



SOUTHERN RAILWAY

Mechanical Branch,
Chennai Division,
Chennai– 600003.

E-TENDER DOCUMENT

(Special Limited Tender on Single Packet System Bidding through E-Tendering on IREPS Portal)

Name of the work of “Reformed On-Board Services (OBHS and Linen Distribution) in identified trains of SR (MAS Division) through Empanelled firms for the period of 730 days”.

**Issued by
Mechanical Branch, Coaching Wing
Divisional Headquarter Office
Chennai-600003**

Note: This Tender Document is governed by GCC services 2018 with latest correction slips

Top Sheet

1.1 GENERAL

MAS Division of Southern Railway invites Special Limited tender through E-tendering system (Single Packet in IREPS Portal) for the work: **“Reformed On-Board Services (OBHS and Linen Distribution) in identified trains of SR (MAS Division) through Empanelled firms for the period of 730 days”**.

1.2 The key details are as follows:

a.	Tender No.	Reformed OBHS and Linen distribution
b.	Name of Work	Reformed On-Board Services (OBHS and Linen Distribution) in identified trains of SR (MAS Division) through Empanelled firms for the period of 730 days”.
c.	Empanelled Firms	1.M/s SMC Integrated Facility Management Solutions Limited, New Delhi 2.M/s Krystal Integrated Services Limited, Mumbai 3.M/s BVG India Limited, New Delhi 4.M/s Aroon Aviation Services Pvt Ltd, New Delhi
d.	Type Of Tender	Special Limited Tender
e.	Approximate Cost of work	Rs. 5,57,53,779.02
f.	Earnest Money Deposit	Rs. 4,28,800
g.	Validity of Tender	60 days from the date of tender opening.
h.	Stipulated date of Commencement of work	The contractor shall commence the services as per contract order or as directed by Sr.DME/MAS
i.	Time Period	730 days from the date of commencement.
j.	Authority for seeking clarifications (if any) on tender documents	Office of Sr.Divisional Mechanical Engineer Chennai Division, Southern Railway, Chennai.

CHECK LIST

CHECK LIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH TENDERS.

(Tenderers are requested to give particulars of certificates and or put (√) mark wherever applicable)

	Tenderer details	YES/NO
1	Name of the Tenderer	
	Details of remittance of Earnest Money (EMD).	
	MSME certificate if applicable.	
4.	NEFT Mandate form with tenders in Annexure-A	
5.	Tender form/Declaration form as per Annexure-B	
6.	Format for contract agreement as per Annexure-C	
7.	Proforma of revised performance guarantee as per Annexure-D	
8.	Any other information/ Certificates required as per Tender document.	
9.	Total number of Annexures submitted (Number of pages).	

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Chapter –1
Instructions to tenderers and Regulations for tenders and contracts

GCC for Services, January'2018 read with all correction slips / corrections as issued up to the date of tender opening are applicable to this tender/ contract. The following are only a brief of the GCC conditions. Tenderer is advised to refer to the relevant GCC conditions for clarifications, wherever required.

1.0	MEANING OF TERMS
1.1.	In these Regulations for tenders and contract the following terms shall have the definitions/meanings assigned hereunder except where the context otherwise requires
a.	“Railway” shall mean the president of the Republic of India or the Administrative Officers of the Indian Railway or of the Successor Railway authorized to deal with any matter, which these presents are concerned on his behalf
b.	“General Manager” shall mean the officer in charge of the general superintendence and control of the Railway
c.	“Principal Chief Mechanical Engineer” shall mean the officer in charge of the Mechanical Engineering Dept. of Southern Railway
d.	C.R.S.E (Chief Rolling Stock Engineer) shall mean the principal officer in charge of the rolling stock. (C & W) of the entire Southern Railway
e.	“Divisional Railway Manager” shall mean the officer in charge of a division of the Indian Railway and shall mean and include the Divisional Railway Manager of the Southern Railway
f.	“Engineer” shall mean the Chief Mechanical Engineer/Sr. Divisional Mechanical engineer in executive charge of the works as the case may be and shall include the officers of the Mechanical Engineering Dept. of the Indian Railway.
g.	Coaching Depot Officer shall mean the controlling officer of the Coaching depots of BBQ, GSN & TBM , Southern Railway
h.	“Sr.DME/MAS” shall mean the Senior Divisional Mechanical Engineer in executive charge of the Mechanical Branch.
i.	“Engineer’s Representative” shall mean the Divisional/Assistant Divisional Mechanical Engineer in direct charge of the work and shall include Sr. Section Engineer or Junior Engineer or any inspector of the Mechanical Engineering dept. appointed by the Indian Railway and shall mean and include the Engineer’s Representative of the successor Railway
j.	“Tenderer” shall mean the person/the firm/Co-operative or company whether incorporated and not who is awarded the work with a view to execute the works on contract with the Railway and shall include their personal representatives, successors and permitted assigns.
k.	“Limited Tenders” shall mean tenders invited from all or some of the contractors on the approved list of contractors with the Railway.
l.	“Open tenders” shall mean tenders invited in open and public manner and with adequate notice.
m.	“Works” shall mean the works contemplated in the drawings and schedules set forth in the tender forms and description of contract and required to be executed according to specifications
n.	Service means any subject matter of procurement other than goods or works, except those incidental or consequential to the service, and includes physical, maintenance, housekeeping, professional, intellectual, training, consultancy and advisory services or any other service classified or declared as such by procuring entity but does not include appointment of an individual made under any law, rules, regulations or order issued in this behalf.
o.	“Specifications” shall mean the specifications for Materials & works, Indian Railway issued under the authority of the Chief Mechanical Engineer or as amplified, added to or superseded by special specifications, if any, appended to the tender forms.
p.	“Drawing” shall mean the drawings, plans and tracings or prints thereof annexed to the tender forms.
q.	“G.C.C.” shall mean General Conditions of Contract (services).
r.	“Equipment” means the material/part/component proposed to be used during the contract (the required material will not be provided by the “Railway Administration”) according to the specifications of the mechanized system of the Tender document. It shall also include spare parts for the purpose, which will not be provided by the “Railway Administration”
s.	GST: Goods and Services Tax
1.2.	Singular and plural: Words imparting the singular number shall also include the plural and vice

	versa where the context requires
1.3.	Law governing the Contract: The contract shall be governed by the law for the time being in force in the Republic of India.
1.4.	Interpretations: These regulations for tenders and contracts shall be read in conjunction with the General Conditions of the Contract (Services) which are referred to herein and shall be subject to modifications, additions, super sessions by special conditions of contract and/ or special specifications, if any, annexed to the tender forms.
1.5.	Submission of Offers
a.	The administration will not own any responsibility, if website is not opened for downloading / uploading the tender documents due to any technical snag.
b.	Corrigendum Notice on IREPS: for the purpose of corrigendum in the tender, NIT period is split as under
i	Advertisement period: Time during which all information pertaining to tender shall be available but offers cannot be submitted
ii	Offer submission period: Fifteen days prior to opening/closing of tender, during which tenderers can submit their offers
c.	The prospective tenderers are advised to visit website “ https://www.IREPS.gov.in ” before the date of tender closing to note any changes/corrigenda for the tender.
d.	The Railway reserves the right to cancel the tender without assigning any reason thereto
e.	The Railway reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the Railway, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the railway shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the railway there under.
f.	In case of any wrong information submitted by tenderer, the contract shall be terminated; Earnest Money Deposit (EMD) and Performance Guarantee (PG) of contract forfeited and action will be taken as per GCC (services).
g.	The tenders will be opened after closing date and time mentioned in the tender notice. If the date of opening happens to be a holiday for any reason, the tenders will be opened on the next working day
h.	Warning: It is hereby brought to the notice of all empanelled tenderers that if any change/additions/deletions/ alterations are found to be made by them and the same is subsequently detected / noticed at any stage even after award of the contract, all necessary action including banning of business would be taken. In addition, the tenderers are liable to be prosecuted under law.
i.	Any certificate, documents submitted after tender opening shall not be given any credit and shall not be considered.
j.	Tenders containing erasures and alterations in the tender documents are liable to be rejected . Any correction made by the Tenderer(s) in his/their entries must be attested by him/them.
k	<p>i) Tenderers shall submit their offers made as per the GCC services conditions of the contract as well as special conditions of contract as mentioned in this tender.</p> <p>ii) In case of any deviation from the requirement of tender specifications, instructions to Tender or GCC Services & Special Conditions of Contract, the same should be brought out by the tenderer while submitting his offer.</p> <p>iii) The submission of a Tender by a tenderer shall be deemed to imply and taken as indicating that he has read, understood and abided by the conditions stated therein.</p>
1.6.	The Bid:
a	Single packet system of tendering shall be adopted for this work and the tenderers shall submit their bids online through Indian Railway website https://www.IREPS.gov.in in single packet:
b	<p>Financial Bid: Shall consist of Schedule of Rates as per prescribed format given in Chapter-IV only. Rate should be quoted on line through Indian Railway website https://www.IREPS.gov.in in Financial Bid.</p> <p>a. The rate quoted must be firm, precise and unconditional.</p> <p>b. The tenderers should quote uniform rate in figures & words on estimated value of the schedule. Wherever, there is a difference between the rates quoted in words and figures the rates quoted in words will be taken as correct.</p> <p>c. If any item is excluded by tenderer in submitting his tender, such tenders will be rejected.</p>

	<p>d. The rates shall be inclusive of all the following as per scope of work.</p> <ul style="list-style-type: none"> i. All labour related wages including supervisors ii. Training to Contact labour and Supervisors iii. Any other cost direct or hidden not mentioned in financial bid.
1.7.	<p>Earnest Money Deposit: The bidder shall be required to deposit earnest money (EMD) with the Bid for the due performance with the stipulation to keep the offer open till such date of validity of the offer. <i>If tenderers do not remit proper value towards the EMD, their tender shall be summarily rejected.</i></p>
a.	<p>Payment of Earnest Money (EMD) in respect of e-tendering should be submitted in favour of Sr.DFM/MAS.</p> <p>Earnest Money Deposit (EMD) should be paid in terms of Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form through net banking or payment gateway only in favour of Sr.DFM/MAS, safeguarding the purchaser's interest in all respects. No other mode of payment will be accepted</p> <p>Bidder has to upload scanned copy / proof of the payment along with bid and has to ensure hardcopy shall be submitted to this office before the closing date of Bid. The physical copy should be received by this office before the closing time/date of bid, otherwise the offer of the bidder shall be summarily rejected and shall not be evaluated.</p> <p>Bidders can also submit the EMD with payment online in Beneficiary name Sr.DFM/MAS</p> <p>1) Account Number-0129103000004374 IFSC Code-IBKL0000907 Bank Name-IDBI BANK LTD</p> <p>2) Account Number-1186402609 IFSC-CBINO280876 Bank Name-CENTRAL BANK OF INDIA</p> <p>Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.</p>
b.	<p>However, payment of Earnest Money (EMD) will be exempted for MSEs registered with any one of the following.</p> <p>MSEs registered with District Industries Centers, khadi and Village Industries Commission, Khadi and Village Industries Board, Coir Board, National Small Industries Corporation (along with UDYAM certificate mentioned in NSIC certificate), Directorate of Handicraft and Handloom, any other body specified by Ministry of MSME or start-ups as recognized by Department of Industrial policy & Promotion. The certificate should be valid as on tender opening date. The constitution of the firm in the certificate should be same as the status of firm.</p> <p>MSEs who are interested in availing the benefits shall enclose the proof of their being MSE registered with any of the agencies mentioned as above.</p> <p>Note: In case of graduation (upward/reverse) of status of an enterprise, the benefit of the Government Schemes will be availed as per the provisions of Notification No. S.O. 2119 (E) dated 26.06.2020 issued by the M/o MSME.</p> <p>According to latest amendment of Notification No. S.O. 4926 (E) dated 18.10.2022</p> <p>“In case of an upward change in terms of investment in plant and machinery or equipment or turnover or both, and consequent re-classification, an enterprise shall continue to avail of all non-tax benefits of the category (micro or small or medium) it was in before the re-classification, for a period of three years from the date of such upward change”</p> <p>The Railway has the right to verify the certificate through online or any other mode. If the</p>

	certificate found to be false, then such offers shall not be considered.
c.	Bidder is permitted to bid in consideration of stipulation on their part, that after submitting their Bid, they will not resile from their offer or modify the terms and conditions thereof in a manner not acceptable to the Engineer/ Manager. Should the bidder fail to observe or comply with the said stipulation, the aforesaid EMD amount shall be liable to be forfeited to the Railway.
d.	If the tenderers bid are accepted, the EMD will be returned to the successful bidder after the submission and verification of the Performance Guarantee of this contract. The EMD of the other Bidders shall, save as herein before provided, be returned to them, but the Railway shall not be responsible for any loss or depreciation that may happen thereto while in their possession, nor be liable to pay interest thereon.
e.	The earnest money deposited is liable to be forfeited if the tenderer withdraws or amends, impairs or derogates from the tender, any condition in any respect within the period of validity of his offer.
1.8.	Performance Guarantee (P.G.) is applicable as per para 4.11 of GCC Services: The procedure for obtaining Performance Guarantee is outlined below
a.	Performance guarantee at a rate of 5% of the contractual value shall be deposited by the successful bidder. The successful bidder shall have to submit a Performance Guarantee (PG) value 5% of the contract value within 30 days from the date of issue of Letter of Acceptance (LOA). However, a penal interest of 15% per annum shall be charged for the delay beyond 30 days (i.e. from 31 st day after the date of issue of LOA). In case the contractor fails to submit the requisite PG even after 90 days from the date of issue of LOA, the contract shall be terminated duly forfeiting the EMD and other dues, if any payable against the contract. The contractor shall be debarred from participating in retender for that work.
b.	The successful bidder shall submit the Performance Guarantee (PG) in any of the following forms, amounting to 5% of the contract value.
i	A deposit of Cash
ii	Irrevocable Bank Guarantee
iii	Government Securities including State Loan Bonds at 5% below the market value
iv	Deposit Receipts, Pay Orders, Demand Drafts and Guarantee Bonds. These forms of Performance Guarantee could be either of the State Bank of India or of any of the Nationalized Banks
v	Guarantee Bonds executed or Deposits Receipts tendered by all Scheduled Banks
vi	A Deposit in the Post Office Saving Bank
vii	A Deposit in the National Savings Certificates
viii	Twelve years National Defence Certificates
ix	Ten years Defence Deposits
x	National Defence Bonds and
xi	Unit Trust Certificates at 5% below market value or at the face value whichever is less
xii	FDR in favour of Sr.DFM/MAS, Southern Railway(free from any encumbrance may be accepted)
c.	The value of the PG to be submitted by the contractor will not change for variation up to 25% (either increase or decrease). In case during the execution, the value of the contract increases by more than 25% of the original contract value, an additional Performance Bank guarantee amounting to 5% of the excess value over the original contract value shall be deposited by the contractor. On the other hand, if the value of the contract decreases by more than 25% of the original contract value, PG amounting to 5% of the decrease in the contract value shall be returned to the contractor. The PG amount in excess of required PG for decreased contract value, available with railways shall be returned to the contractor duly safeguarding the interest of Railways.
d.	The P.G. shall be initially valid up to the stipulated date of completion plus 180 days beyond that. In case, the time for completion of work gets extended, the contractor shall get the validity of P.G. extended to cover such extended time for completion of work plus 60 days.
e.	The Performance Guarantee (PG) shall be released after physical completion of the work based on 'Completion Certificate' issued by the competent authority stating that the contractor has completed the assigned services in all respects satisfactorily and passing of final bill based on "No claim Certificate" from the contractor.
f.	Whenever the contract is rescinded, the PG shall be forfeited and the Performance Guarantee shall

