



**INDIAN RAILWAYS  
THIRUVANANTHAPURAM DIVISION  
TENDER No: TVC-M-CT-ROBHS-LT-2621**

**Reformed On Board House Keeping Service (ROBHS) in nominated trains of Thiruvananthapuram (TVC) division of Southern Railway (SR) for a period of 2 years.**

**Schedule of works:**

1. ROBHS in nominated Thiruvananthapuram (TVC) Division-based trains
2. Linen distribution in nominated Thiruvananthapuram (TVC) Division-based trains.

By

**DIVISIONAL RAILWAY MANAGER (MECHANICAL)  
DIVISIONAL OFFICE  
SOUTHERN RAILWAY  
THYCAUD P.O.,  
THIRUVANANTHAPURAM  
KERALA. PIN: 695 014**

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## 1. INTRODUCTION

<b>Tender No. TVC-M-CT-ROBHS-LT-2621</b>
<b>Name of work:</b> Reformed on-board service consists of OBHS and linen distribution in identified trains of TVC division for a period of two years.
<b>Empanelled Firms:</b> <b>1.M/s SMC Integrated Facility Management Solutions Limited, New Delhi</b> <b>2.M/s Krystal Integrated Services Limited, Mumbai</b> <b>3.M/s BVG India Limited, New Delhi</b> <b>4.M/s Aroon Aviation Services Pvt Ltd, New Delhi</b>
Bidders will be able to submit their original/revised bids up to closing date and time only. Manual offers are not allowed against this tender, and any such manual offer received shall be ignored.
<b>As per Rly. Board letter No. 2017/EnHM/25/11 dated 16-11-2023, the quoted rates shall not be less than the minimum wage fixed/notified by the State Government/Central Government – where the service is performed and shall include all statutory obligations. However bids without any element of cost over and above such minimum wage (or below it) shall be treated as 'Nil' price quotation and would be rejected.</b>
The bidders are advised to quote the amount towards ESI, EPF and Bonus (Schedule No. 5) exactly as indicated in the tender schedule. Bidders shall neither increase nor decrease the value of Schedule No. 5. Any bid in which the value of Schedule No. 5 is altered shall be treated as non-responsive and summarily rejected. Payment towards ESI, EPF and Bonus shall be made on a reimbursement basis, subject to the production and verification of valid documentary evidence of actual remittance by the contractor.
At present, GST for this work is applicable at the rate of 18% only. Bidders shall not alter the GST rate. Any bid in which the GST rate is increased or decreased from the prescribed rate shall be treated as non-responsive and shall be summarily rejected. Payment of GST shall be regulated in accordance with the applicable statutory provisions and Railway guidelines in force from time to time.
<b>Commercial-Compliance</b>
MSEs registered with District Industries Centres, Khadi and Village Industries Commission, Khadi and Village Industries Board Coir Board, National Small Industries Corporation, Directorate of Handicraft and Handloom, any other body specified by Ministry of MSME or Startups as recognized by Department of Industrial Policy and promotion shall be supplied such tender document free of cost and eligible for exemption of payment of EMD on confirmation (Xerox copy) of their evidence to this effect.
Mandate form for NEFT to be filled by the tenderer and uploaded.
Rates offered shall be inclusive of all charges <b>excluding GST</b> . GST to be quoted in the schedule separately given for same. (GST will be dealt as per GST Rules and procedures).
<b>Technical-Compliance</b>
Upload the credentials of the tenderer as per the tender document
If any Tenderer proposes deviation in the Tender, such Tender shall not be considered.
The credentials to prove tenderer's previous experience, financial stability etc. shall be uploaded along with bid.
<b>Undertakings</b>
Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modification, as may be mutually agreed to between us and indicated in the letter of acceptance of my/our offer for this work.
I/we have visited the work site and I/WE am/are aware of the site conditions and scope of work.
I/WE also hereby agree to abide by the INDIAN RAILWAY GENERAL CONDITIONS OF CONTRACT FOR SERVICE-2018 with all correction slips up to date and to carry out the work according to special conditions of contract.
The amount as stipulated in tender document is herewith forwarded as earnest money. Full value of the earnest money shall stand forfeited without prejudice to any other right or remedies in case my/our tender is accepted and if I/WE do not execute the contract conditions as stipulated in performance guarantee clause of GCC and general instructions and if I/We do not commence the

work within fifteen days after receipt of orders to that effect
It is hereby certified that I/we have understood the instructions to tenderers and also the General & Special conditions of contract attached to the tender have thoroughly examined specifications, drawings quoted in schedule of requirements and are thoroughly aware of the nature of work required to be done and our offer is to execute the work strictly in accordance with the requirement and according to the terms of the tender. We agree to abide solely by the General and Special conditions of contract and other conditions of contracts and other conditions of the tender in accordance with the tender documents if the contract is awarded to us.
This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained therein and undertake myself/ourselves to abide by them.
I have read the scope of work and understood the work stipulated in scope of work and terms and condition of scope of work before submitting the offer.
<b>General instructions for guidance</b>
The tenderer is advised to read the scope of work and tender conditions and also visit the site of work before quoting the rates. No post tender correspondence will be entertained.
Consequent on implementation of GST with effect from 01.07.2017, outward supply of Goods and Services by Railways will attract GST as per the rates prescribed under various GST Acts and Rules 2017. All the input supply and input services will also attract GST for the supply of Goods and Services made with effect from 01.07.2017. All the suppliers and contractors may please ensure that GSTIN Number of the Company/Organization is quoted in all the Tenders, Contracts and bills submitted for payment. They shall also quote the relevant HSN Code for the Goods supplied and appropriate Service Code for the services rendered to Railways.
All the copies of annexures with the tender should be duly filled in by the tenderer and uploaded duly signed and stamped on each page
Minimum Wages Act at prevailing rate Central/State Govt. should be adhered, while quoting the rate. The payment of wages to the laborers should be through Bank. All the labour laws in force to be adhered to.
If a bidder participates as Joint Venture/Consortium, then the benefits as per public procurement policy for MSEs order-2012 such as EMD exemption, purchase preference etc. shall not be applicable to them.

## **2. SPECIAL CONDITIONS AND INSTRUCTIONS TO BIDDERS.**

### **Interpretation:**

These Instructions to Tenderers shall be read in conjunction with the Standard General Conditions of Contract for Service with latest correction slips which are referred to herein and shall be subject to modifications additions or suppression by Special Conditions of Contract and/or Special Specifications, if any, annexed to the Tender Forms. Agreement pertains to this work surpasses all other documents issued in connection with this work.

**2.1** Tenderer should quote the rate for each item exclusive of applicable rate of GST in the IREPS web site.

**2.2** It is the responsibility of the Tenderer to check any correction or any modifications published subsequently in the form of corrigendum in website and the same shall be taken into account while submitting the tender.

