



Standard Bid Document (SBD) & GCC for Service Contract

SBD issued on 23/08/2017

GCC (service) issued on 20/03/2018

Objectives

- Standard Bid Documents (SBD)
- GCC for Service Contracts



Salient points & Objectives

- Improved contract management and assured long term deliverables
- Cleanliness & Housekeeping in Stations & Trains
- To Be used by all ZRs for Inviting tenders
- Wherever needed, unrelated chapters can be deleted
- Tenders to be invited for a period of 4 years
- Attempt shall be made to combine entire scope of work in a Division
 - Not more than 2 Contract for stationary cleaning
 - Not more than 2 Contract for each depot
 - Exceptional permission by DRM



Salient points & Objectives

- Leverages technologies to serve the purpose of Inspection
 - GPS based biometric attendance
 - Cleaning certified by supervisors
 - Test check at officers level is not necessary
 - Only surprise check by officers
 - List of approved vendors for house keeping work
- **GCC for Service contracts 20/03/2018**
 - Simplification & Improvement of service contract
 - Improve quality of services
 - Improve service contract management



Bid evaluation

- Previous work experience – 20%
- Turnover in last 3 year & current year – 35%
- Number of years in operation – 20%
- Size of workforce – 25%



Salient provisions in GCC

- Two packet bidding system for Contracts > Rs. 50 Lakh
- Firms in partnership, consortia, JV to bid only once
- Previous termination/Max penalty in last 2 years to be disqualified
- 35% (single work), 150% (aggregate financial turnover) as eligibility criteria, accessibility to 5% liquid cash/line of credit
- Experience from Govt. units/Private company with annual turnover > 500 Cr.



Salient provisions in GCC

- Transfer of contract with Railway service (to another railway jurisdiction)
- PG of 10% (in 4 parts of 2.5% each – within 30 days of LOA)
- When penalty 50% of Max., 25% PG to be forfeited (75/50%)
- PVC for Material, labour and Fuel
- Medical certification & Police verification of contract labour
- Training of contract labour in Labour Law awareness



Legal obligations and statutes

- Contract labour (Regulation and Abolition) Act – 1970
- Minimum wages Act – 1948
- Payment of wages Act – 1936
- Employees Provident Fund & Misc. Provisions Act – 1952
- Workmen's Compensation Act – 1923
- Maternity Benefit Act – 1961
- Sexual harassment of women at workplace Act – 2013
- Safai Karmachari Act – 1993
- Child labour (Prohibition and Regulation) Act – 1986
- Apprentices Act – 1961
- Miscellaneous Provisions



Sections of SBD

	Content
1.	NIT (Notice Inviting Tender)
2.	ITT (Instructions to Tenderer)
3.	FOT (Forms of Tendering)
4.	SCC (Special Conditions of Contract)
5.	ER (Employer Requirement)
6.	Specifications
7.	BOQ (Bill of Quantities)
8.	Scope of Work for MCC, OBHS and allied services



1. NIT (Notice Inviting Tender)

Top sheet

- Time period: 4 years
- Validity of Tender: 180 days
- Commencement of work: 21 days after LOA
- Tender doc cost & EMD is waived off for MSE
- Eligibility Criteria
 - Partnership/consortia/JV
 - Single packet / 2 Packet system: > 50 Lakh
 - Financial standing
 - Turnover (150%)
 - Access to cash/line of credit (5%)
 - ISO 9001, 14001, OHSAS 18001 or IMS
 - Evaluation of technical bid



2. ITT (Instructions to Tenderers)

Description of work

- Qualification of Tenderer
- One tender per tenderer
- Cost of tendering
- Site visit
- Tender Document
 - Content of supporting document
 - Clarification & amendment to Tender doc
 - Language of tender - English
 - Document comprising the tender
 - 23 Forms in appendix



2. ITT (Instructions to Tenderers)

- Tender prices
 - Currencies of Tender
 - Tender validity
 - Tender security (earnest money)
- Labour
 - Supply, wages
- Format and signing of tender
- Submission of tender
- Late/delayed tender
- Modification, substitution, withdrawal of Tender
- Checklist
- Opening and Evaluation of tender