	be en-cashed/ forfeited. The balance work shall be got done independently without risk & cost of the failed contractor. The failed contractor shall be debarred for a period of 2 years from the date of such rescindment from participating in the tender for executing the balance work of failed contract. If the failed contractor is a Partnership firm, then every member/partner of such a firm shall be debarred for a period of 2 years from the date of such rescindment from participating in the tender from participating in the tender for executing the balance work of failed contract in individual capacity.
g.	<p>The Engineer/ Manager shall not make a claim under the Performance Guarantee except for amounts to which the President of India is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of</p> <ol style="list-style-type: none"> Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Engineer/ Manager may claim the full amount of the Performance Guarantee Failure by the contractor to pay President of India any amount due, either as agreed by the contractor or determined under any of the Clauses/Conditions of the Agreement, within 30 days of the service of notice to this effect by Engineer/ Manager The Contract being determined or rescinded under provision of the GCC Services, the Performance Guarantee shall be forfeited in full and shall be absolutely at the disposal of the President of India.
1.9.	Other conditions
	If a tenderer (s) expires after the submission of his tender or after the acceptance of his tender, the Railway shall deem such tender as cancelled. If a partner of a firm expires after the submission of their tender or after the acceptance of their tender, the Railway shall deem such tender as cancelled unless the firm retains its character.
1.10.	Negotiations
	<p>Should the Railway decide to negotiate with a view to bring down the rates, the tenderer called for negotiations should furnish the following form of declaration before commencement of negotiations.</p> <p>“I/we, _____ do declare that in the event of failure of the contemplated negotiations relating to Tender No. _____ opened on _____ my/our original tender shall remain open for acceptance on its original terms and conditions.</p> <p>I/we also declare that I/we am/are aware that during this negotiation, I/we cannot increase the originally quoted rates against any of the individual items and that in the event of my/our doing so, the same would not be considered at all i.e., reduction in rates during negotiation alone would be considered and for some items if I/we increase the rates, the same would not be considered and in lieu my/our originally quoted rates alone would be considered and my/our offer would be evaluated accordingly. ”</p>
1.11.	Omissions & Discrepancies: Should a tenderer find discrepancies or omissions from the drawing or any of the Discrepancies in tender forms or should he be in doubt as to their meanings he should at once notify the authority inviting tenders who may send a written instruction to all tenderers. It shall be understood that every endeavour has been made to avoid any error which can materially affect the basis of the tender and the successful tenderer shall take upon himself and provide for the risk of any error which may subsequently be discovered and shall make no subsequent claim on account thereof.
1.12.	Goods and Service Tax (GST)
	<ol style="list-style-type: none"> The tenderer shall note that rates quoted are adequate and all-inclusive of all taxes with the provisions of General conditions of Contractor the completion of works to the entire satisfaction of the Engineer/ Manager. The tenderers shall examine the various provisions of The Central Goods and Services Tax Act, 2017 (CGST)/Integrated Goods and Services Act, 2017 (GST)/ Union Territory Goods and Services Act, 2017 (UTGST), respective state's State Goods and Services Tax (SGST) also, as notified by Central/state Govt. & as amended from time to time and applicable taxes before bidding. Tenderers will ensure that the full benefit of Input Tax Credit (ITC) likely to be availed by them is duly considered while quoting rates. The successful tenderer is liable to be registered under CGST/IGST/UTGST/SGST Act shall submit GSTN along with other details required under CGST/IGST/UTGST/SGST Act to railway immediately after the award of contract which out which no payment shall be released to

	<p>the contractor. The contractor shall be responsible for deposition of applicable GST to the concerned authority.</p> <p>iv. In case the successful tenderer is not liable to be registered under CGST/IGST/UTGST/SGST Act, the railway shall deduct the applicable GST from his/their bills under reverse charge mechanism (RCM) and deposit the same to the concerned authority.</p>
1.13.	<p>Local conditions:</p> <p>It will be imperative for each tenderer to fully acquaint him-self with all the local conditions and factors which would have any effect of the performance of the contract and the cost of item of works. Before submitting a tender, the tenderer will be deemed to have satisfied himself by actual inspection of the site and locality of the services/works, that all conditions liable to be encountered during the execution of the works are taken into account. The “Railways” shall not entertain request for clarification from the tenderer regarding such local conditions. No request for change of price or time schedule of completion of work shall be entertained after the “Railways” accepts the offer. The tenderer can visit the place of proposed work to understand the site conditions and correct appreciation of volume of work to be done.</p>
1.14.	<p>Effect and validity of offer :</p> <p>a) The offer shall be kept valid for a minimum period of 60 calendar days from the date of opening of tender, within which the tenderer will not be entitled to rescind or withdraw his offer. Notwithstanding this if the tenderer rescinds his offer within the period stipulated above, the earnest money deposited by him along with the tender shall be liable for forfeiture at the sole discretion of Sr.DME/MAS, Southern Railway, Chennai – 600003 and in that case the tenderer shall have no further claim on the amount deposited by him as earnest money.</p> <p>b) The submission of any offer connected with the specifications and documents shall constitute an agreement that the tenderer shall have no cause of action or claim against the “Railways” for rejection of his offer. The “Railways” shall always be at liberty to reject or accept any offer or offers at its sole discretion and any such action will not be called into question and the tenderer shall have no claim in that regard against the “Railways”.</p> <p>c) Offers shall be deemed to be under consideration immediately after they are opened and until the official intimation of award of contract is made by the Railways to the tenderer. If necessary, the “Railways” will obtain clarification on the offers by requesting for such information from any or all the tenderer, in writing as may be considered necessary. Tenderer will not be permitted to change the substance of their offers after the offers have been opened.</p>
1.15.	<p>Right of Railway to deal with Tenders: The Railway reserves the right of not to invite tenders for any of railway services when tenders are called, to accept a tender in whole or in part or reject any tender or all tenders without assigning reasons for any such action. The authority for acceptance of the tender will rest with the railway. It shall not be obligatory on the said authority to accept the lowest tender and no tenderer/tenderers shall demand any explanation for the cause of rejection of his/ their tender nor the railway to assign reasons for declining to consider or reject any particular tenders.</p> <p>a) If the tenderer deliberately gives wrong information in his/their tender or creates/ create circumstances for the acceptance of his/their tender, the railway reserves the right to reject such tender at any stage.</p> <p>b) If a tenderer expires after the submission of his tender or after the acceptance of his tender, the railway shall deem such tender as cancelled. If a partner of a firm expires after the submission of their tender or after the acceptance of their tender, the railway shall deem such tender as cancelled, unless the firm retains its character.</p> <p>c) If the tenderer, whose bid has been found to be the lowest evaluated bid withdraws or whose bid has been accepted, falls to sign the procurement contract as may be required, or falls to provide the security as may be required for the performance of the contract or otherwise withdraws from the procurement process, the procuring entity shall cancel the procurement process. Provide that the procuring entity, on being satisfied that it is not a case of cartelisation and the integrity of the procurement process has been maintained, may, for cogent reasons to be recorded in writing, offer the next successful bidder an opportunity to match the financial</p>

	bid of the first successful bidder, and if the offer is accepted, award the contract to the next successful bidder at the price bid of the first successful tenderer, and if the offer is accepted, award the contract to the next successful tenderer at the price bid of the first successful tenderer. This clause shall not be applicable for consultancy contracts.
1.16.	Disqualification of Tenderer:
	<p>A. Employment/Partnership etc. of Retired Railway Employees:</p> <ul style="list-style-type: none"> a. Should a tenderer be a retired engineer of the Gazetted rank or any other Gazetted officer working before his retirement, whether in the executive or administrative capacity or whether holding a pensionable post or not, in the any Department of any of the Railways owned and administered by the President of India for the time being, or b. Should a tenderer being partnership firm have as one of its partners a retired engineer or a retired Gazetted Officer as aforesaid, or c. Should a tenderer being an incorporated company have any such retired engineer or a retired Gazetted Officer as one of its directors or d. Should a tenderer have in his employment any retired engineer or retired gazetted officer as aforesaid, then e. The full information as to the date of retirement of such engineer or gazetted officer from the said service and in cases where such engineer or officer has not retired from Government Service at least two years prior to the date of the submission of the tender as to whether permission for taking such contract, or <p>if the contractor be a partnership Firm or an incorporated company, to become a partner or director as the case may be or to make employment under the contractor has been obtained by the tenderer or the engineer or the officer as the case may be from the President of India or any Officer duly authorized by him in this behalf, shall be clearly stated in writing at the time of submitting the tender</p> <p>B. Tenders without the information above referred to or a statement to the effect that no such retired engineer or retired Gazetted officer is so associated with the tenderer, as the case may be, shall be rejected.</p> <p>C. Should a tenderer or contractor being an individual on the list of approved contractors, have a relative employed in Gazetted capacity in the Mechanical department of the Southern Railway or in the case of a partnership firm or company incorporated under the Indian company law, should a partner or a relative of the partner or a shareholder or a relative of a shareholder be employed in Gazetted capacity in the Mechanical Department of the Southern Railway, the authority inviting tenders shall be informed of the fact at the time of submission of tenders failing which the tender may be rejected or if such fact subsequently comes to light the contract may be rescinded in accordance with the provisions in clause 7.4 of the General conditions of the contract.</p> <p>D. If the tenderer or any of its constituents has been levied with a penalty for violation of labour laws for three times in the last two years From the date of opening of tender) by the appropriate enforcing agency like the labour commissioner etc.</p> <p>E. The contractor shall be disqualified from participating in the bidding for services in a railway division,</p> <ul style="list-style-type: none"> i. If any previous contract of the tenderer or any of its constituents had been terminated under clause 7.4 in that railway division, within the previous 2 years from date of submission of bids. ii. In that railway division, the tenderer or any of constituents has been imposed a penalty equivalent to the maximum penalty that can be imposed under a previous contract, such a figure being specified, with the previous 2 years from date of submission of bids. <p>The declaration to this effect shall be furnished by the contractor as a part of his bid document. A format in this regard shall be made a part of the tender document. In case, this declaration is found to be false, process for 'banning of business' against the contractor shall be initiated as per extent rules.</p>

1.17.	Agreement As per IREPS Norms	
1.18.	Price variation Clause Price Variation Clause: The Price Variation Clause is applicable to this contract. Applicability: Price Variation Clause (PVC) shall be applicable only for <i>contracts</i> of value as prescribed by the Ministry of Railways through instructions/ circulars issued from time to time and irrespective of the contract completion period. Materials supplied free of cost by Railways to the contractors shall fall outside the purview of Price variation clause. If in any case, accepted offer includes some specific payment to be made to consultants or some materials supplied by Railway free or at fixed rate, such payments shall be excluded from the gross value of the work for the purpose of payment/recovery of price variation. Base Month: The base month for “Price Variation Clause” shall be taken as month of opening of tender including extensions, if any, unless otherwise stated elsewhere. The quarter for applicability of PVC shall commence from the month following the month of opening of tender. The Price Variation shall be based on the average Price Index/increase in minimum wages of workers of the quarter under consideration. Validity: Rates accepted by Railway Administration shall hold good till completion of work and no additional individual claim shall be admissible on account of fluctuations in market rates, increase in taxes/any other levies/tolls etc., Any revision in the minimum wages etc. notified through government order/circulars etc. after the date of submission of bids shall be compensated by the Railway administration on an actual basis, on production of proof of payment of increased wages to the labour engaged by the contractor. No other component shall be compensated for price escalation. <table><tr><td>Minimum wages per day/per person as per CLC Letter F.No.1/6(3)/2025-LS-II dated: 30.03.2026 (Category –A area)</td></tr></table>	Minimum wages per day/per person as per CLC Letter F.No.1/6(3)/2025-LS-II dated: 30.03.2026 (Category –A area)
Minimum wages per day/per person as per CLC Letter F.No.1/6(3)/2025-LS-II dated: 30.03.2026 (Category –A area)		
1.19.	Commencement of Services The contractor shall commence the work as per the Contract order OR as directed by Sr.DME/MAS.	
1.20.	Other Conditions:	
1	i) He shall submit a declaration while signing the Agreement that all the employees engaged by him shall be his paid employees and Railway shall have no onus for them	
	ii) Adequate safety precautions are to be taken by the Contractor to ensure safety of workmen engaged by the Contractor. The work may be carried out on running lines therefore every precaution shall be taken by contractor/s to protect their labouring materials.	
	iii) Contractor should take utmost care to ensure that no damage to the Railway property takes place due to any act of his workmen, while carrying out the work under this contract	
	iv) The work shall be carried out without causing infringement to the Railway working and in consultation with nominated Railway supervisor or his authorized representative.	
	v)The Contractor shall adhere to the all legal obligations as mentioned below. (i) The Code on Wages-2019. (ii) The Industrial Relations Code-2020. (iii) The Code on Social Security-2020. (iv) The Occupational Safety, Health and Working Conditions Code-2020. (v) Updating of data in Shramik Kalyan portal (vi) Any other relevant Government Acts, as applicable to the contract shall be Complied. (vii) The register showing the contract staff engaged by the contractor is checked by the railway supervisor nominated at least twice in a week.	
	vi) The contractor shall note that no compensation due to any loss of life or loss of material or any other account be given by the Railway Administration while carrying out the work by the contractor as per agreed terms and the Contractor shall have to pay all the compensation in case of any accident, injury to his labour.	
2.	Indemnity: The contractor shall at all times indemnify the “Railways” against all claims which may	

	be made in respect of the said work for infringement of any right or Law or Act.
3.	Completion period: The earliest possible time of completion of each activity/activities is required. The Railways attaches utmost importance to timely completion and requests the contractor to take note of 'Liquidated Damages and risk contract', if invited, to the fact that delay in completion of any activity/activities beyond the target time fixed for that activity/activities will attract liquidated damages. The completion period is 730 days from the date of commencement of work.
4.	Damage to Railway property of Private Life and property: Applicable as per 4.24 of GCC Services, 2018.
5.	Force Majeure: applicable as per 4.12 of GCC Services, 2018.
6.	Postponement: The successful tender(s)/Contractor(s) shall have no claim whatsoever against the Railways, if the work is postponed to a later date, closed down for completion over a longer period, suspended the course of execution or abandoned either in part or whole in the overall interest of the Railways Administration or for any reason beyond the control of Railways/Administration. The decision of the Railways in this regard shall be final and binding of tenderer(s)/Contractor(s).
7.	<p>Execution of Works: -</p> <p>a) Contractor's understanding: It is understood and agreed that the Contractor has, by careful examination, satisfied himself as to the nature and location of the work, the conformation of the ground, the character, quality and quantity of the materials to be encountered, the character of equipment and facilities needed preliminary to and during the progress.</p> <p>b) Accepted program of work: The Contractor should follow the program as given in special condition of the contract. He shall submit the details of organization (in terms of Labour and supervisors) plant and machinery that he intends to utilize (from time to time) for execution of the work within stipulated date of completion. The program of work amended, as necessary by discussions with the Engineer or his representative, shall be treated as the agreed program of the work for the purpose of this contract and the Contractor shall endeavour to fulfil this program of work. The progress of work will be watched accordingly and the liquidated damages will be with reference to the overall completion date. Nothing stated herein shall preclude the Contractor in achieving earlier completion of item or whole of the works than indicated in the program.</p>
8.	<p>a) Compliance to Engineers Instructions: - The Engineer or his representative shall direct the order in which the several parts of the works shall be executed and the Contractor shall execute without delay all orders given by the Engineer or his representative from time to time but the Contractor shall not be relieved thereby from responsibility for the due performance of the works in all respects.</p> <p>b) Alterations to be authorized: - No alterations or additions or omissions or abandonment of any part of the works shall be deemed authorized, except under instructions from the Senior Divisional Mechanical Engineer and the Contractor shall be responsible to obtain such instructions in each and every case in writing from the Sr .DME/MAS</p> <p>c)Extra Works: - Such works over and above those included in the contract require to be executed at the site; the Contractor shall have no right to be entrusted with the execution of such works which may be carried out by another Contractor or Contractors or by other means at the option of the Railway.</p>
9.	<p>Instruction of Engineer's Representative: - Any instructions or approval given by the Engineers' representative to Contractor in connection with the works shall bind the Contractor as though it had been given by the Engineer provided always as follows: -</p> <p>a. Failure of the Engineer's representative to disapprove any work or materials shall not prejudice the power of Engineer thereafter to disapprove such work or material and to order the removal or rectification thereof.</p> <p>b. If the Contractor shall be dissatisfied by reason of any decision of the Engineer's representative, he shall be entitled to refer the matter to the Engineer who shall there upon confirm every such decision.</p>