**2.3** The tender to go through the GCC & Tender document.

**2.4 EARNEST MONEY:** EMD shall be as per GCC services and the value of EMD to be submitted is as prescribed in the NIT in IREPS site. **As per the GCC services 2018, the EMD exemptions shall be applicable only to MSEs registered with District Industries Centres, Khadi and Village Industries Commission, Khadi and Village Industries Board Coir Board, National Small Industries Corporation, Directorate of Handicraft and Handloom, any other body specified by Ministry of MSME or Startups as recognized by Department of Industrial Policy and promotion.** Hence, only the above category of bidders are eligible for exemption of payment of EMD on confirmation (Xerox copy) of their evidence to this effect, which shall be uploaded along with the GEM bid.

**NB:** If a bidder participates as Joint Venture/Consortium, then the benefits as per public procurement policy for MSEs order-2012 such as EMD exemption, purchase preference etc. shall not be applicable to them.

### **2.5 PERFORMANCE GUARANTEE:**

**2.5.1** The Performance guarantee at a rate of 5 % of the contractual value shall be deposited by the successful tenderer. The successful tenderer shall have to submit a Performance guarantee (PG) value in 5 % of the contract value in four separate parts of 1.25 % each of the contract value, within 30 (Thirty) days from the date of issue of Letter of Acceptance (LOA). Extension of time for submission of PG beyond 30 (Thirty) days and up to the date of submission of PG from the date of issue of LOA may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for the delay beyond 30 (Thirty) days, i.e. from 31st day after the date of issue of LOA. In case the contractor fails to submit the requisite PG after 60 days from the date of issue of LOA, a notice shall be served to the contractor to deposit the PG immediately however not exceeding 90 days from 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 EMD and other dues, if any payable against that contract. The failed contractor shall be debarred from participating in re-tender for that work. In case 60<sup>th</sup> day is a bank holiday or office closure next working day should be considered as the last day for submission of the PGs. Decision of authority competent to sign the contract agreement would be final in case of any dispute.

The value of PG to be submitted by the, contractor will not change for variation up to 25 % (either increase or decrease). In case during the course of execution, value of the contract increases by more than 25 % of the original contract value, and additional Performance guarantee amounting to 5 % for the excess value over the original contract value shall be deposited in four equal parts by the contractor. On the

other hand, if the value of contract decreases by more than 25 % of the original contract value, Performance guarantee amounting to 5 % of the decrease in the contract value shall be returned to 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.

The applicable Performance Guarantee shall be calculated as per the revised value of the contract covering all variations up to the determination of the contract.

If the penalty imposed exceeds 50 % of the applicable maximum penalty (as per the revised value of the contract), a PG equivalent to 25 % of the applicable PG shall be forfeited. If the penalty imposed exceeds 75 % of the applicable maximum penalty, a PG equivalent to 50 % of the applicable PG shall be forfeited. The PGs shall be encashed after the completion of the contract.

The successful bidder shall submit the Performance Guarantees (PG) in any of the following forms, amounting to 5 % of the contract value-

- a) A deposit of cash;
- b) Irrevocable Bank Guarantee;
- c) Government Securities including State Loan Bonds at 5 % below the market value;
- d) 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;
- e) Guarantee Bonds executed or Deposits Receipts tendered by all Scheduled Banks;
- f) A Deposit in the Post Office Saving Bank;
- g) A Deposit in the National Savings Certificate;
- h) Twelve years National Defense Certificate;
- i) Ten years Defense Deposits;
- j) National Defense Bonds and
- k) Unit Trust Certificates at 5 % below market value or at the face value whichever is less.

**Note –1.** In case of Bank Guarantee, the issuing bank should confirm that it is on the SFMS (Structured Financial Messaging System) and should invariably send the advice of the bank Guarantee to the following bank details: -

IFSC CODE	SBIN000RAIL
IFSC TYPE	BRANCH
BANK NAME	STATE BANK OF INDIA
BRANCH NAME	RAIL
CITY NAME	NAVI MUMBAI
ADDRESS	SECTOR-11, CBD BELAPUR, NAVI MUMBAI
DISTRICT	NAVI MUMBAI
STATE	MAHARASHTRA
BG ENABLED	YES

**Note-2.** In case of FDR/TDR, the issuing bank shall certify and ensure compliance with the following conditions and to confirm the genuineness of the FDR/TDR.

- i. A lien has been marked in favour of the Senior Divisional Finance Manager, Southern Railway, Thiruvananthapuram–14 in the bank's records.
- ii. The bank shall ensure that the amount covered under the FDR/TDR shall not be released, credited to any account, or adjusted against any liability of the contractor without prior written submission of a Discharge Certificate issued by the Railway Administration, notwithstanding the maturity of the instrument or possession of the original receipt by any party.
- iii. The lien shall be duly recorded in the bank's ledger, both online and offline.

- iv. The FDR/TDR cannot be encashed, pledged or renewed without the express written consent of the designated Railway Officer.
- v. The FDR/TDR shall be issued only in the prescribed format and must be typed (not handwritten), incorporating the following such as: "Bank Name A/c [Contractor Name] (Lien to Senior Divisional Finance Manager, southern Railway, Thiruvananthapuram-14"

**Note-3.** The instruments as listed above will also be acceptable for Guarantees in case of Mobilization Advance.

- 2.5.2. The Performance Guarantees shall be submitted by the successful bidder after the Letter of Acceptance (LOA) has been issued, but before signing of the contract agreement. These PGs shall be initially valid up to the stipulated date of completion and maintenance period, if any, plus 60 days beyond that. In case, the time for completion of service gets extended, the contractor shall get the validity of PGs extended to cover such extended time for completion and maintenance period, if any of service plus 60 days.
- 2.5.3. The Performance Guarantee (PGs) shall be released after physical completion of the work/service delivery 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 Claims Certificate" from the contractor. In case any contract provides for warranty /maintenance clause then 25% of the Performance Guarantee would be retained till the warranty/ maintenance period is over and a certificate to that effect is issued by the Manager.
- 2.5.4. Whenever the contract is rescinded, the Performance Guarantees shall be encashed/ forfeited. The balance work or services for the same 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 bid which includes delivery of balance services 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 bid which includes delivery of balance services of failed contract in his/her individual capacity.
- 2.5.5. The 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-
  - a) Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Manager may claim the full amount of the Performance Guarantee.
  - b) 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 Manager.
  - c) The Contract being determined or rescinded under provision of the GCC, the Performance Guarantee shall be forfeited in full and shall be absolutely at the Disposal of the President of India.

## **2.6. SUBMISSION OF TENDER:**

- a) Tenders submitted without properly and fully complying with the tender requirements will be disqualified and will not be considered.
- b) The Tender shall be submitted in **SINGLE PACKET SYSTEM**. Financial offer to be submitted along with financial bid only.

**2.7. ARBITRATION:** As per GCC for Service-2018 (including all latest amendments).

**2.8. JURISDICTION OF COURT:** The Courts at Thiruvananthapuram shall have the exclusive jurisdiction to try all disputes arising out of this bid/agreement between the parties.

- 2.9. **ELIGIBILITY CONDITIONS:** Vide Southern Railway Headquarters letter No. M/EnHM/Empanelment dated 22.05.2026, it has been advised that this work shall be processed through a Special Limited Tender by inviting bids from the following four 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

Southern Railway has empanelled the above four firms based on the prescribed technical eligibility criteria. Only those firms empanelled by Southern Railway for this contract are eligible to participate in this tender. Therefore, evaluation of technical eligibility criteria is not required at the tender stage, as the participating firms have already been assessed and empanelled by the Railway.

