT POLICY AS PER MSMED ACT 2006**

Ref: Tender/Bid No..... for.....

This is to confirm that we have verified the investment limits, turnover and other details of M/s _____ and certify that they satisfy the eligibility criteria as per MSMED Act, 2006 and other notifications/circulars/amendments issued time to time in this regard. Accordingly, M/s _____ is a Micro/Small enterprise (*kindly tick in appropriate box*) under the said Act and are eligible to claim the benefits of public procurement policy as per MSMED Act 2006 and Public Procurement Policy Order 2012 and their revisions for the tender mentioned above.

Micro enterprise -

Small enterprise -

In case applicable:

Based on our verification of share holding pattern and other details, it is certified that M/s _____ meets the eligibility criteria under SC/ST provision of Public Procurement Policy Order 2012 and other notifications/circulars issued time to time in this regard and are hence eligible to claim benefits pertaining to SC/ST under the Public Procurement Policy Order 2012 and its revision.

In case applicable:

Based on our verification of share holding pattern and other details, it is certified that M/s _____ meets the eligibility criteria under Women Entrepreneur provision of Public Procurement Policy Order 2012 and other notifications/circulars issued time to time in this regard and are hence eligible to claim benefits pertaining to Women Entrepreneur under the Public Procurement Policy Order 2012 and its revision.

Charter Accountant

Name/Firm Name:
Signature and Stamp:
Membership No:

Technical Deviation Form

TECHNICAL DEVIATION FORM

Name of vendor:

Tender No. / Bid No.:

Tender Title:

Schedule of Deviations in reference to BPCL SPECIFICATIONS

1. Vendor may give here a consolidated list of technical deviations for all sections of the SPECIFICATIONS, which for an appropriate offer is considered unavoidable by him.
2. Deviations mentioned elsewhere in the offer shall not be taken cognizance by the COMPANY and any such deviations if indicated elsewhere other than this form will render the offer non-responsive and shall liable to be rejected.
3. Vendor shall state the reasons for the deviations in the 'Remark' column.
4. All other clauses of the SPECIFICATIONS (not mentioned in this form) shall be deemed to be fully complied by the vendor
5. Only the deviations listed herein, in conjunction with the SPECIFICATIONS, shall constitute the contract requirements for the award of job to the vendor.
6. BPCL reserves the right to reject the offer based on the deviations.

Sr. No.	Page No.	Clause No.	Requirement of the SPECIFICATIONS	Deviations to the SPECIFICATIONS	Remarks
1	2	3	4	5	6

Vendor :

Signature of the authorized signatory :

Name of the authorized signatory :

Stamp & Date :

Commercial Deviation Form

COMMERCIAL DEVIATION FORM

Name of vendor:

Tender No. / Bid No.:

Tender Title:

Schedule of Deviations in reference to COMMERCIAL TERMS AND CONDITIONS

1. Vendor may give here a consolidated list of Commercial deviations for all sections of the tender document, which for an appropriate offer is considered unavoidable by him.
2. Deviations mentioned elsewhere in the offer shall not be taken cognizance by the COMPANY and any such deviations if indicated elsewhere other than this form will render the offer non-responsive and shall liable to be rejected.
3. Vendor shall state the reasons for the deviations in the `Remark' column.
4. All other clauses of the COMMERCIAL TERMS AND CONDITIONS (not mentioned in this form) shall be deemed to be fully complied by the vendor
5. Only the deviations listed herein, in conjunction with the COMMERCIAL TERMS AND CONDITIONS, shall constitute the contract requirements for the award of job to the vendor.
6. BPCL reserves the right to reject the offer based on the deviations.

Sr. No.	Page No.	Clause No.	Commercial terms and conditions	Deviations	Remarks
1	2	3	4	5	6

VENDOR :

Signature of the authorized signatory :

Name of the authorized signatory :

Stamp & Date :

**PROFORMA OF BG (BANK GUARANTEE)
FOR EMD**

PROFORMA OF BANK GUARANTEE

(On non-judicial paper of appropriate value)

FOR EARNEST MONEY / SECURITY DEPOSIT TOWARDS PERFORMANCE

To

Bharat Petroleum Corporation Ltd.