10.	PAYMENT CLAUSE:	
	Bill passing authority	Coaching Depot Officers-BBQ, MAS Division, Southern Railway.
	Bill paying authority	Senior Divisional Finance Manager, MAS Division, Southern Railway.
	The payment will be arranged by Sr.DFM/MAS directly through NEFT/RTGS (The required details of the firm to be filled as per Annexure-A).	
	i The bill/invoice under this contract shall be preferred in Railway bill form in duplicate (from time to time in modified form) on every following month of the actual work done and such bill shall be submitted to BBQ depot who will verify the satisfactory completion of the work and forward the certified bills to the Office of the Sr.DME/MAS, Chennai Division, Southern Railway Park Town Chennai - 600003 Tamil Nadu, for arranging payment by Senior Divisional Finance Manager. No interest is payable if the payment is delayed due to any reasons.	
	ii Payment in full of such bills subject to audit and deductions which the Government may make in respect of any moneys due to it under the provisions contained in the Agreement, shall be made to the contractor by the Senior Divisional Finance Manager, MAS Division, Southern Railway, after the receipt of the bills monthly by him from the Sr.DME/MAS, Chennai Division, Southern Railway. Necessary GST and other applicable deductions from time to time will be recovered from the contractor's bills.	
11.	Conservancy Charges: As applicable from time to time shall be levied.	
12.	Inspection Registers and Records: The Contractor shall maintain accurate records, plans and charts showing the dates and progress of all main operations and the Engineer or his representative shall have access to this information at all times. Records of observations made shall be handed over to the Engineer's representative. The Contractor's representative will maintain the following registers at site.	
a.	Site Order Register: The Contractor shall promptly acknowledge orders given therein by Engineer or his representative and shall make all efforts to comply with them. The Contractor shall report to the Engineer the compliance so that it can be checked.	
b.	Labour Register: The following mandatory registers are to be maintained in respect of the staff engaged by the contractor. 1. Form A: Format of Employee Register. 2. Form B: Format For Wage Register 3. Form C: Format of Register of Loans Recoveries 4. Form D: Format of Attendance Register	
c.	Log Book of events: All events are required to be chronologically logged in this book date and shift wise.	
13.	WORK DIARY: The contractor shall maintain a work diary containing details which shall be jointly certified by the contractor's representative and the respective depot officer or his representative daily. Extract of this diary has to be submitted along with the bills without which the bills cannot be settled.	
14.	Quantities In Schedule Annexed To Contract: The quantities set out in the accepted schedule of rates with items of works quantified are the estimated quantities of the works and they shall not be taken as the actual and correct quantities of the work to be executed by the Contractor in fulfilment of his obligations under the contract but only as an indication of quantum of work to be performed by the contractor.	
15.	On Account' Payment:	
	a) To be governed by special conditions of contract.	
	b) Rounding off amounts: - The total amount due to each certificate shall be rounded off to the nearest rupee i.e. sums less than 50 paise shall be omitted and sums of 50 paise or more up to ₹.1/- will be reckoned as ₹1/-.	

	c) On Account Payments not prejudicial to final settlement: - “On Account” payments made to the Contractor shall be without prejudice to the final making up of the accounts (except where measurements are specifically noted in the Measurement Book as “Final Measurements” and
	d) as such have been signed by the (Contractor) and shall in no respect be considered or used as evidence of any facts stated in or to be inferred from such accounts not of any particular quantity of work having been executed nor of the manner of its execution being satisfactory.
	e) While submitting monthly bills, Contractor shall submit the following documents for the preceding Month. <ul style="list-style-type: none"> i. Details of wages paid staff wise in the form of bank statement. ii. The challan/proof of remittance in token of having paid PF and for all the staff engaged by him. iii. Service Provider will be responsible for Salary/wages and all other statutory benefits e.g. EPF etc. The contractor shall deposit PF contribution in respect to all its employees up to the wage ceiling limit of 15,000.00 or as applicable. The PF shall be computed on Minimum Wages. Splitting of wages will not be allowed to his staff. Service Providers are required to upload scanned copy of necessary documents such as registration of EPF, GST, PAN card, cancelled cheque/mandate form for EFT and other required Documents to establish their credentials. All details of wages to be uploaded on shramik kalyan portal of Railway by the successful bidder. Attendance should be taken through biometric attendance system. iv. Proof of payment of GST for the work executed.
	f) Any default in payment of wages less than statutory wages etc., and claim of such wages etc., from Railways will be treated as fraudulent practice and action taken against contractor for such fraudulent at in terms of Contract/Indian Contract Act/Other applicable laws.
	g) Manner of Payment: - Unless or otherwise specified, payments to the Contractor will be made through Bank by NEFT or by cheque.
	h) Wages to be paid before expiry of seventh day of the month
	i) A wage slip in Form XI shall be issued to every person employed by contractor at least a day prior to the disbursement of wages
16.	Determination of Contract is applicable as per Part-VII of GCC or Services-2018.
17.	Settlement of disputes – Indian Railway Arbitration Rules applicable as per Part-VIII of GCC for Services, 2018.
18.	Variation, Measurement and Payments are applicable as per Part –V of GCC for Services-2018.
19.	OTHER IMPORTANT CONDITIONS OF LABOUR AND OTHER ACTS: applicable as per Part-VI of GCC for Services, 2018.
20.	<p><i>The contractor is mandatory to upload details of their LOAs, engaged workmen, wage payment details, EPF details, bonus details etc., on monthly basis on website www.shramikkalyan.indianrailways.gov.in and strictly follow the below conditions.</i></p> <p>A. Contractor is to abide by the provisions of new labour code. In order to ensure the same, an application has been developed and hosted on website ‘www.shramikkalyan.indianrailways.gov.in’. Contractor shall register his firm/company etc. and upload requisite details of labour and their payment in this portal. These details shall be available in public domain. The Registration/updation of Portal shall be done as under.</p> <ul style="list-style-type: none"> (a) Contractor shall apply for one time registration of his company/firm etc. in the Shramikkalyan portal with requisite details subsequent to issue of Letter of Acceptance. Engineer shall approve the contractor’s registration on the portal within 7 days of receipt of such request. (b) Contractor once approved by any Engineer can create password with login ID (PAN No.) for subsequent use of portal for all LOAs issued in his favour. (c) The contractor once registered on the portal, shall provide details of his Letter of Acceptances (LOA) / Contract Agreements on shramikkalyan portal within 15 days of issue of any LOA for approval of concerned engineer. Engineer shall update (if required) and approve the details of LOA filled by contractor within 7 days of receipt of such request.

	<p>(d) After approval of LOA by Engineer, contractor shall fill the salient details of contract labours engaged in the contract and ensure updating of each wage payment to them on shramikkalyan portal on monthly basis.</p> <p>(e) It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient details of engaged contractual labour & payments made thereof after each wage period.</p> <p>B. <i>While processing payment of any 'On Account bill' or 'Final bill' or release of 'Advances' or 'Performance Guarantee / Security Deposit', contractor shall submit a certificate to the Engineer or Engineer's representatives that "I have uploaded the correct details of contract labours engaged in connection with this contract and payments made to them during the wage period in Railway's Shramikkalyan portal at 'www.shramikkalyan.indianrailways.gov.in' till _____ Month _____ Year.</i></p>
21.	<p>The standard General Conditions of contract (GCC for Services'2018) as amended from time to time will be applicable for this contract.</p> <p>Link for GCC services</p>

Chapter II

SCOPE OF WORK

Scope of reformed Onboard Service

The scope of the reformed on-board service shall consist of OBHS, Linen Distribution, Coach Monitoring & Support Services.

1.0 Scope of work for On-board Housekeeping Services

The areas to be covered by the contractor for on-board housekeeping shall include interior cleaning of reserved coaches and unreserved coaches. The scope of work for OBHS shall include the following:

- 1.1 Wet cleaning of coach toilets including washbasins, pans etc and mopping of toilet floor. The Toilet and wash basins to be cleaned every hour during 06:00-09:00; 20:00-22:00 and every 2 hours during other hours. In addition to the above schedule, toilets and wash basins should be cleaned at least one hour before reaching the final destination station, regardless of the arrival time. Cleaning also to be attended as and when passenger requests or whenever there are Rail Madad complaints, even during night-time.
- 1.2 On-board staff should attend cleaning activities of general coaches if they are vestibule access and in case of vestibule access is not available, the on-board staff should get access at stoppage stations via platform to the extent possible.
- 1.3 In addition to the scheduled cleaning of coaches, the janitor should regularly monitor the cleanliness by making frequent rounds between cleaning sessions in the nominated coaches. Garbage collection should also be ensured during these cleaning schedules.
- 1.4 Spraying of Air freshener in the toilet after cleaning and as when demanded by the passenger.
- 1.5 Dry cleaning and mopping of the passenger compartments, aisle area, cleaning of doorways, gangways and vestibule. It should be carried out at least once at 08.00 hrs. -10.00 hrs., 13.00 hrs. - 15.00 hrs., 19.00 hrs. – 21.00 hrs and as and when the passenger demands.
- 1.6 The contractor shall remove and dispose of the bio-degradable polythene bags provided for Collection of Garbage from dustbins/Garbage Rings as and when it gets filled and it should not overflow. These bags to be sealed with rubber band/cable tie to avoid spillage of Garbage and shall be handed over to the nominated garbage collection stations for each train for further disposal. Supervisor shall carry the list of nominated garbage disposal points issued by the CDO/Sr.DME for specific trains.
- 1.7 There shall be one Janitor for every 2 reserved coaches (one workstation) and one Janitor for every 3 unreserved coaches (one workstation). In addition, one Executive Housekeeper shall be deployed per train to supervise the onboard work.
- 1.8 The workstation for each Janitor shall be clearly specified, and the equipment and consumables shall be individually issued to each Janitor. All tools and consumables shall be carried by the Janitors in a Tool Organizer Carry Caddy. The model of the Tool Organizer Carry Caddy to be approved by Sr.DME/CDO.
- 1.9 The contractor should provide biodegradable polythene bags for dustbins/garbage rings in all reserved coaches, tissue paper in the western toilets of all coaches, and the filling of liquid soap in all coaches, which must be completed before the journey begins. In addition, the onboard staff should refill the liquid soap in all Coach

- Toilets/washbasins and replenish tissue paper roll in western Toilet of all Coaches as and when required during round trip journey.
- 1.10 OBHS stickers must be placed in all coaches to inform passengers about the availability of OBHS services on the train. These stickers should include the phone numbers of Divisional/depot C&W Control.
 - 1.11 Spraying mosquito repellent in Coaches/Toilets shall be done as and when needed/demanded by the passenger. Spraying of air freshener to be done after spraying mosquito repellent.
 - 1.12 Rail Madad complaints registered in the coaches should be addressed to the passenger's satisfaction and ensure closing of complaints within a reasonable time frame of 30 minutes.
 - 1.13 OBHS janitors should be trained to handle air lock issues, bio-toilet blockages and minor repairs. To address air locks, bio-toilet blockages, and minor repairs, the contractor should provide a lightweight toolkit made of FRP.
 - 1.14 Railways will conduct training for addressing air locks, bio-toilet blockages and Housekeeping of Trains. A competency certificate will be issued after completion of training. No staff should be deployed on trains without a valid competency certificate.
 - 1.15 Before completion of the journey, the OBHS staff shall dry sweep the coach and hand over the garbage to the terminating station. The EHK/supervisor shall share the geo-tagged, time stamped images after dry sweeping of the coach at the terminating station.
 - 1.16 All OBHS staff are required to mark their attendance en-route twice in a day. GPRS based Bio-metric attendance/Mobile based Geo tagged photo equipment device shall be arranged by contractor for taking attendance of the On-board OBHS staff. Supervisor shall carry the list of nominated en-route attendance points issued by the CDO/Sr DME for specific trains. The en-route attendance points shall not coincide with en-route garbage disposal points.
 - 1.17 The EHK/supervisor is responsible for sharing geo-tagged, time stamped images of the areas of the coach where cleaning is done at the frequency specified in clause 1.1 and 1.5 to check the level of cleanliness in the coach during the journey. A separate Telegram/WhatsApp group shall be created for uploading the images.
 - 1.18 The EHK/supervisor shall share geo-tagged, time stamped images after handing over of Garbage at nominated points. Necessary Smart phones for this purpose shall be arranged by the contractor.
 - 1.19 The contractor shall make their own necessary arrangements for lodging the Janitors/EHKs during the lie-over period of the trains at the other end(s). In no case the OBHS staff should occupy the coaches in coaching depots at the other end/primary depots.
 - 1.20 The contractor must collect passenger feedback from at least 2 passengers per reserved coach in each direction for trains with a scheduled journey exceeding 24 hours; otherwise, only one feedback form is required. Additionally, one feedback form should be collected from the TTE in each direction, in addition to those from passengers. The feedback to be collected digitally only.
 - 1.21 The feedback form should be filled out after the OBHS work has been completed and should never be taken immediately after the train's departure. No score will be given for the incomplete feedback form.
 - 1.22 OBHS staff shall carry 20 Nos of Glue pad and 20 Nos of Roach trap glue board pads in every trip and same to be used if required during the journey. The required quantity to be collected from Pest and Rodent Control contractor in consultation with SSE/OBHS.