## **2.10. BIDDERS CREDENTIAL:**

- 2.10.1. The bidder / each partner / member of the bidding firm shall be liable to legal actions apart from punitive actions, as decided by competent authority of Railways. In such an eventuality, the bid (bid) shall also be summarily rejected.
- 2.10.2. If the contract has already been awarded, or Letter of Acceptance (LOA) has been issued and any, the contract shall be terminated, irrespective of the stage of progress in execution of the work. In such an eventuality, Performance Guarantee (PG) and partial / full payments otherwise due to the contractor, in respect of the partial / full work executed by the contractor, shall be forfeited by the Railways.
- 2.10.3. Other punitive actions, like banning the bidder and partners / members of the bidding firm for future dealings with Indian Railways and / or the Government of India may also be taken by the Railway /Govt. of India authorities.

**Note: All relevant papers pertaining to the above credentials should be scanned and uploaded along with bid during the time of bid submission.**

## **2.11. FINANCIAL BID**

- 2.11.1. All technically acceptable tenders will be eligible for consideration of their financial bid/Proposals. Financial Bid of those Tenderers shall only be opened whose technical submittal is found compliance to the conditions stipulated in 3.9. The financial proposal shall be evaluated to determine the lowest tenderer / bidder.
- 2.11.2. **As per Rly. Board letter No. 2017/EnHM/25/11 dated 16-11-2023, quoted rate shall not be less than minimum wage, where the service is performed and shall include all statutory obligations. However, the bids without any element of cost over and above such minimum wage (or below it) shall be treated as 'nil price quotation' and would be rejected.**
- 2.11.3. The tenderer shall keep the offer open for a minimum period of 45 days from the date of opening of the tenders within which period the tenderer cannot withdraw his offer. Any contravention of the above condition will make the tenderer liable for forfeiture of his Earnest Money Deposit or action will be taken, subject to the period being extended further, if required by mutual agreement from time to time.
- 2.11.4. If the tenderer / tenderers deliberately gives/give 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.
- 2.11.5. The authority for the acceptance of the Bid will rest with the Railway. It shall not be obligatory on the said authority to accept the lowest Bid or any other Bid and no Bidders(s) shall demand any explanation for the cause of rejection of their Bid nor the Railway to assign reasons for declining to consider or reject any particular Bid/s

## **2.12. PAYMENT CLAUSE**



- 2.12.1. For the purpose of On-account payment, the contractor shall submit detailed activities carried out as per recorded in Measurement sheets, Abstract sheets along with recorded bill for the item actually executed for checking and payment. Payment will be effected based on unit rates as approved in the Financial Bid.
- 2.12.2. The contractor shall submit certified copies of vouchers showing quantity of cleaning agents, Machinery and tools and consumables brought to site for in-charge's record. If in any case it is found that the monthly consumption of Reagents / detergents / chemicals/ tools/equipments is less than the prescribed monthly consumption then deduction for lesser consumption shall be made.
- 2.12.3. The payment shall be made on a monthly basis for numbers of coach attended/days /Shifts worked in a month. At the end of the month, the contractor shall submit necessary documents & Bill in the standard format for payment, to concerned CDO/SSE(C&W) or nominated Railway representative along with the detail report.
- 2.12.4. Sr.DME/TVC is bill passing authority and Sr.DFM/TVC is bill paying authority.
- 2.12.5. The option of payment through LC is applicable for this tender in accordance with Railway board's letter no. 2018/CE-I/CT/9 dated 04.06.2016.
- 2.12.6. The payment of wages to the labourers shall be made only to their bank account.
- 2.12.7. The contractor shall deposit PF contributions for all its employees up to the wage ceiling limit of ₹15,000/- or as applicable. PF shall be calculated based on Minimum Wages, and wage splitting shall not be permitted.
- 2.12.8. While submitting the bill, copies of cash receipts/ acknowledgement from ESI and EPF authorities for having remitted the contribution towards EPF and ESI in favour of each labourer employed by the contractor shall also be submitted.
- 2.12.9. The contractors are required to upload details of LOA, engaged workmen, wage payment details, PF/ESI details, bonus details etc., on monthly basis in the website [www.shramikkalyan.indianrailways.gov.in](http://www.shramikkalyan.indianrailways.gov.in) and a copy of the detail shall be produced along with bill of each month.
- 2.12.10. All the contract employees shall have to be covered under PMJJBY, PMSBY & Antyodaya Shremik Suraksha Yojana (ASSY) by postal department as per extant rules.
- 2.12.11. Applicable Conservancy Cess charges will be deducted from the bill.
- 2.12.12. Documentary evidence/proof of payment of GST at prevailing rates, if applicable and paid by the contractor, shall be submitted by them. In case the bill for payment is not supported by documentary evidence/proof of having paid GST, then the GST shall be deducted at prevailing rate.
- 2.12.13. Penalties if any, taxes, levies, security deposits or any other amount payable by the contractor will be deducted from the bill at Divisional office and sent to Accounts for payment.
- 2.12.14. Delay in payment or non-payment of contractor's bill will not, in any circumstance, be accepted as an excuse for the failure to carry out the work as per terms and conditions of contract satisfactorily.
- 2.12.15. The contractor has to make payment as per the minimum wage described by central/State Government whichever is higher.

## **2.13. PAYMENT CALCULATION:**

**2.13.1.** The contractor shall submit certified copies of vouchers showing quantity of cleaning and consumables brought to site for in-charge's record.

**2.13.2.** If any activities not carried out as per the schedule of work, the proportionate amount will be deducted from the bill. If any work is carried out through other agency under the intimation to the contractor, the cost incurred on it will be deducted from the contractor's bill. In addition the applicable penalty will be levied as per provisions in the contract. **The payment shall be made on a monthly basis for numbers of coach hours worked in a month.** At the end of the month, the contractor shall submit necessary documents & Bill in the standard format for payment.

### **2.13.2.1. OBHS:**

- a) **Journey hour calculation: Journey hours will be scheduled departure to scheduled arrival of a train as per timetable excluding lie-over period at other end.**
- b) **Payment calculation:** (Eligible journey time (in hours) X Rate per coach per hour X Number of coaches covered under OBHS)
- c) The eligible payment for all the trains for all the services in a month shall be consolidated and added to decide the net payment for OBHS executed in a month.

### **3.13.2.2. Linen distribution:**

- a) **The journey hours shall be calculated from the scheduled departure time to the scheduled arrival time of the train as per the timetable, plus 2 hours for each round trip. The lie-over period at the destination/other end shall not be included in the calculation of journey hours.**
- b) **Payment calculation:** (Eligible journey time (in hours) X Rate per coach per hour X Number of coaches covered under linen distribution)
- c) The eligible payment for all the trains for all the services in a month shall be consolidated and added to decide the net payment for linen distribution executed in a month.