2. ITT (Instructions to Tenderers)

- Correction of errors
- Award of contract
- Employer's right to accept/reject any or all tender
- Notification of award
- Signing of agreement
- Performance security
- Cancellation of LOA
- Terms and process of Bill payment
- Termination
- Information under RTI Act
- Appendixes (Operational parts – chemicals, quantities, machines, instructions, Records)



3. FOT (Forms of Tenders)

Standard forms

- Appendixes
- Penalties
- Indemnity
- Obligation / Statutory compliance
- Bank reference for liquidity
- Work experience
- Financial data
- Works-in-hand
- Check list for technical and financial submission



4. SCC (Special Conditions of Contract)

- Performance security
 - Coordination with other contractor
 - Sufficiency of Tender
 - Access route and Right of way
 - Program monitoring
 - Penalty / Reward
 - Spot fine 2000 to 5000
 - Total penalty should not exceed 16%
 - Performance bonus
 - Performance penalty



4. SCC (Special Conditions of Contract)

Monitoring

- ▶ Attendance record of janitors – 25%
- ▶ Cleanliness records – 15%
- ▶ Type and Quantity of consumable & machines – 10%
- ▶ Linen distributions – 10%
- ▶ Surprise visits – 10%
- ▶ Passenger Feedback & complaints – 30%



4. SCC (Special Conditions of Contract)

- Protection of environment
- Electricity, Water and Gas
- Supply of Material, tools and equipment by employer
- Security of site
 - Penalty 50,000/-
- Deployment of labour
- Housing for labour
- Duties, taxes, royalties etc.
- Price variation
- Advance against machinery



4. SCC (Special Conditions of Contract)

- Payment (on account)
- Tax deductions a source
- Contractors care of works
- Insurance (ESI)
- Notices and Instructions



5. ER (Employers Requirement)

- Cleaning and Housekeeping operations timings
 - Cleaning materials/detergents/reagents
 - Cleaning and housekeeping equipments
 - Toilet cleaning
 - Swept every 3 hours
 - Damage and loss of fittings
- Cleaning and housekeeping records
- Resources report



5. ER (Employers Requirement)

Cleaning and Housekeeping personal

- Qualifications
 - Diploma in Engg/IIHM Graduate
- Experience
 - 6 Years/3 Years
- Housekeeping personnel for OBHS
 - 1 HK per 3 coach, 1 EHK
 - 1 HK per coach, if Linen & OBHS combined
- Communication facility
- Cleaning procedures
- Accidents
 - Safety and display of signages



5. ER (Employers Requirement)

- Consumables to be supplied by the contractor
 - Uniforms, Name badges & photo identity cards
 - Staff engaged for works not covered under scope of work
 - Grading of cleanliness
 - Poor to Excellent
 - Penalty 10,000 to 15,000
- Training for Managers/supervisors
 - BICS
 - Forbes pro Academy
 - AILSG
 - PMKY



5. ER (Employers Requirement)

Training for OBHS

- Cleaning
- Soft skills
- Electrical/mechanical repairs
- Maintenance of Bio-toilets
- PMKY
- Uniform
- Code of conduct
- Personal hygiene



5. ER (Employers Requirement)

- Monthly audit of Consumables/Machinery
- Maintenance of statutory registers
 - Employment, muster, wage, deductions, fines, advances, overtime
- Statutory labour laws
- Wage slip
- Payment of overtime
- Payment of wages through bank transfer



6. Specifications

- Specifications for mechanized cleaning and housekeeping works
 - Cleaning of architectural works
 - Different type of finishing works
 - Doors, frames, glass, staircase, rolling shutters, bitumis surface, pavements, lighting fixtures and accessory etc.
 - DO's & DONT's
 - Cleaning around electrical, traction and signalling machinery
 - Supply of machinery and their specification



7. BOQ (Bill of Quantities)

- BOQ manpower
- BOQ machinery
- BOQ chemicals
- Statement of deviations
- Financial bid of housekeeping/trains



8. Scope of work for MCC, OBHS and Allied services

- Cleaning and watering of coaches
 - On pitline
 - On platforms
- Intensive cleaning of coaches
- Attention to cleaning related complaints
- OBHS
- Pests and Rodent control on coaches
- Details of chemicals
- Feedback forms for services





Thank you