2.0 Scope of work for Linen distribution

The service provider shall undertake linen distribution and collection services in AC coaches of nominated trains in accordance with Railway guidelines. The scope of work shall include, but not be limited to, the following activities:

- 2.1 The contractor shall ensure distribution of complete bedroll kits (Blanket, pillow, bedsheet, hand towel and pillow cover or any other items as prescribed by Railways) to passengers in AC coaches including RAC passengers.
- 2.2 The contractor shall ensure the collection of used bedroll items from passengers at the destination station / before de-training of passengers and ensure proper handling of the same.
- 2.3 The staff deployed for linen distribution and collection shall wear the prescribed uniform with proper identification badge while on duty.
- 2.4 The bedroll distribution staff shall collect the bedroll items for each train from the linen room at the platform at least two hours prior to the train's departure from the Engineers representative and sign the linen issue register.
- 2.5 The contractor shall bear full responsibility for any loss or damage to bedroll items during the period of handling, distribution, or collection.
- 2.6 Before the commencement of the journey, the linen distribution staff shall complete the distribution of bedroll items prior to the departure of the train.
- 2.7 After collecting the used linen items, the bedroll distribution staff shall take the blanket, neatly fold it, and supply it to new passengers joining en route.
- 2.8 The bedroll distribution staff shall fold the used bedsheet, pillow cover and face towel and should place it in the gunny bags. Mixing of used bed linen items and new items should not be done.
- 2.9 The contractor shall not supply any items other than authorized bedroll items to passengers in trains.
- 2.10 Before commencement of the next journey, the bedroll distribution staff shall place blankets neatly folded on individual berths.
- 2.11 If the passenger insists for changing either the bedroll packet as a whole or any items therein, it shall be done without any hesitation by the contractor.
- 2.12 Rail Madad complaints registered in the coaches should be addressed to the passenger's satisfaction and ensure closing of complaints within a reasonable time frame of 30 minutes.
- 2.13 After completion of round trips the Linen distribution staff shall hand over all linen items in gunny bags to the Linen room at platform.
- 2.14 Linen distribution staff shall check the due date of washing of blankets and if the blankets are found due for washing, the same to be informed to railway supervisor and hand over the blankets also at linen room for washing.
- 2.15 The Coach Attendant (linen distribution staff) in AC coaches shall also perform the role of supervisor for the coach/coaches assigned to him.
- 2.16 The Coach Attendant (linen distribution staff) in AC coaches shall collect 3 feedback forms per coach from passengers during each direction of the trip. The feedback to be collected digitally only.

3.0 Coach Monitoring & Support Services

The scope of work under Coach Monitoring & Support Services includes the identification of petty coach-level issues, verification of the basic status and availability of safety equipment (such as FDS, fire extinguishers, and CCTV systems), monitoring of water availability in coaches, and coordination with en-route watering points to ensure adequate water availability.

The activities defined in this section shall be carried out by the OBHS Supervisor in non-AC coaches and the Coach Attendant in AC coaches.

- 3.1 Supervisors (EHK and Coach Attendant) shall identify petty coach-level issues, such as minor fittings, latches, minor adjustments, etc., and communicate the same for corrective action in their respective coaches.
- 3.2 Supervisors (EHK and Coach Attendant) shall check the basic status and availability of safety equipment (e.g., FSDS, fire extinguishers, CCTV) and report deficiencies. The checklist for inspection of these items shall be issued by Sr. DME/CDO.
- 3.3 Supervisors (EHK and Coach Attendant) shall act as first-response support for basic troubleshooting and shall report defects that cannot be rectified en route to the control, so that such deficiencies can be attended to at the nearest station or by identified technical staff.
- 3.4 Supervisors (EHK and Coach Attendant) shall check the availability of water in coaches and coordinate with C&W Control to ensure watering in case of shortage. They shall also monitor that full watering of coaches is carried out at the nominated watering points.

4.0 General scope for Reformed Onboard Services

4.1 In order to ensure that the scope of work under on-board service agreement is fulfilled, the following requirements are elaborated below:

- i. AC Coaches: Coach Attendant in AC coaches shall also perform the role of supervisor of coach/coaches nominated to him. He should have minimum qualification of 12th Pass with semiskilled category and having training in petty repairs of the Coaches.
- ii. Non-AC Coaches: The on-board housekeeping supervisors (other than coach attendant as in Para 5.1.(i) should be suitably trained and must possess a minimum qualification of 12th Pass with ITI.
- iii. On-board housekeeping staff shall have adequate housekeeping training and knowledge of petty repair related to passenger amenity fittings.

4.2 The Executive Housekeeper (EHK) and all Janitors shall wear the prescribed uniform before reporting for duty. The details of uniforms and equipment are as follows:

(i). Uniform for Janitors

- a. Coverall: A Full-body coverall/two-piece uniform (shirt and pant) along with a dark blue apron bearing a distinguishing logo. The color and design to be approved by Sr.DME/CDO

- b. Cap: Bright yellow-coloured cap to be provided to each Janitor/EHK. The flap of the cap shall have the inscription: “*On Board Housekeeping Services – (Name of Primary Depot) – (Name of Railway)*”.
- c. Hand Gloves: Good quality durable rubber gloves to be worn at all times while working in coaches.
- d. Shoes: Durable gumboots/shoes of good quality shall be provided.
- e. Face Mask: Surgical-type mask to be provided for protection while handling cleaning activities, especially in toilets.
- f. Name Badge: Each Janitor shall wear a name badge on the left side of the coverall, made of white colored ebonite (size 6.5” × 1”), with the name inscribed in black block letters.
- g. Badge: Each Janitor shall wear a badge indicating “No Tips Please” on the coverall.

(ii). Uniform and Equipment for Executive Housekeeper (EHK)

- a. Trouser: Navy blue carpenter baggy-type trouser.
- b. T-Shirt: Grey colour T-shirt with a service provider logo and name badge.
- c. Cap: Yellow-coloured cap (same as for Janitors).
- d. Shoes: Black leather shoes of reputed make.
- e. Torch: Handy torch of reputed make for operational use.
- f. Whistle: Metallic whistle for raising safety alarms when required.
- g. Name Badge: EHK shall wear a name badge on the left side of the T-shirt, made of white ebonite (size 6.5” × 1”), with the name inscribed in black block letters.
- h. Badge: EHK shall wear a badge indicating “No Tips Please” on the T-shirt.

4.3 Linen distribution staff (Coach Attendant) shall wear the prescribed uniform before reporting for duty. The details of uniforms are as follows:

- a. Shirt: Light blue shirt with a logo of the service provider.
- b. Trouser: Navy blue trouser.
- c. Shoes: Black formal shoes of good quality for neat appearance and safety.
- d. Name Badge: Each staff shall wear a name badge on the left side, with the name inscribed in black block letters on a white background, and the designation “*Coach Attendant*” displayed below the name.

- e. “No Tips Please” Badge: Each staff shall wear a badge indicating “No Tips Please”.
- 4.4 All on board staff shall be registered with a verified mobile number, enabling tracking, task assignment and communication.
- 4.5 All on board staff shall behave courteously and maintain proper conduct with passengers.
- 4.6 All on board staff shall neither demand nor accept any tips from passengers.
- 4.7 All on board staff shall not be under the influence of alcohol or intoxicants and shall refrain from smoking or chewing pan while on duty.
- 4.8 All on board staff shall maintain personal hygiene and cleanliness at all times.
- 4.9 Every staff deployed for on-board services shall be adequately trained and certified. The concerned depots shall impart training to the on-board staff and issue competency certificates. No staff shall be deployed on-board without a valid competency certificate issued by the depot.
- 4.10 All staff shall undergo 3 days of hospitality training prior to deployment, and refresher training shall be conducted once every 6 months by the service provider. The contractor shall inform the Zonal Railways of the training curriculum and the periodicity of the training programs conducted.
- 4.11 Training shall cover:
- (i) Cleaning standards and use of specialized materials and equipment.
 - (ii) Hygiene, waste handling and safety protocols.
 - (iii) Courteous behaviour and passenger interaction.
 - (iv) Basic first aid and emergency response.
 - (v) Minor repairs and troubleshooting for common issues in coaches.
- 4.12 All staff deployed shall have mandatory police verification clearance prior to deployment.
- 4.13 The on-board staff shall declare the cash in their possession prior to the commencement of the journey.
- 4.14 All on board staff shall carry at least 1 spare set of uniform while on duty.

5.0 The Penalty Clauses for re-formed on board services are given below:

5.1 Penalty for OBHS

- 5.1.1 For less deployment of Janitor during the journey, a penalty of ₹1000/- (One Thousand rupees only) per Janitor will be imposed.
- 5.1.2 Penalty of ₹1000/- (One Thousand rupees only) will be imposed if any of the staff failed to record attendance at other end station
- 5.1.3 If the contractor fails to maintain the buffer stock of Consumables (10 days stock) at any point of time during inspection, a penalty of ₹2000/- (Two Thousand rupees only) per occasion to be imposed.

- 5.1.4 Penalty of ₹100/- (One Hundred rupees only) per person will be levied for the staff having improper uniform/PPE.
- 5.1.5 In case of adverse remarks on cleaning quality during inspection by Railway officials the contractor will be liable for a penalty of minimum ₹1000/- (One Thousand rupees only) and maximum up to ₹10,000/- (Ten Thousand rupees only).
- 5.1.6 In case of any Rail Madad complaint, a penalty of ₹200/- (Two Hundred rupees only) per complaint shall be imposed. If the complaint escalates to SLA-1, a penalty of ₹1,000/- (one Thousand rupees only) per complaint shall be imposed. However, no penalty shall be imposed for service requests raised by passengers. The Railway reserves the right to classify Rail Madad entries as complaints or service requests.
- 5.1.7 If any OBHS staff found throwing of garbage from running trains in tracks a penalty of ₹20,000/- (Twenty Thousand rupees only) per instance to be imposed.
- 5.1.8 A penalty of up to ₹1,000/- (One Thousand rupees only) per round trip shall be imposed if the contractor fails to deploy the EHK in the train, and no payment shall be made towards the deployment of EHK for that trip.
- 5.1.9 Penalty for misuse of allotted berth by contractor staff following penalty system will be followed: -
- a. ₹10,000/- (Ten Thousand rupees only) fine for first offences.
 - b. ₹20,000/- (Twenty Thousand rupees only) fine for second offence with escalating fine of ₹50,000/- (Fifty Thousand rupees only) for subsequent violation in contract.
 - c. During working, tools/chemicals/consumables should not be dumped in the passenger passage area. In case of any obstruction to the passenger due to improper stacking of materials penalty of ₹400/- (Four Hundred rupees only) per instance will be deducted.

5.2 Penalty for Linen Distribution

- 5.2.1 Cost of missing linen items shall be recovered from the contractor.
- 5.2.2 Passenger complaints on bedroll supply, ₹2,000/- (Two Thousand rupees only) per occasion shall be imposed as penalty. If passenger complaints are received on poor washing quality the penalty will be imposed on the washing contractor.
- 5.2.3 Delay in unloading/loading of linen leading to late start of train: ₹3,000/- (Three Thousand rupees only) per occasion, in case of train delay, shall be imposed as penalty.
- 5.2.4 ₹1,000/- (One Thousand rupees only) per short deployment per trip shall be imposed as penalty, and no payment shall be made for the corresponding workstation for the staff shortage.
- 5.2.5 Unhygienic handling of bedrolls: Up to ₹5,000/- (Five Thousand rupees only) per occasion shall be imposed as penalty.
- 5.2.6 Penalty of ₹100/- (One Hundred rupees only) per person will be levied for the staff having improper uniform/PPE.

5.2.7 Poor passenger feedback a penalty of ₹200/- (Two hundred rupees only) per feedback shall be imposed.

5.3 Penalty for Coach Monitoring & Support Services

5.3.1 If the Supervisors (EHK and Coach Attendant) fail to check the basic status and availability of safety equipment (e.g., FSDS, fire extinguishers, CCTV) and report deficiencies as per the prescribed inspection checklist, a penalty of ₹2,000/- (Two Thousand rupees only) per trip shall be imposed.

5.4 General Penalty

5.4.1 If the contractor is found deploying staff without adequate training, a penalty of ₹2,000/- (Two Thousand rupees only) per instance shall be imposed.

5.4.2 During en-route inspections, if any on-board staff is found in possession of excess cash over the declared amount without valid justification, the same shall be treated as illegal and unethical activity, and a penalty of ₹3,000/- (Three Thousand rupees only) per staff per instance shall be imposed on the contractor.

5.4.3 If any on-board staff is found in an intoxicated condition, a penalty of ₹5,000/- (Five Thousand rupees only) per staff per instance shall be imposed, and the concerned staff shall be debarred from further deployment under the contract.

5.4.4 Sr. DME reserves the right to impose a penalty of up to ₹5,000/- (Five Thousand rupees only) in case any irregularities are noticed.

Note: The cumulative maximum penalty for dissatisfactory performance or/and quality of services shall be restricted to 10% of awarded contract value. However, deduction for work not done due to shortage of man power, tools, machineries and consumables is not a penalty as there is no work no payment and therefore should not be counted towards limit of penalty as stated above.

6. Schedule of Payment

6.1 Payment for OBHS

The payment of the OBHS activity is linked to the performance in the following areas based on weightage assigned calculated on trip basis.

Sl. No.	Key performance Area	Weightage (%)
1.	Cleanliness Record (C_f)	20
2.	Quantity of consumables & equipment (Q_f)	10
3.	Passenger feedback form (F_f)	25
4.	En-route attendance factor (A_f)	20
5.	Cleaning at Terminating station (T_f)	15
6.	En-route Garbage disposal factor (D_f)	10

Based on the score obtained in the above table payment factor (PF) as per the below table is considered for payment.

S. No	OVERALL RATING (OR)	Payment factor
i	90% & above	1
ii	80% to less than 90%	0.9
iii	70% to less than 80%	0.8
iv	60% to less than 70%	0.7
v	50% to less than 60%	0.6
vi	Less than 50%	0

In addition to this Group attendance factor (GF) is also considered to make the final payment per trip.

$$\text{Final Payment to the Trip} = \text{Rate per Trip} * \text{GF} * \text{PF}$$

The rate per trip shall be the sum of the agreed rates for the following activities, calculated based on the total journey hours of the round trip.

- (i) Manpower cost per coach per hour for providing OBHS in reserved coaches
- (ii) Manpower cost per coach per hour for providing OBHS in unreserved coaches
- (iii) Consumables cost per coach per hour for providing OBHS in trains
- (iv) Cost per coach per hour for deployment of EHK in trains

Methodology of calculating the key performance area as given below.

6.1.1 Cleanliness Record factor (C_f)

The EHK/supervisor is responsible for sharing geo-tagged, time-stamped images of the areas of the coach where cleaning is performed, as specified in scope of work, to monitor the cleanliness level during the journey. The geo-tagged photos of the coach/location are used to assess whether the required level of cleanliness is met, and the cleanliness score for the trip is calculated accordingly.