### **2.13.3. Payments will be made only after the production of following documents: -**

- a) Copy of bank ECS statement of wages and muster roll signed by contractor or his representative and counter signed by bill certifying Senior Section Engineer.
- b) Copy of Registration certificate with EPF code Number and similar documentary proof for ESI.
- c) Copies of cash receipts/ acknowledgement from ESI and EPF authorities for having remitted the contribution towards EPF and ESI in favour of each labourers employed by the contractor.
- d) Copy of cash receipts/acknowledgement from Commissioner of GST for having remitted amount towards monthly/quarterly payment of GST.
- e) All the terms & conditions of the bills for payments purpose should be strictly complied with in accordance with the guidelines, issued by the competent authority from time to time.
- f) Submission of b 2 b certificate/declaration.

**2.14. Tax deductions at source**

Tax deduction at source from each on-account progress bill shall be made by the employer as per the provisions of the statutes/acts of statutory bodies/local authorities etc.

**2.15. PRICE VARIATION:** PVC is applicable to this tender as per clause 5.7 "Price Variation Clause" of GCC services-2018 for category "Housekeeping Contracts".

**2.16. VARIATION IN QUANTITIES:** Railway reserves the right of variation in quantities of the contract as per 'General Conditions of Contract for Services' 2018.

**2.17. CHANGE OF SCOPE OF THE WORK:** During the course of the contract period if it is found that Southern Railway wants to change the scope of work, then the Contractor and Southern Railway may negotiate the revised scope of the work.

**2.18. CONSERVANCY CESS CHARGES:** conservancy cess charges are applicable as per extend rules.

**2.19.** The execution of work should be as per the schedule of rates given in the **"PRICE BID"**.

**2.20.** All labour laws and related obligations including, legal obligations, Labour law, Provisions of contract labour (Regulation and Abolition Act 1970/rule 1950, Minimum wages act 1948/rule 1950, Provision of EPF and miscellaneous provisions act 1952, Workmen compensation act, Maternity Benefit act 1961, The sexual Harassment of women at Work place, Safai Karamchhari Act 1993, Child labour Prohibition and Regulation act 1986,Apprentice act 1961, Medical fitness of labour, Police verification of labour employed by contractor, Mandatory compliance of government schemes etc. will be applicable for the tenderer as envisaged in Chapter VI of GCC of Services 2018 issued by Ministry of Railway.

**2.21. DEVIATION:** If any Tenderer proposes deviation in the Tender, such Tender may not be considered.

**2.22.** Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modification, as may be mutually agreed to between us and indicated in the letter of acceptance of my/our offer for this work.

**2.23.** Any dispute in this regard between Engineers representative and contractor will be decided by the Sr. DME/TVC

**2.24. CLEANING AND HOUSEKEEPING PERSONNEL:** The personnel deployed for the cleaning & housekeeping operations should be qualified and trained in the relevant work and have the knowledge of safety procedures. The Personnel deployed should be covered with all statutory requirements at the cost of the contractor. The payment to housekeeping staff be made through bank except in unavoidable circumstances. Details of payments duly certified by the bank to be submitted with next month's bill without which payment will not be released.

The personnel should be smartly dressed in neat and clean uniforms having firm's logo, the uniform and personal protection equipment (Shoes, helmet, gloves etc) should be provided free of cost by the contractor.

**2.25. ACCIDENTS:**

1. It shall be the sole responsibility of the contractor to adopt all the safety measures & deploy cleaning personnel who are adequately trained in safety.
2. If any accident occurs within the station due to cleaning & Housekeeping operations or due to negligence on the part of the contractor's personnel it shall be the full responsibility of the Contractor.
3. If any damage occurs to the structures/ material & equipment due to cleaning and housekeeping operations, the cost of damage will be recovered from the contractor's bill.
4. Contractor shall submit the indemnity bond such that the contractor's staff shall not claim of any type, payment, and employment etc. with employer. After completion of contract the contractor shall withdraw all of his staff from the site without any claim.

**2.26. REGISTERS TO BE MAINTAINED BY THE CONTRACTOR:**

- a) Registers of persons employed in Form-XIII.CL(R&A)CRules75Chapter-VII.
- b) Muster Roll Register in Form-XVI.CL(R&A)CRules78(a)(i)Chapter-VII.
- c) Wage Register in Form-XVII.CL(R&A)CRules78(a)(i)Chapter-VII.
- d) Deduction Register for Damage or Loss in Form-XX. CL(R&A)C Rules 78(a)(ii) Chapter-VII.
- e) Register of Fines in Form-XXI.CL(R&A)CRules78(a)(ii).
- f) Register of Advances in Form-XXII.CL(R&A)CRules78(a)(ii).
- g) Register of Overtime in Form-XXIII.CL(R&A)CRules78(a)(ii).
- h) Private cash declaration registers for on board staff.
- i) Inspection register.
- j) Any other registers suggested by Railway for proper execution of work.

**2.26.1. Following documents to be available with the onboard staff:**

- a) ID card
- b) Travelling authority
- c) Trip card
- d) Chemical list
- e) Tool list
- f) Private cash declaration register
- g) Complaint register
- h) Complaint register
- i) Minor repair register
- j) Lost & found register
- k) Feedback forms
- l) OBHS stickers
- m) Nominated watering station list
- n) Nominated garbage disposal list
- o) Coach nomination list for OBHS staff

2.27. Other conditions specified in the OBHS guidelines vide Railway Board letter No.2006/M(C)/165/9 dated 17/02/2016 is applicable.

2.28. Necessary stickers intended to enhance passenger awareness regarding cleaning-related complaints shall be pasted by the contractor as advised by the concerned CDOs. The type, design, and number of stickers to be provided and displayed shall be decided and advised by the concerned CDOs.

2.29. SSE/C&W or his nominated representative will conduct 100% test checks and certify the work carried out by the contractor. 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.

**2.30. All other conditions are as per GCC for Service 2018** (including all latest correction slips as on date of publishing the bid). Refer to RB website for latest correction slips.

### **3. SCOPE OF reformed on-board services**

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

#### **1.0 Scope of work for Onboard 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 washbasins 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 washbasins 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 bag 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 Toilet/washbasin 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 repair. 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. In addition to the above, the on-board staff (Janitors and EHK) shall upload geo-tagged and time-stamped before-and-after cleaning photographs through the application provided by the contractor for this purpose.
- 1.19. 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.
- 1.20. 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.
- 1.21. 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.
- 1.22. 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.
- 1.23. OBHS staff shall carry 20 Nos of Glue pad and 20 Nos of Roach trap glue board pad in every trip and same to be used if required during the journey.

## **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. Missing of used bedlinen 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. RailMadad 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 Scope of works for Centralised Monitoring Services.**

1. The service provider shall develop or deploy an application for monitoring and assigning tasks related to on-board services. The nominated Railway supervisor/staff to be provided access to the application for monitoring.
2. The service provider shall establish control rooms on a 24×7 basis to monitor performance and communicate real-time instructions/messages to on-board teams.
3. There is no need to establish control rooms at the depot level. A centralized control room shall be sufficient. However, separate contact numbers shall be provided for individual depots.
4. The on-board staff (Janitors and EHK) shall upload geo-tagged and time-stamped before and-after cleaning photographs, and the Control Room Staff/Railway staff shall carry out evidence-based monitoring based on predefined benchmarks.
5. The service provider shall develop AI-based tools to assess the adequacy of cleaning based on photographs and predefined benchmarks.
6. The Control Room Operators are also responsible for monitoring RailMadad complaints round the clock and coordinating with the onboard staff on board to address complaints promptly, even during night-time.