Dear Sirs,

M/s. _____ have taken tender for the work _____ CRFQ No/PO
No _____

_____ for Bharat Petroleum Corporation Ltd.

The tender Conditions of Contract provide that the Contractor shall pay a sum of Rs. _____ (Rupees _____) as earnest money/security deposit in the form therein mentioned. The form of payment of earnest money/security deposit includes guarantee executed by Scheduled Bank, undertaking full responsibility to indemnify Bharat Petroleum Corporation Ltd. in case of default.

The said _____ have approached us and at their request and in consideration of the premises we _____ having our office at _____ have agreed to give such guarantee as hereinafter mentioned.

1. We _____ hereby undertake and agree with you that if default shall be made by M/s. _____ in performing any of the terms and conditions of the tender or in payment of any money payable to Bharat Petroleum Corporation Ltd. We shall on demand pay to you in such matter as to you may direct the said amount of Rupees _____ only or such portion thereof not exceeding the said sum as you may from time to time require.
2. You will have the full liberty without reference to us and without effecting this guarantee postpones for any time or from time to time the exercise of any of the powers and rights conferred on you under the contract with the said _____ and to enforce or to for bear from endorsing any power of rights or by reason of time being given to the said which under law relating to the sureties would but for provision have the effect of releasing us.
3. Your right to recover the said sum of Rs. _____ (Rupees _____) from us in manner aforesaid will not be affected or suspended by reason of the fact that any dispute or disputes have been raised by the said M/s. _____ and/or that any dispute or disputes are pending before any officer, tribunal or court.
4. The guarantee herein contained shall not be determined or affected by the liquidation or winding up, dissolution or change of constitution or insolvency of the said _____ but shall in all respects and for all purposes be binding operative units payment of all money due to you in respect of such liabilities is paid.
5. Our liability under this guarantee is restricted to Rupees _____. Our guarantees shall remain in force until _____ unless a suit or action to enforce a claim under _____ Guarantee is filed against us within six months from _____ (which is date of expiry of guarantee) all our rights under the said guarantee shall be forfeited and shall be relieved and discharged from all liabilities thereunder.
6. We have power to issue this guarantee in your favour under Memorandum and Articles of Association and the undersigned has full power to do under the Power of Attorney dated _____ granted to him by the Bank.

Yours faithfully

_____ Bank by its Constituted Attorney Signature of a person duly authorized to sign on behalf of the bank.

Proforma of Insurance Surety Bond towards Bid Security (EMD) / Performance Security
[To be stamped in accordance with Stamp Act of India]

Insurance Surety Bond No.

Date

To

[Bharat Petroleum Corporation Limited]

Dear Sirs,

In accordance with Invitation for Bids under your Tender No. & date....., M/s.....[Bidder's Name] having its Registered / Head Office at (hereinafter called the 'Bidder') wish to participate / have been awarded [as the case may be] in the said tender for [Procurement description / Tender Title].

As an irrevocable Insurance Surety Bond against Bid Security (EMD) / Performance Security [as the case may be] for an amount of [EMD / Performance Security amount] and remain in full force for a period of (days) i.e. up to [Validity Date] from the Bid Due Date and with an additional claim period of(days) i.e. up to [Claim Period Validity Date] required to be submitted by the Bidder as a condition precedent for participation in the said bid / award of contract [as the case may be] which amount is liable to be forfeited on the happening of any contingencies as mentioned under the Bidding Documents / Contract / LoA.

We, the [Name of the Insurer] registered under IRDAI having our Head Office at[Address of the Insurer] guarantee and undertake to pay immediately on demand by Bharat Petroleum Corporation Limited (hereinafter called the 'Beneficiary') the amount of [EMD / Performance Security amount] without any reservation, protest, demand and recourse. Any such demand made by the Beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder and / or any right / remedy available to the bidder in terms thereof.

This Insurance Surety Bond shall be unconditional as well as irrevocable and shall remain valid up to [Claim date]. If any further extension of this Insurance Surety Bond is required, the same shall be extended to such required period on receiving instructions from M/s [Bidder's Name] on whose behalf this Insurance Surety Bond is issued.

The Insurer declares that it has power to issue this Surety Bond and discharge the obligations contemplated herein, the undersigned is duly authorised and has full power to execute this Surety Bond for and on behalf of the Insurer.