$C_f = \text{Cleanliness quality as per the photos uploaded} * (\text{Actual photos uploaded in round trip} / \text{total photos to be uploaded in round trip})$

Cleanliness quality ranges from 0 to 1.

6.1.2 Quantity of consumables and equipment factor (Q_f)

The quantity of consumables and equipment supplied by the contractor for the round trip is considered for arriving the weightage for Quality of consumables and equipment.

Sl No.	Type of equipment/ Consumable	Qty required	Qty supplied	Score

Note: If any equipment / Consumables are supplied less than the actual qty required, score for the particular item is considered as '0'.

If equipment / Consumables are supplied as per the actual qty required score for the particular item is considered as '1'.

Q_f = Total score obtained/ Maximum score

6.1.3 Passenger feedback form factor (F_f)

The contractor must collect passenger feedback from at least two passengers per reserved coach in each direction for trains with a scheduled journey exceeding 24 hours; otherwise, only one feedback form is required. Additionally, one feedback form should be collected from the TS/TTE in each direction, in addition to those from passengers. The feedback form should be filled out after the OBHS work has been completed and should never be taken immediately after the train's departure. No score will be given for the incomplete feedback form.

F_f = Marks obtained in feedback form/ Max Marks in the feedback form

6.1.4 En-route attendance factor (A_f)

All OBHS staff are required to mark their attendance en-route twice in a day. The contractor must provide GPRS-based biometric attendance systems or mobile-based geo-tagged photo equipment to record the attendance of on-board OBHS staff. The supervisor must carry the list of designated en-route attendance points issued by the CDO/Sr.DME for the specific train. The Geo-tagged images of the OBHS staffs to be shared in the telegram group created for each train without any fail.

A_f = Number of points attendances marked / Total nominated points

6.1.5 Cleaning at terminating station factor (T_f)

Before completion of the journey, the OBHS staff must dry sweep the coach and hand over the garbage to the terminating station. The EHK/supervisor will then share geo-tagged, time-stamped images of the coach after it has been dry swept at the terminating station. These geo-tagged photos, uploaded to Telegram or WhatsApp, are used for score calculation.

$T_f = 1$ if both direction dry sweeping of the coach is carried out and garbage handed over to station after completion of Journey

$T_f = 0.5$ if only one direction dry sweeping of the coach is carried out and garbage handed over to station after completion of Journey

$T_f = 0$ if dry sweeping of the coach is not carried out or garbage not handed over to station after completion of Journey

6.1.6 En-route Garbage disposal factor (D_f)

Garbage bags should be securely sealed with a rubber band or cable tie and handed over to the designated garbage collection stations as specified by the CDO/Sr DME for each specific train. After the handover, geo-tagged photos of the garbage bags should be taken and shared in the WhatsApp or Telegram groups.

$$D_f = \text{No. of stations garbage disposed} / \text{Total nominated Garbage disposal stations}$$

6.1.7 Calculation of score obtained by contractor

$$\text{Overall Rating (OR)} = 20 * C_f + 10 * Q_f + 25 * F_f + 20 * A_f + 15 * T_f + 10 D_f$$

6.1.8 Group attendance factor

The group attendance factor is applied for proportional deductions due to staff shortages during the OBHS round trip. In addition to these proportional payment deductions, penalties are also imposed on the contractor for inadequate manpower deployment

$$GF = \text{Total Janitor actually deployed} / \text{Total Janitor required for round trip}$$

6.2 Payment for Linen distribution

Payment for linen distribution will be based on the round-trip journey hour.

6.3 Payment for Coach Monitoring & Support Services

No separate payment will be made for this activity.

7. Earmarked Berth Accommodation for OBHS staff:

Accommodation will be provided by Railways. Contractor is requested to follow the extent guide lines issued by Railways to reserve nominated berths for OBHS staff

8. OBHS Stickers:

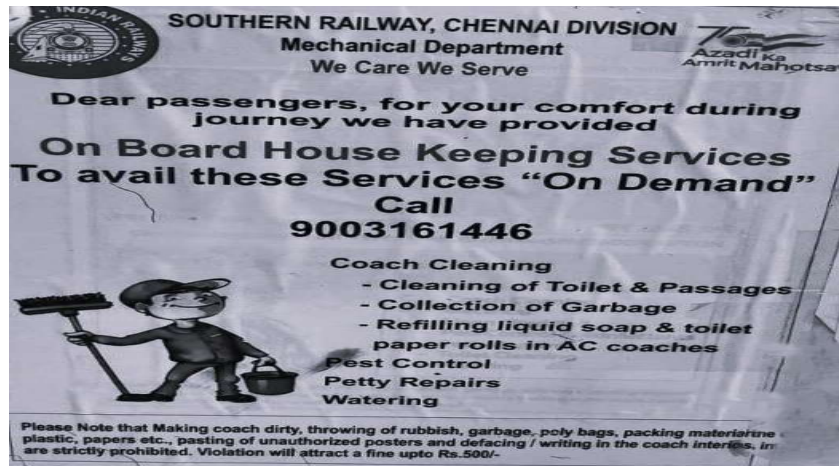
- a. Duty list of OBHS staff shall have to be pasted in all reserved coaches for Passenger information as mentioned below. This sticker should also have the phone numbers of contractors which should be manned round the clock and should remain responsive on receipt of incoming calls. From Railway side also the phone numbers of Rail Madad & C&W Control should be provided which is being manned round the clock and remain responsive.
- b. A suggested format for sticker in bilingual (i.e. English & Hindi) to be pasted above the doors, at both the ends of each coach (one door at each end) is given below:

“ON BOARD HOUSEKEEPING SERVICE IN THIS TRAIN IS PROVIDED BY _____. IN CASE OF ANY COMPLAINT/ FEEDBACK, PLEASE CONTACT SUPERVISOR HAVING MOBILE NO.

IN CASE OF NO RESPONSE, PLEASE INFORM CARRIAGE CONTROLLER / DIVN. ON MOBILE NO. _____.”

YOUR FEEDBACK WILL HELP US FOR FURTHER IMPROVEMENT.

Sample sticker shall be approved by CDO/BBQ. Normal size of the stickers will be 23cmsX15cms. However, size or number stickers to be pasted in a coach can be changed with the approval of *CDO/BBQ*.



If required Stickers are to be replaced if they are torn/faded etc. fresh stickers with correct mobile number to be pasted in case mobile no. of OBHS supervisor for any coach is different than what has displayed inside the coach.

- c. The staff should ensure that all the coaches of that particular train should have Coach Mitra stickers as mentioned in above. This will be jointly checked by OBHS team supervisor and Railway official, stickers if any in any coach found missing/damaged/fictitious should be replaced before departure of the train duly obtaining signature from the concerned Railway supervisor. Similarly, the same should be repeated after reaching back to home station. The same will be jointly checked with Rly. Representative.

9. Other Terms and Conditions:

- a. One computer with printer to be supplied to BBQ depot for billing purpose. This is the property of the contractor; he can take away after completion of contract period.
- c. The numbers of coaches to be attended may vary from the quantity mentioned in the schedule of work due to periodic augmentation of coaches in the train. Contractor should not quote different rates for such variation of work load.
- d. The contractor shall instruct the Janitors engaged to close the coach toilet taps, when not in use, to avoid wastage of water.
- e. The staff should report to the OBHS Railway nominated supervisor more than

45minutes in advance before departure of the train otherwise they will not be allowed to board the train for that trip.

- f. Tool Kits should be handed over to Railways on completion of the Contract in good condition.
- g. The EHK shall maintain a register where they should record the observations and obtain the signature of Railway officials who inspect the OBHS working en-route. The Railway Supervisor will countersign this register and will take suitable action at the end of every trip. He will also take suitable action to comply with the observations recorded by the inspecting Railway officials' en-route.
- h. The successful tenderer shall be required to submit Aadhaar card/Voter ID along with the CCTNS based police verification certificate& medical certificate of the labour proposed to be deputed for this work before commencing the work.
- i. The contract Staff must possess uniform, Identity Cards, and necessary Tools & other Implements required for OBHS activities.
- j. The contractor shall ensure the dress code as mentioned in the contract for the labour employed by him.
- k. The Contractor shall enforce uniform/identification for his labour & the labour shall wear uniform & PPEs while on work.
- l. The contractor shall arrange his own transportation, chemicals, cleaning agents, tools & Equipment, labour etc., for carrying out the work.
- m. Due to negligence of contract staff any damage caused to Railway property shall be borne by the contractor. The cost of damage as assessed by Sr.DME/MAS & CDO/BBQ is final and binding on the contractor.
- n. Sr.DME/MAS is empowered to revise/modify the formats prescribed in this contract during the currency of the contract as per the requirements.
- o. This contract is governed by the terms and conditions of the contract along with the specification scope of the work & Other Conditions of the Contract (OCC) which shall be read together with the provisions contained in General Conditions of Contract for services-2018 (GCC). Should there be any conflict between the provisions of OCC and GCC, the import/preference of the former shall prevail over the later.
- p. In addition to the above, extant instructions of Rly. Bd. issued from time to time have to be followed.
- q. Feedback forms format should be used as per the existing practice in OBHS & Lined in digital mode
- r. Contractor should not use Railway logo and Railway name in ID cards and name badges
- s. The ONBOARD staff has to declare the private cash carried at the time of starting journey
 - i. For trains having round trip journey time up to 3 days - Rs.2000/-

- ii. For trains having round trip journey more than 3 days - Rs.2000/- + Rs. 1050/- each additional day

10. Inspection:

- a. SSE/C&W or his nominated representative will conduct 100% test checks and certify the work carried out by the contractor.
- b. Apart from above any Railway Official can inspect without any prior intimation and pass the instructions to the contractor and the same has to be followed.

11. Payment:

- a. Payment will be made on monthly basis as per the scores obtained in key performance areas and group attendance factor.
- b. The Price variation clause is applicable for this work
- c. Bill preparing officer-CDO/BBQ
- d. Bill passing officer-Sr.DME/MAS
- e. Bill paying officer-Sr.DFM/MAS.
- f. Bidder may opt for the mode of payment in the form of LC as detailed vide Railway board Lr.No. 2018/CE-I/CT/9 Dt: 04.06.2018.

12. Compliance at the time of bill forwarding:

The bill certifying/nominated supervisory official and CDO/BBQ shall certify the following, in the forwarding letter to Sr.DME/MAS, while submitting the bill for processing for payment.

- a. The nominated supervisor to be checked the work dairy of OBHS activities and counter checked by and CDO
- b. The contractor is responsible for ensuring of all labour laws and payment of minimum wages EPF, Bonus, PMSBY, PMJJBY etc.
- c. The EPF, Wages statement is to be submitted by contractor for the engaged staff.
- d. **The contractor has to pay the wages to OBHS & Linen staff on hourly basis.** EPF, and Bonus to be paid on day basis. Bonus to be paid as per latest Labour code
- e. The wage payment transaction record has to be counter checked by the CDO
- f. Contractor should submit a bill on monthly basis only for the actual work carried out in the current month by the 5th of following month
- g. The contractor has paid EPF in favour of the contract staff engaged & the documentary evidence/proof to this effect shall be submitted to the SSE/OBHS of concern depots.
- h. Before forwarding the bill for payment, consignee (Bill certifying supervisor). Bill certifying officer cum forwarding authority shall also ensure all the above in addition to the satisfying of Mandatory condition of test checks done as per the prescribed number by him.
- i. The labours deployed by the contractor for the entire work must have individual bank account in their name. The payment to the labour by the contractor shall be made as per the minimum wages issued from labour commissioner through banks. The contractor while submitting the monthly bill for a particular month shall enclose the photocopy of the bank statement showing that payment has been made directly to bank account to the labours in the previous month. The payment of the contractor will not be released without submitting the bank statements for each and every labour.

Staff acknowledgement for having received their payment in respective Bank account shall be submitted along with the bill.

- j. Statement of detailed labour-wise deductions (EPF) to be enclosed along with monthly bill i.e. for each labour engaged PF @ prevailing rate. Further, it is responsibility of the contractor to deduct labour contribution of EPF as per prevailing rates and submit proof labour wise payment deposited in EPF office. Failing to produce authentic record, the railway Administration has every right to deduct the equal amount for the bills and same will be reimbursed after payment of the same to concern EPF authorities and submission proof of documentary evidence.
- k. The contractors should attach GSTR-1 B2B challan for the claimed bills.
- l. Payment shall be arranged by the Sr.DFM on NEFT for which the contractor shall submit NEFT form duly filled in as per Annexure H.
- m. Any statutory levies imposed by the State or Central Government from time to time during the currency of the contract, shall be borne by the Contractor.
- n. GST as applicable from time to time will be deducted from the bills of the contractors.
- o. **The contractor should submit the details of labour engaged & their payment details in IR Shramikkalyan Portal www.shramikkalyan.indianrailways.gov.in.**
- p. The contractors should attach GSTR-1 forms of GSTN and submit a certificate issued by Chartered accountant to that effect along with the bill. The CA certificate should clearly mention the following details.
 - No. of invoices uploaded
 - Invoice number as uploaded in GST portal
 - Invoice number as given to railways
 - Date of issue of invoice
 - *Amount of the invoice*
 - *GST amount*
 - *Date of uploading of invoice in GST portal*
- q. Any statutory levies imposed by the State or Central Government from time to time during the currency of the contract, shall be borne by the Contractor.

NOTE:

The present work load/timings may vary according to the changes in time table from time to time. The trains given in the above list may be changed if required as per the operational requirement of Railways. Contractors should be in a position to depute their staff as per the requirement of Railway Administration.