#### **5.0 General scope for Reformed Onboard Services**

5.1. 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.

5.2 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 coverall, 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 coverall.

5.3 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”.

5.4 All onboard staff shall be registered with a verified mobile number, enabling tracking, task assignment and communication.

5.5 All onboard staff shall behave courteously and maintain proper conduct with passengers.

5.6 All onboard staff shall neither demand nor accept any tips from passengers.

5.7 All onboard staff shall not be under the influence of alcohol or intoxicants and shall refrain from smoking or chewing pan while on duty.

5.8 All onboard staff shall maintain personal hygiene and cleanliness at all times.

5.9 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.

5.10 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.

5.11 Training shall cover:

- (i) Cleaning standards and use of specialized materials and equipment.
- (ii) Hygiene, waste handling and safety protocols.
- (iii) Courteous behavior and passenger interaction.
- (iv) Basic first aid and emergency response.
- (v) Minor repairs and troubleshooting for common issues in coaches.

5.12 All staff deployed shall have mandatory police verification clearance prior to deployment.

5.13 The on-board staff shall declare the cash in their possession prior to the commencement of the journey.

5.14 All onboard staff shall carry at least 1 spare set of uniform while on duty.

**6.0 The Penalty Clauses for re-formed onboard services are given below:**

**6.1 Penalty for OBHS**

- 6.1.1 For less deployment of Janitor during the journey, a penalty of 1000/- per Janitor will be imposed.
- 6.1.2 Penalty of 1000 will be imposed if any of the staff failed to record attendance at other end station
- 6.1.3 If the contractor fails to maintain the buffer stock of Consumables (10 days stock) at any point of time during inspection, a penalty of Rs.2000/- per occasion to be imposed.
- 6.1.4 Penalty of Rs. 100/- per person will be levied for the staff having improper uniform.
- 6.1.5 In case of adverse remark on cleaning quantity during inspection by Railway officials the contractor will be liable for a penalty of minimum Rs 1000/- and maximum upto Rs. 10,000/-.
- 6.1.6 In case of any RailMadad complaint, a penalty of Rs. 200 per complaint shall be imposed. If the complaint escalates to SLA-1, a penalty of Rs. 1,000 per complaint shall be imposed. However, no penalty shall be imposed for service requests raised by passengers. The Railway reserves the right to classify RailMadad entries as complaints or service requests.
- 6.1.7 If any OBHS staff found throwing of garbage from running trains in tracks a penalty of Rs. 20,000 per instance to be imposed.
- 6.1.8 A penalty of up to Rs. 1,000 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.
- 6.1.9 Penalty for misuse of allotted berth by contractor staff following penalty system will be followed:-
  - a. Rs 10,000/- fine for first offences.
  - b. Rs 20,000/- fine for second offence with escalating fine of Rs 50,000/- 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 Rs. 400/- per instance will be deducted.

## **6.2 Penalty for Linen Distribution**

- 6.2.1 Cost of missing linen items shall be recovered from the contractor.
- 6.2.2 Passenger complaints on bedroll supply, Rs. 2,000 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.
- 6.2.3 Delay in unloading/loading of linen leading to late start of train: Rs. 3,000 per occasion, in case of train delay, shall be imposed as penalty.
- 6.2.4 Rs. 1,000 per short deployment per trip shall be imposed as penalty, and no payment shall be made for the corresponding workstation for the staff shortage.
- 6.2.5 Unhygienic handling of bedrolls: Up to Rs. 5,000 per occasion shall be imposed as penalty.
- 6.2.6 Penalty of Rs. 100/- per person will be levied for the staff having improper uniform.
- 6.2.7 Poor passenger feedback a penalty of Rs. 200/- per feedback shall be imposed.

## **6.3 Penalty for Coach Monitoring & Support Services and Centralised Monitoring Services.**

- 6.3.1 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 Rs. 2,000 per trip shall be imposed.

6.3.2 If the contractor fails to provide Centralised Monitoring Services on any day as per the scope specified in Para 4.0, a penalty of Rs. 2,000 per occasion shall be imposed, and no payment shall be made.

#### **6.4 General Penalty**

6.4.1 If the contractor is found deploying staff without adequate training, a penalty of Rs. 2,000 per instance shall be imposed.

6.4.2 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 Rs. 3,000 per staff per instance shall be imposed on the contractor.

6.4.3 If any on-board staff is found in an intoxicated condition, a penalty of Rs. 5,000 per staff per instance shall be imposed, and the concerned staff shall be debarred from further deployment under the contract.

6.4.4 Sr. DME reserves the right to impose a penalty of up to Rs. 5,000 in case any irregularities are noticed.

#### **7. Schedule of Payment**

##### **7.1 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.

<b>S. No.</b>	<b>Key performance area</b>	<b>Weightage (%)</b>
1	Cleanliness Record (Cf)	20
2	Quantity of consumables & equipment (Qf)	10
3	Passenger feedback form (Ff)	25
4	En-route attendance factor (Af)	20
5	Cleaning at Terminating station (Tf)	15
6	Enroute Garbage disposal factor (Df)	10

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

<b>S. No.</b>	<b>Over all rating (OR)</b>	<b>Payment factor</b>
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.

Final Payment to the Trip = Rate per Trip \* GF \* PF

The rate per round trip shall be the aggregate of the agreed rates for all scheduled activities, calculated on the basis of the total journey hours of the round trip.

## **Methodology of calculating the key performance area as given below.**

### **7.1.1 Cleanliness Record factor (Cf)**

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.

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

Cleanliness quality ranges from 0 to 1.

### **7.1.2 Quantity of consumables and equipment factor (Qf)**

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.

S. No.	Type of equipment/consumable	Qty. required	Qty. supplied	Scor

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'.

$Qf = \text{Total score obtained} / \text{Maximum score}$

### **7.1.3 Passenger feedback form factor (Ff)**

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.

$Ff = \text{Marks obtained in feedback form} / \text{Max Marks in the feedback form}$

### **7.1.4 En-route attendance factor (Af)**

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.

$Af = \text{Number of points attendances marked} / \text{Total nominated points}$

### **7.1.5 Cleaning at terminating station factor (Tf)**

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.

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

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

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

#### 7.1.6 En-route Garbage disposal factor (Df)

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.

Df = No. of stations garbage disposed/ Total nominated Garbage disposal stations

#### 7.1.7 Calculation of score obtained by contractor

Overall Rating (OR) =  $20 * Cf + 10 * Qf + 25 * Ff + 20 * Af + 15 * Tf + 10 Df$

#### 7.1.8 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 = Total Janitor actually deployed / Total Janitor required for round trip

#### 7.2 Payment for Linen distribution

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

#### 7.3 Payment for Coach Monitoring & Support Services

No separate payment will be made for this activity.