The Surety Bond shall not be affected by any change in the constitution or winding up of the Bidder or the Insurer or any absorption, merger or amalgamation of the Bidder or the Insurer with any other person.

In witness where of the Insurer, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....

.....
(Signature)

.....
(Name)

.....
(Designation with Insurer Stamp)

Contact Details & Address of Surety Insurer for verification:

Name (Official):

Branch Address:.....

Telephone No.:.....

Mobile No:.....

E-mail:.....

BIDDER DOCUMENT CHECKLIST

BIDDER DOCUMENT CHECKLIST

Sr No	DOCUMENTS TO BE UPLOADED BY BIDDERS	SUBMITTED		
1	PROOF OF EMD - SUBMISSION / EXEMPTION	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
2	TECHNICAL BID QUALIFICATION CRITERIA DOCUMENTS	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
3	FINANCIAL BID QUALIFICATION CRITERIA DOCUMENTS	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
4	SIGNED COPY OF GCC/GPC/SPC	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
5	GCC/GPC ACKNOWLEDGEMENT FORM	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
6	SIGNED COPY OF SCOPE OF WORK	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
7	ORGANIZATIONAL DETAILS FORM	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
8	ANNEXURE 1 TO 3 VERIFICATION OF BQC DOCUMENTS (UNDERTAKING OF BIDDER)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
9	TECHNICAL DEVIATION FORMAT	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
10	COMMERCIAL DEVIATION FORMAT	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11	DECLARATION OF COMPLIANCE TO BID REQUIREMENT	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
12	TENDER ACKNOWLEDGEMENT FORM	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
13	CA CERTIFICATE & UDYAM REGISTRATION CERTIFICATE – IN CASE OF MSE BIDDER	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
14	DECLARATION OF HOLIDAY LISTING STATUS	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
15	DECLARATION / UNDERTAKING FOR AVAILING PURCHASE PREFERENCE UNDER PPP-MII	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
16	SIGNED COPY OF DMI&SP POLICY	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
17	UNDERTAKING FROM CONTRACTOR REGARDING CONTRACT LABOUR ENGAGEMENT - AGE LIMIT	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
18	LAND BORDER UNDERTAKING FORMAT	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
19	INTEGRITY PACT	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
20	SAFETY COMPETENCY FORM	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

NAME OF BIDDER : _____

SIGNATURE OF BIDDER: _____

DATE: _____

COMPANY SEAL : _____

TERMS AND CONDITIONS FORM

❖ **Bidder's Acceptance to Tender documents/ Clauses:**

S.N.	Tender Document / Clause / Policy	Bidder Acceptance (Yes / No / NA)
1	Acceptance of CRFQ / Tender Document	
2	BPCL General Purchase Conditions (GPC) / General Contract Conditions (GCC)	
3	Policy Document (IMS Policy, Energy Policy and Holiday Listing Policy)	
4	Tender clause with respect to Compliance of Restrictions for Countries which share land order with India as stipulated by Govt. of India.	
5	Integrity Pact	
6	Make in India Policy	
	Other important Tender Clauses-	
1	Acceptance of penalty for breach of Contract Clause:	
2	Quoted prices shall remain firm and fixed till complete execution of the order.	
3	Payment Terms (shall be in line with Tender RFQ T&C)	
4	Job Completion Period (shall be in line with Tender RFQ T&C)	
5	Bid validity (120 days from the bid due date or extended bid due date whichever is later)	

❖ **Clarification on Clause Regarding purchase preference to Micro and Small Enterprise:**

S.N.	Clarification required from MSE Bidder	Bidder's Remarks (Yes / No / NA)
1	Are you Micro and Small Enterprise (MSE)	
2	Are you Micro and Small Enterprise (MSE) owned by "Women Entrepreneurs"	
3	Are you Micro and Small Enterprise (MSE) owned by "SC/ST"	
4	If you are MSE Bidder, are you the MSE manufacturer of offered product or Service?	
5	If you are MSE Bidder, whether Udyam Certificate + CA verification letter / NSIC Certificate uploaded.	
6	If you are MSE bidder, in case of award of job the materials/services shall be delivered from the plant for which you have obtained the NSIC certification. Kindly confirm the same.	