FORMAT INDEX

S. No.	Description of Format	Format No.
1.	Details of trains to be covered under REFOMED Onboard services	Annexure S2
2.	Uniform Logo	Annexure S3
3.	Uniform Design details	Annexure S4
4.	Travel Authority	Annexure S5
5.	Man power deployment	Annexure S6
6.	Details of chemicals used for OBHS	Annexure-S7
7.	Attendance certification sheet	Annexure-S8
8.	Empanelled List-HQ Letter	Annexure-S9

All the formats shall be printed in bi lingual with the approval of Sr.DME/MAS

Annexure –S2

SL.N o	Train No.	Train Name	Service		Service Freque ncy	No. of trip s in a wee k	No. of Coach es per Rake	No. of AC Coach es	No. of Non- Ac Coach es	Originat ing time at MAS Division	Reaching time at Destinati on	Running time of onward journey	Originat ing time at Destinati on	Reaching time at MAS Division	Running time of return journey	Total Journ ey Time	Roun d off Journ ey hours
			Fro m	To													
1	22611/ 12	NJP Exp	MA S	NJP	Weekly- Wed	1	21	10	11	10.45	03.30 Day 3	40hrs. 45 min	22.05	14.05 DAY 3	40 hrs 00 min	80.45	81
2	12269/ 70	NZM- Duron to Exp	MA S	NZ M	Bi- Week- Mon,Fri	2	18	14	3	06:35	10:40 DAY 2	28 hrs 5 min	15:55	20:50 DAY 2	29.55 hrs	57.00	57

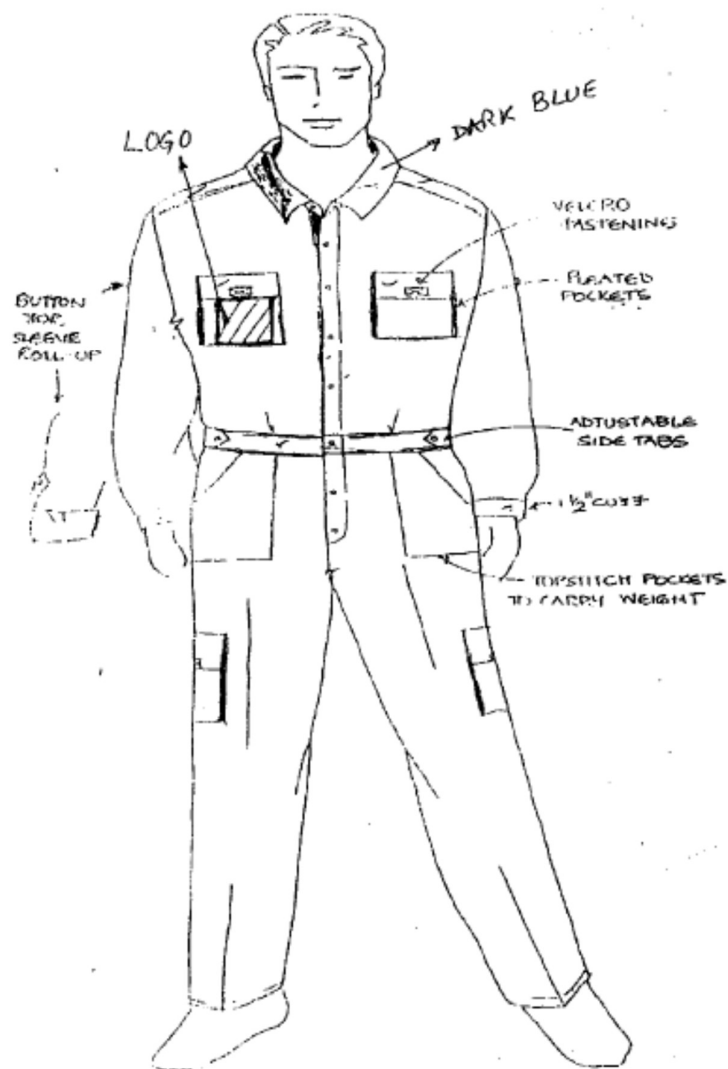
Logo for Uniform

OBHS



Name of the firm

Uniform for Janitors



Design & colour of the Uniform may be changed with the approval of Railways

Travel Authority for Janitor/EHK/Linen Distribution

Annexure –S5

Passport size
Photograph
duly attested
by the
CDO/SSE In-
charge

Shri _____.

Employee of M/s. _____

is authorised to travel on board the following primary trains of this depot for their round-trip journey for providing ON Board Housekeeping Service during the contract period from

_____ to _____.

S. No.	Train No. (Pair)	Name of train

Note:

- The travelling authorities of all the On-Board staff should be handed over by the contractor's representative to the Executive House Keeper & should be returned, on arrival along with the attendance from the other end.
- In case of loss of this authority, contractor should ensure that FIR is registered and any misuse is prevented. Intimation for the same should be given to Railway authority concerned.

**Name & signature of the
CDO/SSE In-charge
with stamp**

Manpower deployment for nominated trains

S.No.	Train No.	From	To	No of coaches	Target deployment for each trip		Actual deployment for each trip	
					Janitor+EHK	LINEN	Janitor+EHK	LINEN
1	22611/12							
2	12269/70							

- Any additional coaches augmented later date the contractor has to carry out the OBHS as per the instructions of CDO/BBQ

Name of the firm

Train No. :
 Train Date :
 Name of EHK :
 Name of Janitors :

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

S. No	Item Description	Qty. issued at originating station
1.	Cleaning compound for PVC floor, Rexene and wall panels	
2.	Cleaning agent for commode pan & wall protector	
3.	Disinfectant fluid	
4.	Mirror /window glass cleaner	
5.	Deodorant stick in lavatories	
6.	Air freshener	
7.	Mosquito repellent	
8.	Liquid Soap	
9.	Toilet Paper	

Name sign & stamp of
 Railway Representative

Name sign & stamp of
 Company Representative

Name & Logo of the Firm

Manpower

Originating station

Train No. _____

Train Date. _____

Name of EHK _____

Name of Janitors

- | | |
|----|----|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |

Name sign & stamp of
Railway Representative
Contract No.

Name sign & stamp of
Company Representative

Destination Station

Train No. _____

Train Date. _____

Name of EHK _____

Name of Janitors

- | | |
|----|----|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |

Name sign & stamp of
Railway Representative
Contract No.

Name sign & stamp of
Company Representative

Originating Station on Return

Train No. _____

Train Date. _____

Name of EHK _____

Name of Janitors

- | | |
|----|----|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |

Name sign & stamp of
Railway Representative

Name sign & stamp of
Company Representative

दक्षिण रेलवे/ SOUTHERN RAILWAY

मुख्य कार्यालय/Headquarters Office
यांत्रिक शाखा/Mechanical Branch
चेन्नै/Chennai – 600 003

सं/No. M/EnHM/Empanelment

दिनांक/Date: 22/05/2026

DRM/TVC & MAS

विषय /Sub.: Implementation of Reformed Onboard Services - Reg

संदर्भ /Ref.: (i) Railway Board Letter No. 2026/EnHM/15/09-OBHS dated 17/02/2026
(ii) Railway Board Letter No. 2026/EnHM/15/09-OBHS dated 13/03/2026
(iii) This office letter of even number dated 16/04/2026 and 08/05/2026

Railway Board, vide letter under reference (i), has issued guidelines for strengthening On-Board Housekeeping Services (OBHS) and linen management in long-distance trains with the objective of ensuring improved cleanliness standards and providing a hygienic travel experience to passengers.

Further, Railway Board, vide letter under reference (ii), has advised the eligibility criteria and technical evaluation parameters for empanelment of service providers for implementation of the Reformed On-Board Service Policy.

As per Railway Board Policy, for awarding of the contract for enhanced On-board services, Zonal Railways shall constitute a three-member interdepartmental committee, including one Finance member of SAG level, to identify, evaluate, and shortlist highly reputed specialized service providers having a sufficiently long and proven track record in housekeeping and hospitality services, and to form a panel of such agencies for engagement.

Accordingly, Expression of Interest (EOI) for empanelment of service providers for enhanced on-board service was published and EOIs received have been scrutinized as per Railway Board Guidelines, the following service providers are shortlisted for Empanelment.

Sl. No	Name of the Service Provider
1	M/s SMC Integrated Facility Management Solutions Limited, New Delhi.
2	M/s Krystal Integrated Services Limited, Mumbai.
3	M/s BVG India Limited, New Delhi.
4	M/s Aroon Aviation Services Pvt. Ltd. New Delhi.

The following trains have been identified for implementation of Reformed On-board Services in SR.

Sl. No.	Division	Train No.	Train Name
1.	MAS	12269/70	Duronto Exp.
2.	MAS	22611/12	NJP Exp
3.	TVC	16317/18	Himasagar Exp
4.	TVC	12643/44	TVC-NZM Exp
5.	TVC	16311/12	SGNR Exp

It is requested to initiate immediate action for finalizing a service provider duly calling a Special Limited Tender and award contract for implementing Reformed OBHS in identified trains. As the matter is being accorded top priority by Railway Board, urgent and time-bound action may please be ensured.

Encl.: As above

SRINIVAS Digitally signed by
SRINIVAS PAMARTI
Date: 2026.05.22
16:22:43 +05'30'

(पी. श्रीनिवास/P.Srinivas)

मु. चलस्टॉक इंजी./कोचिंग/CRSE/Chg.

Chapter III
SCHEDULE OF RATES & QUANTITIES

REFORMED ONBOARD SERVICES (OBHS & LINEN)) TRAIN LIST & TOTAL JOURNEY HOURS																	
Sl. No	Train No.	Train Name	Service		Service Frequency	No. of trips in a week	No. of AC Coaches per Rake	No. of Reserved Coaches	No. of Un-reserved Coaches	Originating time at MAS	Reaching time at Destination	Running time of onward journey	Originating time at other end	Reaching time at MAS	Running time of return journey	Total Journey Time	Round off Journey hours
			From	To													
1	12269/70	DURO NTO EXP	MAS	NZM	FRI, MON	2	14	17	0	06:35	10:40 DAY 2	28 hrs 5 min	15:55	20:50 DAY 2	28 hrs 55 min	57.00	57
2	22611/12	NJP EXP	MAS	ADI	WED	1	10	16	5	10:45	03:30 DAY 3	40 hrs 45 min	22.05	14:05 DAY 3	40 hrs 00 min	80.45	81

REFORMED On-board Service (OBHS) Cleaning Frequency							
S.NO	Train No.	No. of AC coaches per trip	No. of Reserved Coaches per trip	No. of Un Reserved Coaches per trip	Journey hours per trip	No of Toilet Attentions Required per Round Trip	FLOOR CLEANING- NO OF TIMES PER ROUND TRIP
1	12269/70	14	17	0	57	28	8
2	22611/12	10	16	5	81	35	10

REFORMED ONBOARD SERVICES-OBHS-List of Trains and Total man hours														
S.NO	Train No.	No. of Reserved coaches per trip	No. of Unreserved coaches per trip	Total no of coaches	Journey hours per trip	No. of services per week	No of Work Stations	No of Janitors (1 for 3 coaches in UR, 1 for 2 Coaches In Reserved)	Total Man hour per trip(Janitor)	No of services per Two years	Total man hours per Two Years(Janitor)	No.o f EHK	Total EHK Hours per Trip	Total EHK hours per Two years
1	12269/70	17	0	17	57	2	8	8	456	209	95304	1	57	11913
2	22611/12	16	5	21	81	1	10	10	810	104	84240	1	81	8424
Total Man hour per Year											179544			20337

Functioning Onboard Housekeeping Service (OBHS) Total Staff									
S.NO	Train No.	No. of AC coaches per trip	No. of Reserved coaches per trip	No. of UR coaches per trip	No. of services per week	No.of Rakes	No of Janitor	Total no of Janitors	Total no of EHKs
1	12269	14	17	0	2	1	8	8	1
2	22611	10	16	5	1	1	10	10	1
Total								18	2

Man Power Cost-JANITOR	
Janitor(Unskilled) Minimum Wages Per Day	827
GST@18%	148.86
Total cost per Janitor per day with GST	975.86
Total cost per Janitor per hour(12 hours per day) with GST	81.32
Total Man Hours for Two Years	179544
Total Man Power cost for Two years incl GST@ 18%	14600518.08

Man Power Mandatory Compliance cost	
Janitor EPF, Bonus & Insurance per day	135.14
with GST @ 18%	159.46
Total No of Staff	18
Total EPF,Bonus & Insurance for 18 Staff-Two years inclusive of GST @ 18%	2095348.15

EPF@13% of 15000	65
ESI@3.25%	0.00
Bonus -8.33%	68.89
PMSBY-20/365	0.05
PMJJBY-436/365	1.19
Total	135.14

Service Charges @ 3.85% on Man Power Cost	562131.47
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Man Power Cost-EHK	
EHK(Skilled) Minimum Wages Per Day	1008
GST@18%	181.44
Total cost per EHK per day with GST	1189.44
Total cost per EHK per hour(12 hours per day) with GST	99.12
Total Man Hours for Two Years	20337.00
Total Man Power cost for Two year incl GST@ 18%	2015803.44

Man Power Mandatory Compliance cost	
Janitor/Supervisor EPF, Bonus & Insurance per day	150.21
with GST @ 18%	177.24
Total No of Staff	2
Total EPF,Bonus & Insurance for 2 Staff-Two years inclusive of GST @ 18%	258775.59

EPF@13% of 15000	65
ESI@3.25%	0
Bonus -8.33%	83.97
PMSBY-20/365	0.05
PMJJBY-436/365	1.19
Total	150.21

Service Charges @ 3.85% on Man Power Cost	77487.73
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OBHS Cleaning consumables Train no. 12269/70 (No. of trips 209)

A	Cleaning agents (for AC & Non-AC coaches)							
S. No.	Description	Brand/Make	Dilution ratio	Unit	no of attentions per trip	no. Of coaches	Average consumption per trip (in lts)	Total consumption for two years in lts
1	Cleaning compound for PVC floor, Rexine and wall panels @0.2Lt/cleaning/coach (Brand dilution-1:50=0.2/50=0.004)	R2/Spiral (Johnson Diversy) or Sigla neutral of Eco lab or Mokleen or RIO-38 or Guardisan Fresh of M/s Chela ltd, APC-F of M/s Haylide or Microgen Hygiene or Fresher all purpose cleaner ofM/s Livexpo.	1:50	Lts	28	17	1.90	397.10
2	Cleaning agent for commode pan and wall protector @0.12lt/cleaning/coach	Taski R1/Taski R6 (johnson diversy) or Sigla Neutral Eco Lab or harpic or Retoil or Domex or Guardisan Fresh of M/s Chela Ltd. or Sterix A Super of M/s haylide or Fresher Biokleen of M/s Livexpo	Direct	Lts	28	17	57.12	11938.08
3	Disinfectant fluid for cleaning toilets @0.2lt/cleaning/coach (Brand dilution-1:50=0.2/50=0.004)	R1/Stride (Johnson Diversy) or Equivalent brand of ECO Lab or Lizol or Guardisan Fresh of M/s Chela Ltd. UK or H3,H5,H6,H7&Supra of M/s Microgen Hygiene or Fresher Odour Terminator of M/s Livexpo	1:50	Lts	28	17	1.90	397.10

4	Mirror/window glass cleaner @0.2lt/cleaning/AC coach (Brand dilution-1:50=0.2/50=0.004)	Taski R3 (johnson diversy) or OC glass cleaner Eco Lab or Colin or Mokleen or Eurowash 1000 of M/s Chela Ltd. or Klean & Shine of M/s haylide Chemicals or Microgen Hygiene or Fresher glass cleaner of M/s Livexpo	1:50	Lts	6	17	0.41	85.69
5	Air freshner (for spraying in AC coaches) @0.05lt/cleaning/coach (Brand dilution-1:50=0.05/50=0.001)	Water based Taski R5 or Equivalant brands of Eco Lab or premium or Hazel or Obious or Air fresh of M/s Chela ltd or Freshex of M/s haylide Chemicals Or Fresher Envo Fresh of M/s Livexpo	1:50	Lts	6	14	0.08	16.72
6	Mosquito repellent spray @0.01lt per coach	Hit or Baygon or mortein	Direct	Lts	6	14	0.84	175.56
7	Deodrants Cake 50 gms/ round trip/coach	odonil or Air fresh of M/s Chela Ltd. UK		50gm	1	17	20.00	4180.00
8	Liquid soap 0.4 Lt per coach/day	Dettol/Lifebuoy/Palmolive/Fem for 1st AC coaches. Aquaguard/Henko for other AC coaches or suitable foam soap cartrige as per MDTs 209 or fresh hand wash Maximo of M/s Haylide Chemical or M/s Livexpo.		1 lit	3	17	20.40	4263.60
9	Toilet paper 20mts per round trip/coach	Johnson Diversy or Padumjee pulp or equivalent		20mt roll	2.00	17	40.00	8360.00