#### 7.4 Payment for Coach Monitoring & Support Services

Payment for Centralised Monitoring Services will be day basis.

#### **4. SPECIFICATION**

##### **1.1 Deployment of Min. No. Personnel for the Cleaning & Housekeeping**

The numbers mentioned are for general guidance. Railways have the right to revise the requirement during any emergency.

##### **A. OBHS**

S. No.	Train No.	From-To	Frequency of service in a week	Total round trip hours	No. of reserved coaches for OBHS	No. of staff required for reserved coaches	No. of un reserved coaches for OBHS	No. of staff required for un reserved coaches	Total staff required including EHK
1	16317/18	CAPE-SVDK	1	140	13	6	6	2	9
2	12643/44	TVC-NZM	1	102.33	15	7	6	2	10
3	16312/11	TVC-SGNR	1	111.50	15	7	6	2	10

##### **B. Linen distribution**

S. No.	Train No.	From- To	No. of AC coaches for linen distribution	Eligible round trip hours	Frequency of service in a week	No. of staff to be deployed per rake
1	16317/18	CAPE-SVDK	7	142	1	7
2	12643/44	TVC-NZM	9	104.33	1	9
3	16312/11	TVC-SGNR	9	113.50	1	9
Note: The round-trip hours given above are only for guidance. Journey hours will be scheduled departure to scheduled arrival of a train as per timetable excluding lie-over period at other end. For linen distribution additional two hours are included for preparatory work as per Railway Board guidelines.						

The contractor has to deployed one supervisor to co-ordinate all the work under this tender.

Staff required for this tender per day is **55 nos. (Approx.)**

**The above indications are only for guidance. The contractor has to ensure the availability of rest givers also. The contractor has to deploy additional manpower as and when required to meet any additional demand of operation / maintenance of trains. The List of trains is indicative and railway at its discretion may advice to operate OBHS/Linen distribution in trains not listed above. The railways reserve the right to cancel OBHS/Linen distribution depending upon the need and decision in this regards shall be final and binding upon the contractor, no claims shall be admissible in this regards.**

##### **NOTE:-**

- No Deviation in the Deployment of minimum number of personnel for cleaning and housekeeping works shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be rejected.
- The minimum numbers of personnel as mentioned above are required to be deployed on a daily basis in various shifts of the day as specified in this Tender.
- The minimum number of personnel required to be deployed (i.e. Housekeeper) have to be physically deployed on every day basis and therefore any personnel

required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the contractor as per the Statutory norms or rules etc. as applicable.

- d) The CVs of the Managers & Supervisors are to be submitted at office of concerned CDOs.
- e) The personnel should be smartly dressed in neat and clean uniforms having the firm's logo.
- f) The uniforms and Personal Protective Equipment (eg. Shoes, helmet, gloves etc.) should be provided free of cost by the Tenderer/contractors.
- g) Managers and Supervisors should be well trained in mechanized cleaning practices

#### 1.1.1 Work station for OBHS:

The deployment of janitors to be followed is given below.

One workstation shall be attended by one Janitor. Each workstation shall generally cover OBHS activities in 2 reserved coaches or 3 unreserved coaches. In addition, the contractor shall deploy one EHK (Supervisor) in every train. The deployment of workstations in trains shall be as detailed below

Number of OBHS nominated coaches	Reserved coaches																					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Number of work station	1	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9	10	10	11

Number of OBHS nominated coaches	Un reserved coaches																					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Number of work station	1	1	1	1	2	2	2	3	3	3	4	4	4	5	5	5	6	6	6	7	7	7
EHK (Skilled)	1 for every train																					

#### 1.1.2. Work station for linen distribution:

The deployment of linen distribution staff to be followed is given below:

One workstation shall be attended by one linen distribution staff. Each workstation shall generally cover linen distribution activities in One AC coach.

#### 2.1. Details Of Tools To Be Deployed At Each Rake/Each Day

OBHS		
SL	Item description	Qty. required per work station
1	Super absorbent floor moper: with 100 to 150 cms long wooden handle and a cloth based swivel head mop system for quick manoeuvring	1
2	Squeeze Brush, 140 to 150 cms long aluminium handle with stiff polypropylene bristles for and foam rubber blade for two in one scrubbing and drying action.	1
3	Bottle with spray gun of 500 ml capacity for storing and dispensing of cleaning chemicals	1
4	Toilet Commode Brush	1

5	Upholstery cleaning brush	1
6	Plastic bucket/absaned basket 10 litres	2
7	Window glass squeeze with stainless steel handle preferably of 10 inch length with durable rubber blade of size 45 cms	1
8	Micro Fiber cloth for mirror cleaning	1
9	Wash basin brush for wash basin cleaning	1
10	Disposable bags for garbage collection (Green colour)	4 Nos. per day per coach
11	Tool kit (light weight tool kit made of FRP consists of "Tool kit containing following items, 1) Pipe wrench 450mm 2) screw drivers (8" & 10") 3) Ball pin hammer 4) Spanner sets 5) hack saw with blade-12" 6) Cutting player 7) steel rule 8) punch 9) LED torch light".)	1 tool kit per train
12	Foot Mat**	2 per coach (Only for AC coaches)
13	Rag picker	1 per work station
14	Glue pad	4Nos./train (To be used on need basis)
15	Disposable bags for toilet dust bins (small size).	8 Nos per coach per day (If required contractor shall be asked to provide more and the same shall be complied without any delay and at no additional cost.)

\*\*Foot mat made \*\*of rubber having bristles to soak water shall be provided and shall be replaced as & when required. Size-150x65cm,

**Note:-**

\*\*Foot mat made of rubber having bristles to soak water shall be provided and shall be replaced as & when required .Size-150x65cm, thickness 18mm approximately

1. The list of Chemicals/Reagents is indicative and prices have been estimated accordingly. In the unlikely event of non-availability of these chemicals/reagents alternative or equivalent chemicals may be used with prior approval of RAILWAY ADMINISTRATION. Tenderers have to submit detailed list of alternative or equivalent chemical/reagents with material safety data sheets for approval by RAILWAY ADMINISTRATION duly indicating the application of such chemical/reagents and their price implications. All chemicals should be procured from authorized dealer/distributor of the company.
2. It is preferred to put chemicals in dispenser fixed at station in Housekeeping room.
3. The quantity mentioned in table is based on requirement of Taski-Diversey Chemicals. The equivalent amount may be provided as per manufacturer's specification where chemicals other than Taski-Diversey brand is provided.