❖ **BPCL Holiday Listing Policy and Bidder Declaration:**

Bidders are required to accept Holiday Listing Policy of BPCL and provide declaration regarding Holiday Listing as per given Format in Tender document. Offers received without this declaration shall be liable for rejection. Any wrong declaration by Bidder in this context is liable for action under Holiday listing Policy of BPCL.

Bidder shall provide following information regarding Details of holiday listing (if any): (Please mention "Nil" if not applicable):

S.N.	Clarification required	Bidder's Remarks
1	Number and Date of Show-cause Notice	
2	Notice of Holiday listing	
3	Holiday listing Notice served by	
4	Period of Holiday Listing	

❖ **Mandatory Tender Documents:**

Bidder shall submit Signed/ stamped copies of following mandatory tender documents along with their Techno-commercial offer, failing to which the bid will be considered to be non-responsive and will be rejected.

S.N.	Tender Document	Document Submitted (Yes / No / NA)
1	Undertaking for Land border clause (in given format - on letter head)	
2	Declaration regarding Holiday listing (in given format - on letter head)	
3	Undertaking for submission of TPIA verified documents	
4	Scan copy of EMD document (BG/NEFT, etc.) -or- UDYAM Certificate and CA verification letter (given format) / Valid NSIC certificate (Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD)	
5	Integrity Pact (duly filled - Tender number & organization details on 1st page, Sign & stamp of Authorized Signatory on all pages and two witness signatures on last page)	
6	Declaration of Local Content as per PPP MII policy (in given format - on letter head)	

Bidder shall also submit Signed/ stamped copies of following tender documents.

S.N.	Tender Document	Document Submitted (Yes / No / NA)
1	CRFQ document / Technical specifications / Scope of work	
2	BPCL General Contract Conditions (GCC) document	
3	Technical deviations, in given form (mention 'NIL' in case of no deviation)	
4	Commercial deviations, in given form (mention 'NIL' in case of no deviation)	
5	T&C Form (Additional Terms and Conditions) document.	
6	Technical Specification and scope of work document.	

7	OEM Authorization Letter, if applicable (on OEM's Letterhead).
*	<i>In case of MSE bidder, following additional documents to be submitted.</i>
8	<i>Udyam Certificate</i>
9	<i>CA verification letter -or- NSIC certificate</i>

❖ **Deviations (If any)**

* Deviations appearing in the 'DEVIATIONS FORMS' only will be considered while evaluating the offers and Deviations mentioned elsewhere (in any other tender documents) will not be considered.

* Bidders are requested not to take any deviation on the 'Limitation of Liability clause and Termination for convenience clause of BPCL GPC (General Purchase Conditions)'. BPCL reserves the right to accept or reject the offers received with deviations on the 'Limitation of Liability and Termination for convenience clause'.

* It is mandatory to quote for all service items in the price bid for this tender. Bidder should not quote 'ZERO' for any service items in the price bid for this tender.

If bidder does not quote for any service item in the price bid or quotes 'zero' for any service item in the price bid, their offer/bid will be rejected.

BPCL at its own discretion may accept or reject offers received with deviations.

❖ **EARNEST MONEY DEPOSIT (EMD):**

Bidders are required to submit an interest free EMD of the amount mentioned in Tender document.

Offers received without scan copy of EMD (NEFT/BG/Valid NSIC/JUDYAM Certificate) in the E-tender portal and physically not received within 7 days after "Technical Bid" opening date (as indicated on the GeM portal or corrigendum thereof) are liable to be rejected.

**BPCL VENDOR MASTER - VENDOR CODE
CREATION/ UPDATION FORM**

❖ **Vendor code in BPCL:**

(A) If bidder is already registered in BPCL and has vendor code:

- Kindly mention the vendor code in your offer which can be used to create the SAP PO in future for payment purposes.

(B) If bidder is not registered in BPCL:

- For bidders who are not registered in BPCL and don't have their vendor code in BPCL, it is mandatory to submit signed and stamped scan copies of vendor template (attached in T&C form) along with following documents so that their vendor code can be created in BPCL.
 - Pan card copy
 - GST certificate
 - Incorporation certificate.... (in case of Pvt Ltd and Public sector)
 - Partnership deed.... (if Type of Company is Partnership Firm)
 - Cancelled cheque or Bank statement.
 - MSE Udyam certificate.....(if MSE vendor).