OBHS Cleaning consumables Train no. 22611/12 (No. of trips 104)								
A	Cleaning agents (for AC & Non-AC coaches)							
S. No.	Description	Brand/Make	Dilution ratio	Unit	Avg no of time to be attended	no. Of coaches	Average consumption per trip (in lts)	Total consumption for for two years
1	Cleaning compound for PVC floor, Rexine and wall panels @0.2Lt/cleaning/coach (Brand dilution-1:50=0.2/50=0.004)	R2/Spiral (Johnson Diversy) or Sigla neutral of Eco lab or Mokleen or RIO 38 or Guardisan Fresh of M/s Chela ltd. UK, APC-F of M/s Haylide Chemical Pvt. Ltd. Or fresher all purpose cleaner of M/s Livexpo	1:50	Lts	35	21	2.94	305.76
2	Cleaning agent for commode pan and wall protector @0.12lt/cleaning/coach	Taski R1/Taski R6 (johnson diversy) or Sigla Neutral of Eco Lab or harpic or Retoil or Domex or Guardisan Fresh of M/s Chela Ltd. UK or Sterix A Super of M/s haylide Chemicals Pvt. Ltd. Or fresher biokleen of M/s Livexpo	Direct	Lts	35	21	88.20	9172.80
3	Disinfectant fluid for cleaning toilets @0.2lt/cleaning/coach (Brand dilution-1:50=0.2/50=0.004)	R1/Stride (Johnson Diversy) or Equivalent brand of ECO Lab or Lizol or Guardisan Fresh of M/s Chela Ltd. UK or fresher odour terminator of M/s Livexpo	1:50	Lts	35	21	2.94	305.76

4	Mirror/window glass cleaner @0.2lt/cleaning/AC coach (Brand dilution-1:50=0.2/50=0.004)	Taski R3 (johnson diversity) or OC glass cleaner of Eco Lab or Colin or Mokleen or Eurowash 1000 of M/s Chela Ltd. UK or Klean & Shine of M/s haylide Chemicals Pvt. Ltd. Or fresher glass cleaner of M/s Livexpo	1:50	Lts	4	21	0.34	35.36
5	Air freshner (for spraying in AC coaches) @0.05lt/cleaning/coach (Brand dilution-1:50=0.05/50=0.001)	Water based Taski R5 or Equivalent brands of Eco Lab or premium or Hazel or Obious or Air fresh of M/s Chela ltd. UK or Freshex of M/s haylide Chemicals Pvt. Ltd. Or Fresher Envo fresh of M/s Livexpo	1:50	Lts	7	10	0.07	7.28
6	Mosquito repellent spray @0.01lt per coach	Hit or Baygon or mortein	Direct	Lts	7	10	0.70	72.80
7	Deodrants Cake 50 gms/ round trip/coach	odonil or Air fresh of M/s Chela Ltd. UK		50gm	1	21	20.00	2080.00
8	Liquid soap 0.4 Lt per coach/day	Dettol/Lifebuoy/Palmolive/Fem for 1st AC coaches. Aquaguard/Henko for other AC coaches or suitable foam soap cartridge as per MDTS 209 or fresh hand wash Maximo of M/s Haylide Chemical pvt. Ltd. Or M/s Livexpo		1 lit	4	21	33.60	3494.40
9	Toilet paper 20mts per round trip/coach	Johnson Diversity or Padumjee pulp or equivalent		20mt roll	2.00	21	40.00	4160.00

CONSUMABLE REQUIREMENT PER TWO YEARS								
	List of Materials to be used				Total requirement per two years	Rate per Ltr inclusive of GST	Total Amount	
S.No.		Unit	12269/70	22611/12				
1	Cleaning compound for PVC floor, Rexine and wall panels @0.2Lt/cleaning/coach (Brand dilution-1:50=0.2/50=0.004)	Lts	397.10	305.76	702.86	80	56228.8	F--7
2	Cleaning agent for commode pan and wall protector @0.12lt/cleaning/coach	Lts	11938.08	9172.80	21110.88	251.5	5309386.32	F-1
3	Disinfectant fluid for cleaning toilets @0.2lt/cleaning/coach (Brand dilution-1:50=0.2/50=0.004)	Lts	397.10	305.76	702.86	251.5	176769.29	F-1
4	Mirror/window glass cleaner @0.2lt/cleaning/AC coach (Brand dilution-1:50=0.2/50=0.004)	Lts	85.69	35.36	121.05	240	29052	F-219
5	Air freshner (for spraying in AC coaches) @0.05lt/cleaning/coach (Brand dilution-1:50=0.05/50=0.001)	Lts	16.72	7.28	24.00	98.4	2361.6	F-15
6	Mosquito repellent spray @0.01lt per coach	400ml	175.56	72.80	248.36	450	111762	F-17
7	Deodrants Cake 50 gms/ round trip/coach	50gm	4180.00	2080.00	6260.00	15	93900	F-23
8	Liquid soap 0.4 Lt per coach/day	1 lit	4263.60	3494.40	7758.00	300	2327400	F-28
9	Toilet paper 20mts per round trip/ coach	20mt roll	8360.00	4160.00	12520.00	25	313000	F-33
Total consumable cost incl. Of GST							8419860.01	

PPE cost-OBHS Staff							
S.No	Description	Qty/ head/ Annum	Unit	Rate/Unit in Rs.	No of staff	Total cost for 2 Years with GST @ 18 %	
1	T-Shirt & Trouser/Coverall with distinguishing logo	2	No.	900	20	72000.00	F-85
2	Cap	1	No.	144	20	5760.00	F-88
3	Hand gloves	12	Pair	180	20	86400.00	F-89
4	Shoe	2	Pair	800	20	64000.00	F-90
5	Face mask	12	No.	7	18	3024.00	F-91
6	Name badge and ID card	1	No.	140	20	5600.00	F-96
8	Torch	1	No.	275	2	1100.00	F-97
9	Whistle	1	No.	15	2	60.00	F-104
Total PPE cost per year with GST @ 18%						237944.00	

Sl no	Train No.	Total coaches	No of AC coaches	No of Work stations	No of Rakes	Total Work Stations	No of trips in two Years	Items												Tool organize r carri caddy one per year per work station (F-76)
								Tools Cost												
								-	-	-	-	-	-	-	-	-	-	-	-	
								Squeeze e brush's - aluminu m handle @ 1 per work station per month (F-221)	Squeeze e brush's - rubber blade @ 1 per work station per month (F-221)	Bottle with spray gun for storing and dispensin g cleaning chemical s @1 per work station per month (F-41)	Toilet commod e brush per @ 1 per work station per month (F-46)	Plastic bucket s 5 lit capacit y @ Two per work station, life-6 month s (F-54)	Window glass squeezee s one per work station per month (F-37)	Micro fibre cloth (Sanitor y paper) for minor @ one roll per rake per month for cleaning	Sponge duster for wash basin cleaning (one per work station and for 7 days/1wee k) (F-81)	Disposabl e bag for garbage collection (Green Color) (24 per coach per RT) (F-61)	Tool kit (Frp tools for minor plumbin g / carpentr y repair) lumpsu m for Four year (F-63)	Foot mats - Rubber - 4 per AC coache s per year (F-71)		
1	12269/70	17	14	8	1	8	209	192	192	192	192	64	192	24	832	85272	1	112	16	
2	22611/12	21	10	10	1	10	104	240	240	240	240	80	240	24	1040	52416	1	80	20	
Total quantity per Year								432	432	432	432	144	432	48	1872	137688	2	192	36	
Rate per unit Incl.GST @18%								20	20	30	71	32	40	28	15.1	6.54	2000	40	955	
Total								8640	8640	12960	30672	4608	17280	1344	28267.2	900479.52	4000	7680	34380	
Total cost for 2 years Incl.GST@18%								1058950.72												
Total cost incl. Of GST								1058951												

Miscellaneous activities for on-board services						
Sl no	Description	Unit	Qty per two years	Unit rate with GST @ 18 %	Rate per two years including 18 % GST	
1	Cost of Mobile tab in place of Feedback form@2 no's. Considering 2 years life SAMSUNG Tablet computer with 2 GB RAM and 32 GB internal storage 9096 with GST @18%	Lump sum/rake	2	9096	18192	F-117
2	Mobile phone recharge for OBHS executive (3000/year including GST@18%)	Per year /Phone	2	3000	12000	
3	OBHS stickers inside the coach indicating mobile number of the OBHS executive(AC=4, NAC=2,FACW=6) for 6 months rate=32.20	Per Stickers	496	17	8432	F-215
4	Cost for Biometric attendance system 3000 with GST @ 18% for one No. Per rake with 4G sim Card.Cosidering two years life	Lump sum/rake	2	26000	52000	F-129
5	Recharge for bio metric sim card.(3000/year including GST@18%)	Lump sum	2	3000	12000	F-137
Total Miscellaneous activities charges					102506.35	

S.NO	Train No.	No. of AC coaches per trip	No. of Non ac coaches per trip	No. of services per week	No.of Rakes	No of Staff (1 janitor for 2/3 coaches)	Total Janitors	no of EHK	No of stickers req for all rakes
	A	B	C	D	E	F	G	H	NOS
12	12269/70	14	3	2	1	8	8	1	62
14	22611/12	10	11	1	1	10	10	1	62
Total no of staff							18	2	124
Total no. Of stickers									496

Cost of Manpower for Linen distribution-12269&22611:															
S. No.	T.No.	Train name	No. of rakes	No. of AC coaches	Days of operation		Manpower required / train	No. of Hours/ round trip			Man-hours for round trip	No. of trips for 2 years	Total Man-hours for 2 years	Wage s/ Hour @ 12 hrs per day (wage s =918) Semi-skilled 'A' class	Total Wages for 2 years
								Journey time (onward+return)	Total time	in decimals					
									in hh:mm	in decimals					
1	12269/70	MAS-NZM	1	14	FRI,MON	2	14	57:00	57:00	57.00	798.00	209	166782	76.50	12,758,823.00
2	22611/12	MAS-NJP	1	10	WED	1	10	81:00	81:00	81.00	810.00	104	84240	76.50	6,444,360.00
Total cost for 2 years													251022		19,203,183
TOTAL COST FOR 2 YEARS INCLUDING GST @ 18%															22,659,755.94

EPF,BONUS,PMSBY,PMJJBY,SERVICE CHARGES FOR LINEN DISTRIBUTION STAFF								
S. No.	Train no.	Train name	No. of rakes	No. of AC Coaches per rake	Manpower required (1 person per 1 coach)	TOTAL MANPOWER REQUIRED	No. of trips per 2 years	Total Mandays for two years
1	12269/70	MAS-NZM	1	14	14	14	209	2926
2	22611/12	MAS-NJP	1	10	10	10	104	1040
Total			2			24		3966
	Cost of Man-hour, EPF & Bonus, PMSBY ,PMJJBY:							
	Category of labour			Semi-Skilled	Cost for 2 years			
	Minimum wages category			'A' class	-			
	Wages per Day			918	-			
	Wages per Hour (@ 12 hrs per day)			76.5	-			
	EPF @13% On 15000/-(Ceiling) per day			65				
	ESI @ 3.25% per day							
	Bonus per day			67.06				
	PMSBY&PMJJBY(20+436)/365			1.25				
	EPF @ 13% ,BONUS,PMSBY,PMJJBY			133.31	2335591.2			
	Total EPF @ 13% ,BONUS,PMSBY,PMJJBY incl. GST				2755997.62			
	Cost of Service Charges							
	Category of labour			Semi-Skilled	Cost for 2 years			
	Minimum wages category			'A' class	-			
	Wages per Day			918	-			
	Wages per Hour (@ 12 hrs per day)			76.5	-			
	Service Charges @ 3.85% per day			35.34				
	Service Charges			35.34	619156.8			
	Total service charge incl. GST				728795.64			

Cost of Uniform and Miscellaneous items: Linen Distribution -24 nos									
S. No.	Description					Quantity for two years	Unit	Unit Cost in ₹	Total cost in ₹ including GST
1	Provision of stickers @ 2 stickers per coach, once in 3 months (4 times per coach per year)					384	nos.	8	3072
2	Uniform (2 sets per head per year)					96	pairs	900	86400
3	Cap					48	nos.	144	6912
4	Badge with ID card					48	nos.	140	6720
5	Shoes (2 pairs per head per year)					96	pairs	800	76800
Total cost for 2 years including GST @ 18%									179904

S.NO	DESCRIPTION OF WORK	COST INCLUSIVE OF GST
1	OBHS JANITOR COST FOR 2 YEARS	14600518.32
2	JANITOR EPF, BONUS & INSURANCE COST FOR 2 YEARS	2095348.15
3	SERVICE CHARGES FOR JANITOR COST FOR 2 YEARS	562131.47
4	OBHS EHK COST FOR 2 YEARS	2015803.44
5	EHK EPF, BONUS & INSURANCE COST FOR 2 YEARS	258775.59
6	SERVICE CHARGES FOR EHK COST FOR 2 YEARS	77487.73
7	OBHS CONUMABLES COSR FOR 2 YEARS	8419860.01
8	OBHS TOOLS COST FOR 2 YEARS	1058951
9	OBHS PPE COST FOR 2 YEARS	237944.00
10	OBHS MISC COST FOR 2 YEARS	102506.35
11	DISTRIBUTION MAN POWER COST FOR 2 YEARS	22659755.94
12	DISTRIBUTION EPF, BONUS & INSURANCE COST FOR 2 YEARS	2755997.62
13	DISTRIBUTION SERVICE CHARGES COST FOR 2 YEARS	728795.64
14	DISTRIBUTION PPE COST FOR 2 YEARS	179904
TOTAL COST INCLUSIVE OF GST FOR 2 YEARS		55753779

SCHEDULES					
S.N O	DESCRIPTION OF THE WORK	UNIT	QUANTI TY	AMOUN T	BID CONDITION
1	OBHS JANITOR COST FOR TWO YEARS INCLUDING GST @ 18%	MAN- HOUR	179544	1460051 8.08	AT PAR
2	OBHS EHK COST FOR TWO YEARS INCLUDING GST @ 18%	MAN- HOUR	20337	2015803. 44	AT PAR
3	OBHS CONSUMABLES, TOOLS, PPE,MISCELANEOUS COST FOR TWO YEARS INCLUDING GST @ 18%	MAN- HOUR	179544	9819261. 36	BELOW/AT PAR/ABOVE
4	SERVICE CHARGES FOR JANITOR AND EHK FOR TWO YEARS INCLUDING GST @ 18%	MAN- HOUR	199881	639619.2 0	BELOW/AT PAR
5	LINEN DISTRIBUTION MAN POPWER COST FOR 2 YEARS INCLUDING GST @ 18%	MAN- HOUR	251022	2265975 5.94	AT PAR
6	LINEN DISTRIBUTION SERVICE CHARGES AND PPE COST FOR TWO YEARS INCLUDING GST @ 18%	MAN- HOUR	251022	908699.6 4	BELOW/AT PAR/ABOVE
7	EPF,BONUS AND INSURANCE OF JANITOR,EHK AND LINEN DISTRIBUTION STAFF FOR TWO YEARS INCLUDING GST @ 18%	LUMP SUM		5110121. 36	AT PAR
	TOTAL AMOUNT FOR TWO YEARS INCLUDING OF GST@18%			5575377 9.02	

- 1) Rate shall be quoted by the tenderer for the above work in online through IREPS portal only. Tenderers are requested to read the tender document carefully and visit the site before filling & submitting the tender document.
- 2) The bidder can quote 'AT PAR' only in Schedules 1,2,5&7
- 3) The bidder can quote 'Below/AT PAR/Above' in Schedules 3 & 6
- 4) The bidder can quote 'Below/AT PAR' in Schedule 4
- 5) The quantities shown in the above schedule are approximate and are as a guide to give the tenderer(s) an idea of quantum of work involved. The Railway reserves the right to increase/decrease and /or delete or include any of the quantities given above and no extra rate will be allowed on this account.