## 2.2. List Of Specified Chemicals And Other Consumables To Be Used In Cleaning Activity

### Consumables for OBHS

Sl.	Name of Chemical	Approved brands /Specification	Quantity
1	PVC Floor Rexine and wall panels	R2/Spiral (Johnson Diversey) or Sigla Neutral of Eco Lab or Mokleen or RIO 38 or Guardisan Fresh of M/s Chela or APC F of Haylide, Fresher Neutral Floor cleaner or any other approved item by Railways.	100 ml per coach/day
2	Ceramic & Stainless steel Toilet fittings Cleaning agent	Taski R1/Taski R 6 (Johnson Diversey) or Sigla Neutral of Eco Lab or Harpic or Retoil or Domex or Guardisan Fresh of M/s Chela or Sterix A Super of Haylide or Fresher Biokleen or any other approved item by Railways.	70 ml per coach /day
3	Glass Cleaning agent	Taski R3 (Johnson Diversey) or OC Glass cleaner of Eco Lab or Collin or Mokleen or Eurowash 1000 of M/s Chela or Klean& Shine of Haylide or Fresher glass cleaner or any other approved item by railways.	20 ml per coach /day
4	Disinfectants	R1/Stride (Johnson Diversey) or Equivalent brand of Eco Lab or Guardisan Fresh of M/s Chela or Fresher Odour Terminator or any other approved item by Railways.	50 ml concentrate per coach /day
5	Air Freshener	Water based Taski R5 or equivalent brands of Eco Lab or Premium or Hazel or Obious or Air Fresh of Chela or Freshex of Haylide or any water based reputed or Fresher envirofresh or any other approved item by Railways.	20 ml per coach /day
6	Cleaning agent for removing old labels, stickers, glue marks etc.-	Erazel Gel / Plus of Chela or StainexG / SC of Haylide or fresher make or other Brand as approved by Railway	20 ml
7	Mosquito repellent Spray	Hit /Baygon/ Mortein or fresher or similar brand approved by Railway	1000ml /round trip /train
8	Liquid soap ( Liquid soap container shall be filled to full capacity before/during journey as and where basis . Quantity required for OBHS is to top up after consumption during journey	Lifebuoy/ Dettol / Palmolive /Fem / Fresh Hands LQ ELQ, Perl of Haylide Aquagold/ Henko or fresher make or Suitable foam soap cartridge as per MDTs 209 or any other approved item by Railways.	2400 ml/ Coach (@ 200ml/toilet & 200ml each for out wash basins / journey) to be supplied for both to and fro trips. (Wherever provision is available)

9	"Tissue paper for western toilets.	Spec- two ply of 34 GSM white colour about 25 mtrs each ply of approx 10 cm wide should have about 200 pulls) Johnson Diversey or Padumjee Pulp or any other approved item by Railways.	02 roll per western toilet per trip (Tissue paper rolls shall be provided in all western style toilets where the provision for fixing a tissue paper roll holder is available.)
10	Deodorant stick / cake for each toilet	Odonil or Air fresh of M/s Chela or suitable brand approved by Railway	To last for trip
11	Personal Commode Seat Cover	Suitable make and specification as approved by Railways	To be supplied to AC passengers on demand.

**Note:** Any other chemicals which is to be used by the contractor to attend passenger complaints as advised by Railway supervisor.

**Note:** Equipment, tools, consumables etc and Multipurpose cleaning chemical if available in market and approved by Railway shall be as per OBHS Resource specification in proportionate quantity.

*10 days buffer stock should be maintained by the contractor without any lapse. If the prescribed stock is not available at any point of time a penalty will be imposed as per relevant Clause of SCC.*

**If any of the above-mentioned chemicals are not available in the market or banned by Central/State Governments or by authorized agencies, suitable approved chemicals can be used with prior approval of competent authority.**

**Note:-**

1. The list of Chemicals/Reagents is indicative and prices have been estimated accordingly. In the unlikely event of non-availability of these chemicals/reagents alternative or equivalent chemicals may be used with prior approval of RAILWAY ADMINISTRATION. Tenderers have to submit detailed list of alternative or equivalent chemical/reagents with material safety data sheets for approval by RAILWAY ADMINISTRATION duly indicating the application of such chemical/reagents and their price implications. All chemicals should be procured from authorized dealer/distributor of the company.
2. It is preferred to put chemicals in dispenser fixed at station in Housekeeping room.
3. The quantity mentioned in table is based on requirement of Taski-Diversey Chemicals. The equivalent amount may be provided as per manufacturer's specification where chemicals other than Taski-Diversey brand is provided.

Stamp & signature of Tenderer

## 5. ANNEXURES

### Annexure-A

**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 extent rules.

**Date:**

**Place:**

**SEAL AND SIGNATURE OF THE TENDERER(S)**

**MANDATE TO BE SUBMITTED BY CONTRACTOR FOR UPLOADING OF INFORMATION  
REGARDING BILLS AND FOR PAYMENT THROUGH EFT/RTGS  
ELECTRONIC FUND TRANSFER MANDATE FORM**

Name of the Contractor	
Address of the contractor	
City	
State	
Pin code	
Phone Number	
E-mail id	
PAN No.	
Bank Account Number	
Bank account type	
Bank name	
Branch	
Bank address	
Branch code	
MICR code of the branch	
IFSC number of the branch	

(In lieu of the Bank certificate to be obtained as under, please attach a Bank cancelled cheque or photocopy of a cheque or front page of your savings pass Book issued by your Bank for verification of the above particulars).

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge the responsibility expected of me as a participant under.

Date:

Signature of the contractor

**THE ANNEXURES TO BE USED DURING THE EXECUTION OF WORK.****Annexure-C****POLICE VERIFICATION**

PHOTO  
(of applicant,  
signed by  
Contractor)

Sl.No	Particulars
1	Full Name with Aliases
2	Parent's Name
3	Nationality
4	Present Address in full with Police Station and District.
5	Period of Residence
6	Home/ Permanent Address in full with Police Station and District.
7	Address with Police Stations and Districts where the applicant has resided continuously for more than 6 months in the past 5 years.
8	Aadhaar Number*
9	The Applicant has been involved in a criminal case as accused (Yes/No), If yes then details.
10	The applicant has been arrested in connection with a criminal case (Yes/No), If yes then details.
11	The applicant has been convicted for a criminal offence (Yes/No), , If yes then details.

Optional

**Declaration (by applicant):** I certify that the following information is correct and complete to the best of my knowledge and belief.

Countersigned by:	Signature of Applicant
	Date Place
Contracting Railway Supervisor	
Date Place	

**Police Certificate:**

The details as stated above are correct and the above person does not have any criminal or any case registered or pending against him in any court of law as per official records available.

Signature of Applicant  
Date:  
Place:

Counter Signature of Authorized  
Signatory with Stamp

**Annexure -D**

**PROCEDURE FOR CONDUCTING POLICE VERIFICATION OF CONTRACTUAL STAFF**

1. The process will start at least 45 days before engagement of the concerned staff as contractual staff for Railways.
2. The form as per format enclosed (Annexure-D) may be got filled up by the contracting department and copies may be sent at least 30 days in advance of engagement to:
  - (i) The Superintendent of Police (SP) having jurisdiction over the permanent residence of the concerned staff.
  - (ii) The Superintendent of Police having jurisdiction over the place where the concerned staff has resided for more than 6 months in last 5 years.
  - (iii) The Sr. DSCs / DSCs, RPF having jurisdiction over (i) and (ii).
  - (iv) The Sr. DSC / DSC having jurisdiction over the place where the person is to be engaged. In case of On Board Staff, the Sr.DSC/DSC having jurisdiction over the primary maintenance depot of the train.
3. Sr. DSCs / DSCs mentioned in (iii) will co-ordinate with SPs concerned and get the police verification done as soon as possible and send back the soft copy of the police verification to Sr. DSCs/DSCs mentioned in (iv) who will keep it as record and also share it with the contracting officer.
4. The hard copy of the police verification will be got sent to the contracting officer of the Railway by the SP concerned.
5. If the police verification does not come on or before the date of engagement, the staff concerned will be engaged for one month on provisional basis. If the police verification is not received during the provisional period, he will have to be relieved from Railway duty and will be re-engaged only when the police verification is received and he is found clear from criminal cases.
6. Receipt of police verification certificate from his permanent residence or any of the places of his last residence will be treated as receipt.