- Note:

- Payment process in BPCL is outside GeM against the SAP Purchase order.
- Successful bidder will receive GeM contract as well as SAP PO, wherein SAP PO is created only for the purpose of payment.
- SAP PO cannot be created without vendor code; hence it is important to submit the required documents for vendor code creation.

● **Instructions for Uploading the invoice:**

- Successful bidder after getting the order and after supplying the material / completing the job as per scope of work, shall upload digitally signed invoice on GeM portal as well as on BPCL 'Digital Invoice Management (DIM) portal' i.e. on website <https://econnect.bpcl.in>.
- Bidder must have vendor code in BPCL in order to login and upload invoice on 'Digital Invoice Management (DIM) portal'.

Kindly submit duly filled, signed & stamped copy of following vendor template for creation of your vendor code in BPCL SAP system.

	provided is located in SEZ								
10	Whether having multiple GST registration in a state	YES		if Yes, Business Division			NO		<i>Pl tick wherever applicable. If Yes, specify business Division</i>
11	Whether registered under MSME	YES					NO		<i>Pl tick wherever applicable.</i>
	MSME Category	MSME Women (Yes/ No)					SC/ST MSME (Yes/ No)		
I/We confirm that all the information provided above is correct and belongs to my organization/ business.									
(Vendor Name)			(Vendor Code in BPCL) [applicable in case details to be updated for existing vendor code]			(Name & Signature of Authorized Signatory)			(Company Seal)
Date (dd-mm-yyyy)									

SEC 2.0 Micro Small & Medium Enterprises (MSME) / Udyam Registration Details						
Sr. No	Description	Details				Remarks
1	MSME Udyam Registration Number					Please attach self-attested and stamped Copy of MSME Udyam Registration certificate
2	Date of Udyam Registration					As mentioned in Registration Certificate.
3	State of Udyam Registration	District of Udyam Registration				As mentioned in Registration Certificate.
4	Registration Category	Micro	Small	Medium		Tick against correct option as mentioned in Registration Certificate. 01- Micro / 02- Small/ 03 - Medium
5	MSME Social Category Status - 1	General	SC/ST	OBC		Tick against correct option as mentioned in Registration Certificate. 01- General / 02- SC/ST / 03 - OBC
6	MSME Social Category Status - 2	Women	Physically Challenged	Others		01 - Women / 02 - Physically Challenged / 03 - Others
7	Registered activities for MSME					As mentioned in Registration Certificate. 01 - Manufacturing 02 - Services
8	Proprietor/Partners/Promoters details <u>belonging to Schedule cast/Schedule tribe (SC/ST)/ Women Entrepreneur</u>					Please provide CA Certificate for sharing holding pattern along with caste certificate/ Aadhar for SC/ST/ Women partners. (Please note that in case no certificate is enclosed for SC/ST/Women, it shall be deemed that the entity owners do not fall in the category.)
I/We confirm that all the information provided above is correct and belongs to my organization/ business.						
		(Vendor Name)		(Vendor Code in BPCL) [applicable in case details to be updated for existing vendor code]		(Name & Signature of Authorized Signatory)
						(Company Seal)
Date (dd-mm-yyyy)						

SEC 3.0 GST Registration Details											
S.No	Particulars	Details									
1	Vendor Name										
2	Vendor Code										
3	Email ID										
4	Mobile No.	+	9	1	-						
5	GST Registration Status	Registered		Composition		Unregistered					Tick against correct option
6	If Unregistered, reasons	Below Threshold Limit									
		In process of registration others, pl. specify									
7	Whether located in SEZ	Yes		No							Tick against correct option
8	GSTN No./ Composition Registration No.										
9	Address as per GST Registration for the state	Address									
		City									
		State									
		Pin Code									
10	Whether having multiple GST registration in a state	YES		if Yes, Business Division		NO					Pl tick wherever applicable. If Yes, specify business Division
I/We confirm that all the information provided above is correct and belongs to my organization/ business.											
(Vendor Name)		(Vendor Code in BPCL) [applicable in case details to be updated for existing vendor code]				(Name & Signature of Authorized Signatory)				(Company Seal)	
Date (dd-mm-yyyy)											