NOTE:

1. In case of quoted percentage having decimal places, only first two digits after decimal will be considered, without any rounding off for third and more digits.

2. The rates quoted in this schedule should be inclusive of all types of duties, taxes and levies applicable to this contract including GST. *Goods and Service Tax (GST) at prevailing rates, if applicable for this contract and paid for by the contractor, shall be reimbursed at actual to the contractor if the bill for payment is supported by documentary evidence/proof of the same without any interest.*
3. Income tax/TDS and other statutory deductions as applicable will be deducted from every monthly bill by Railways.
4. The rate tendered is for complete work in all respects. It will be deemed to include all plant, labour, supervision, materials, cleaning chemicals transport, including all leads, lifts, ascents, decants, crossing of Rly. tracks and any other observations etc. unloading, loading, handling, rehandling, taxes, octroi, royalty and compensation etc, all temporary works, erection maintenance, contractor's profit and establishment/over heads, together with all general risks, insurance liabilities and obligations set out or implied in the contract.
5. Contractor shall be required to pay to its employees roped in for services under the contract, based on category of minimum wages circulated by the Govt. Of India and deposit/disburse other statutory dues to respective agencies /employees.
6. The tenderer should offer all the materials for inspection before execution of work and inspection will be done by the authorized Railway representative.
7. Any Item / Items of the work should be done by the contractor as per the specification. However, for any modification / Alterations of the Items / Work as per site conditions / requirements should be done, as desired by the Railway representative.
8. The tenderers are advised to inspect the site before quoting for the tenders.

Name of the work:

Bid No.:

DECLARATION-1

I/We (**Name of the bidder**) hereby solemnly declare that I/We visited the sites of work personally and have made myself/ourselves fully conversant of the conditions therein and I/We have quoted my/our rates for various items in tender schedule taking into account all the above factors also.

I/We hereby solemnly declare that my/our firm (**Name of the bidder**) shall complete the awarded work within stipulated time.

I/We hereby solemnly also declare that my/our firm M/s. (**Name of the bidder**) must follow the compliance of related statutory laws like minimum wages act etc. Failing which, severe action may be initiated as per extant rules mentioned in the document/GCC.

I/We hereby solemnly also declare that my/our firm M/s. (**Name of the bidder**) have not imposed any penalty for violation of any labour laws failing which, severe action may be initiated as per extant rules mentioned in the document/GCC.

I/We hereby solemnly also declare that my/our firm M/s. (**Name of the bidder**) have not suffered bankruptcy/insolvency during last 5 years.

I/We M/s (**Name of the bidder**) declares that I/We am/are not blacklisted or debarred by railways or any other ministry/departments/PSU of Govt. of India from participation in tender on the date of inviting of bids, either in individual capacity or as a member of the partnership firm or JV in which he was/is of partner/member. Concealment/ wrong information in regard to above shall make the contract liable for determination under clause-7.4 of the General Condition of Contract.

I/We M/s (**Name of the bidder**) do declare that me or any of my constituents should be debarred from the subject tender at any stage of the work, if

- (i) Any previous contract, being executed me or any of my constituents had been terminated under clause no.7.4 of the General Conditions of Contract for Services in that Railway division, within the previous 2 years from date of submission of bids of this tender.
- (ii) In that Railway division, me or any of my constituents has been imposed a penalty equivalent to the maximum penalty that can be imposed under a previous contract, such a figure being specified, with in the previous 2 years from date of submission of bids. (Period of 2 years shall be reckoned from the date on which the total accrued amount of penalties has reached the maximum penalty that can be imposed under the contract, as specified by the Competent Authority).

I/We hereby declare that if declaration to this effect furnished as a part of this bid is found to be false, I/We understand that process for 'banning of businesses against me/us shall be initiated as per extant rules.

Date:

Place:

SEAL AND SIGNATURE OF THE TENDERER(S)

DECLARATION-2

ENGAGEMENT OF RETIRED/EXISTING RAILWAY EMPLOYEE

I hereby certify that no retired Employee/Engineer/Officer of the Railways has been engaged by me/our firm. I also certify that none of my relative is engaged in Railways.

If YES, Provide the details of Railway employee.

S.No.	Name of Employee	Department	Capacity in Rly	Relationship

Date:

Place:

SEAL AND SIGNATURE OF THE TENDERER(S)

NATIONAL ELECTRONIC FUNDS TRANSFER**MANDATE FORM**

1.	Name of City	
2.	Bank Code No	
3.	Bank's Name	
4.	Branch Address	
5.	Branch Telephone / FaxNo	
6.	Contractor's Account No	
7.	Type of Account	
8.	IFSC Code for NEFT	
9.	IFSC Code for RTGS	
10.	Contractor's Name as per Account	
11.	Telephone No. of Contractor	
12.	Contractor's E-mail ID	
13.	PAN No. to Income Tax Dept.	
14.	GST registration number	

I certify that the information furnished above is correct to the best of my knowledge and belief.

Confirmed by Bank:

Signature of Contractor(s) with Stamp & Address

Enclose a Copy of Cancelled Cheque

Tender Form (First Sheet)

Tender No.: _____

Name of the work: _____.

To
The President of India,
Acting through Senior Coaching Depot Officer
MAS, MAS Division,
Southern Railway -500 071.

Dear Sir,

1. I/We.....have read the various conditions to tender attached hereto and hereby agree to abide by the said conditions. I/We also agree to keep this Tender open for acceptance for a period of **60 days** from the date fixed for opening the same and in default thereof, I/We will be liable for forfeiture of my/our Earnest Money. I/We offer to do the work of "_____ "at the rates quoted in the attached schedule and hereby bind myself/ourselves to complete the work in all respects within the time period stipulated from the date of issue of letter of acceptance of the tender.
2. I/ We also hereby agree to abide by the General Conditions of Contract corrected with the latest printed/advance correction slips and to carry out the work according to the special conditions of contract and specifications of materials and works as laid down by Railway in the annexed Special Conditions / Specifications.
3. A sum of rupees as notified in the NIT and Tender booklet is herewith forwarded as Earnest money deposit. The full value of the earnest money shall stand forfeited without prejudice to any other rights or remedies in case my/our Tender is accepted and if:-
 - a) I/We do not execute the contract documents within **seven** days after receipt of notice issued by the Railway that such documents are ready; or
 - b) I/We do not commence the work within **Fifteen** days after receipt of offers to that effect.
4. I/We am/are a Micro and Small Enterprise registered from -----(body approved by Ministry of MSME) with registration No. and terminal validity up to..... for similar service contract.”
5. Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications as may be mutually agreed to between us and indicated in the letter of acceptance of my/our offer for this work.

Tenderer's Signature

Address:

Date:

**FORMAT FOR CONTRACT AGREEMENT
SOUTHERN RAILWAY**

Contract Agreement No.

dated...../...../2019

1. **Articles of agreement** made this.....day ofbetween the President of India acting through -----Southern Railway (herein-after called the 'RAILWAYS' which expression shall, unless the context does not so admit include his successors and assignees in the office) of the ONE PART and, (herein after called 'CONTRACTOR' which expression shall unless excluded by the context includes his heirs, executors, administrators, successors and assignees) of the OTHER PART.
2. Whereas the contractor has agreed with the Railways for the work of "_____"set forth in the schedule hereto annexed up on the General Conditions of contract and the specifications of the Southern Railway and the Special Conditions and Special Specifications, if any, and in conformity with the drawings here to annexed, if any, and whereas the performance of the said work is an act in which the public are interested.
3. Whereas the balance in the security deposit ₹.-----after adjustment of earnest money of ₹.----- originally paid by the contractor vide ----- drawn on ----- dated -----is at the instance of the contractor recovered at 10 percent of the value of the running bills till the amount of security deposit of ₹.----- is fully recovered.
4. Whereas the contractor has furnished PG in the form of ----- for ₹.----- (5% of Contract value) towards Performance Guarantee is valid upto ----- (valid up to the stipulated date of completion plus 60 days beyond that).
5. Now this indenture witnesses that in consideration of the payments to be made by the Railway the contractor will duly perform the said works in the said schedules set forth and shall execute the same with great promptness, care and accuracy in a workman like manner to the satisfaction of the Railway and will complete the same in accordance with the said specifications and said drawings and said conditions of contract on or before the -----and will observe, fulfil and keep all conditions here in mentioned (which shall be deemed and taken to be part of this contract as if the same has the fully set forth here in) an the Railway both here by agree that the contractor shall duly perform the said work in the manner aforesaid and observe and keep said terms and conditions. The Railway will pay or caused to be paid to the contractor for the said work on the final completion thereof. The amount due in respect at rate of ----- on the estimated value and total value of ₹. ----- (in words-----) specified in the schedule hereto annexured to the agreement of works.
6. It is hereby agreed and declared that all the provisions of the said specifications, conditions of contract which have been carefully read and understood by the contractor and schedule of rates, including the general instructions contained in page..... thereof shall be as binding up on the contractor and up on the Railway Administration as if the same has been repeated herein and shall be read as part of these presents.

Signature of the Contractor
Name & Address:

Signature of witness with addressed
to the contractor/firm :

1)

2)

Signature of the Officer:
Designation

For and on behalf of the President of India

Signature of the witness with address to the
Railways:

1)

2)

1.0 PROFORMA OF REVISED PERFORMANCE GURANTEE TO BE SUBMITTED BY CONTRACTORS AS PER NEW CLAUSE ADDED IN THE GENERAL CONDITIONS OF CONTRACT BY RAILWAY BOARD VIDE LETTER NO. Track/21/2007/0113/7/8/BG DT. 15.2.08

1. In consideration of the President of India (hereinafter called “the Government”) having agreed to exempt..... (Hereinafter called “the said contractor/s”) from the demand, under the terms and conditions of an Agreement dated Made betweenand.....for..... (Hereinafter called “the said Agreement), of security deposit for due fulfilment by the said contractor(s) of the terms and conditions contained in the said agreement, on production of a bank guarantee for ₹..... (Rupees.....only). We.....(indicate the name of the Bank) “Hereinafter referred to as “the Bank” at the request(Contractor(s) do’s hereby undertake to pay to the government an amount not exceeding ₹.....(in words ₹.....) against any loss or damage caused to or suffered or would be caused or suffered by the Government by reasons of any breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We,(name of the Bank) do hereby undertake to pay the amounts due to payable under this guarantee without any demur, merely on a demand from the government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reasons of breach by the said contractor(s) of any of the terms and conditions contained in the said Agreement or by reason of the contractor(s) failure the perform the said Agreement. Any such, demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹.....
3. We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suite or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The
4. payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.
5. We.....(name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that is shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till.....(Office/Department). Ministry of Certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said the contractor(s) and accordingly discharges this guarantee. Unless, a demand or claim under this guarantee is made on us in writing on or before the..... (Date) we shall be discharged from our liability under this agreement thereafter.
6. We.....(name of the bank) further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relived from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance act or omission on the part of the Government or any indulgence by the Government to the said contractor(s) or any such matter or things whatsoever which under the law relating to the sureties would, but for this provision, have effect of so relieving us.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/supplier(s).
8. We, (Name of the bank) lastly under take not to revoke this guarantee during its currency except the previous consent of the Government in writing.

Date: The Day of.....20____.For.....(bank)

[See rule 2(1)]
FORM A
FORMAT OF EMPLOYEE REGISTER
[Part-A: For all Establishment]

Name of the Establishment _____
LIN _____

Sl No	Employee Code	Name	Surname	Father's Name	Date of Birth*	Nationality	Education Level	Date of Joining	Designation
1	2	3	4	5	6	7	8	9	10
Category	Type of Employment	Mobile	UAN	PAN	ESIC IP	LWF	AADHAR	Present Address	Permanent Address
11	12	13	14	15	16	17	18	19	20
Service Book No	Date of Exit	Reason for Exit	Mark of Identification	Photo	Specimen Signature	Remarks			
21	22	23	24	25	26	27			

Note: In case the age is between 14 to 18 years, mention the nature of work, daily hours of work and Intervals of rest in the Remarks Column.

FORM B
FORMAT FOR WAGE REGISTER

Rate of Minimum Wages and since the date.....		
	Semi-Skilled	Un Skilled
Minimum Basic		
DA		
Overtime		

Name of the Establishment _____
LIN _____

Wage period from _____ To _____ (Monthly Rated)

Sl No in Employee register	Name	No of Days worked	Overtime hours worked	Basic	Spl. Basic	DA	Payments Overtime	HRA	Others	Total
1	2	3	4	5	6	7	8	9	10	11
Deductions PF	ESI C	Income Tax	Society	Insurance	Others	Recoveries	Total	Net Payment	Employer Share PF Welfare Fund	Receipt by Employee
12	13	14	15	16	17	18	19	20	21	22
Date of Payment	Remarks									
23	24									

FORM C**FORMAT OF REGISTER OF LOANS RECOVERIES**

Name of Establishment _____ LIN _____

Sl No in Employee register	Name	Recovery Type(Damage/loss/fine/advance/loans)	Particulars	Date of damage/Loss*	Amount	
1	2	3	4	5	6	
Whether show cause issued*	Explanation heard In presence of*	Number of Installments	First Month/year	Last Month/year	Date of complete Recovery	Remarks
7	8	9	10	11	12	13

*Applicable only in case of damage/loss/fine

FORM D**FORMAT OF ATTENDANCE REGISTER**

Name of Establishment _____ LIN _____

For the Period From To

Sl No in Employee register	Name	Place of Work*	Dates	1	2	3	4	5	6	...	31	No of Days worked	Summary No of hours worked
			IN										
			OUT										
1	2	3	4	5							6	7	

*Place of Work in case of Mines only (Underground/Opencast/Surface)

In case an employee is not present the following to be entered: (R for Rest/L for Paid Leave/A for absent/O for Weekly Off/C for Establishment Closed)

***** **END OF TENDER DOCUMENT** *****