**Annexure -E****IDENTITY CARD**

Identity card No. : .....  
 Date of issue : .....  
 Valid up to : .....  
 Contract Agreement No. : .....  
 Name of the Contractor : .....  
 Address : .....  
 .....

Space for  
 Passport  
 size  
 Photograph

**Particulars of Employee**

i) Name of the Employee : .....  
 ii) Date of Birth/Age : .....  
 iii) Personal Identification mark : .....  
 .....  
 iv) Permanent Address : .....  
 .....  
 .....

(Signature of the Contractor)

(Signature/Thumb Impression  
of the Employee)

Attestation of the Railway Officer

**Annexure -F****MODEL FORM OF BANK GUARANTEE BOND**

(To be issued on non-judicial stamp paper of appropriate value prevailing in the State/UT)

**GUARANTEE BOND**

Bank Guarantee No.:

Date of issue:

Amount:

Validity:

Claim date:

To:

The President of India,  
Acting through **Senior Divisional Finance Manager,**  
**Southern Railway, Thiruvananthapuram-6950 14.**

Sub: -..... **(insert details of the work)**

In consideration of the **President of India**, acting through **Senior Divisional Finance Manager, Southern Railway, Thiruvananthapuram** (hereinafter called "the Government") having agreed to exempt M/s .....**(insert name and address of contractor)** (hereinafter called "the said Contractor(s)" / "Supplier(s)"), from the demand under the terms and conditions of an Agreement (or Letter of Acceptance or Purchase Order) No.....dated..... Made between ..... **(insert details of authority who signed the Agreement/LOA/PO)** and the said Contractor for .....**(Insert details of the work(s) /material(s) to be supplied)** (hereinafter called the said Agreement or Purchase Order or Letter of Acceptance), of Security Deposit for the due fulfilment by the said Contractor of the terms and conditions contained in the said Agreement /LOA PO on production of a Bank Guarantee for ₹..... (Rupees ..... only). We, .....**(insert name and address of the Bank)** (hereinafter referred to as "the Bank"), at the request of the said Contractor(s)/Supplier(s), do hereby undertake to pay to the Government an amount not exceeding ₹...../- (Rupees .....only) against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor of any of the terms, or conditions contained in the said Contract.

2. We, .....**(insert name of the Bank)**, do hereby undertake to pay the amounts due and 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 damages caused to or would be caused to or suffered by the Government by reason 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 to 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 ₹.....(Rupees.....only).

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 suit or proceeding pending before any Court or Tribunal relating thereto, our liability under the present being absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment thereunder, and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.



4. We .....(**insert 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 it 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..... (**insert details of appropriate authority/Department of Ministry of Railways**) certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) / Supplier(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 of validity/claim as the case may be**), we shall be discharged from all liability under this Guarantee thereafter.

5. We..... (**Insert 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 relieved 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 thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Supplier(s).

7. We,..... (**Insert the Name of the Bank**), lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Government in writing.

Notwithstanding anything hereinabove:

a) Our liability under this Guarantee is limited to a sum of Rs...../- (Rupees .....only);

b) The validity of this guarantee shall be available up to.....  
(**insert validity date**):

c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Government serves upon the Bank a written claim or demand on or before.....(**insert claim date**)

Dated, this..... day of .....(**month**),..... (**year**)

(Signature(s) of Authorized signatories with name, designation and Employee Code and Bank Seal)

Witness(1):

Witness(2):

Signature:

Signature:

Name:

Name:

Address:

Address:

**ANNEXURE-G****Format for travelling authority**

Passport size  
 photograph duly  
 attested by the  
 CDO/Sr. DME

Shri....., Employee of M/s  
 is authorized to travel On Board the following primary trains of is depot for their round trip  
 journey for providing ON BOARD HOUSEKEEPING SERVICES under a contract awarded by  
 division/HQ during the period from.....to.....

S.NO	TRAIN NO. (PAIR)	NAME OF TRAIN

**Note:**

- This authority is valid up to four Months only.
- The travelling authorities of all the On Board staff should be handed over by the contractor's representative to the Coach mitra/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 with  
 stamp.

## Annexure - H

**FEEDBACK FORM FOR ON BOARD HOUSEKEEPING SERVICES**

Dear Passenger,

Our endeavor is to provide you the most hygienic On Board Housekeeping services during the journey.

Feedback: Passengers are requested to give feedback regarding services provided by OBHS staff, in the forms available with OBHS staff, Based on your feedback payment to the contractor will be made & it will help us to serve you better, Kindly spare minutes and rate the area as given at Sr 1 to 5 in table below:

Passenger feedback ( please mark ( ) in space					
Sr	Areas of Cleaning / Services	Very Good	Satisfactory	Poor	Not attended
1	Cleaning & disinfection of toilets, toilet door, mirror and walls & drying / mopping				
2	Cleaning of wash Basin & Surrounding area				
3	Availability of toiletries in coaches (liquid soap, tissue paper in western type lavatories) deodorants etc. in coaches.				
4	General Cleaning of compartments:				
5	Behaviour and Hygiene of Janitors / Supervisors including their uniform and attitude towards attending complaints				
	For office use only.	Scores Passenger Satisfaction Index( PSI)			

Calculation of passengers Satisfaction Index (PSI) Maximum Marks will be -25 Very good -5, Satisfactory-03, Poor-1 Not attended-0

Passenger Name ----- Date of Journey.....  
 P.N.R. No. .... Train no.....  
 Mobile / Telephone No.----- Coach / Berth/Seat no. -----

Signature of Passenger .....

Signature of contractor's representative.

Annexure I  
(Page-1)**Trip Card for OBHS**Depot/**Station:**

Division:

Railway:-

From: -

To:-

**Train no.:-****No. of coaches to be attended:-****Staff details**

S. No.	Name	Designation	Travelling Authority	Uniform	Presence of staff at other end
1		EHK			
2		Janitor			
3		Janitor			
4		Janitor			
5		Janitor			
6		Janitor			

**Tools and Implements:**

Railway OBHS supervisor/authorised representative will calculate the specified quantity of tools and implements for each train/each trip as per appendix-7. All tools & implements should be serially numbered for easy monitoring. Shortage if any shall be recorded.

SL	Item description	QS	QD	QA
1	Super absorbent floor mope: with 100 to 150 cms long wooden handle and a cloth-based swivel head mop system for quick manoeuvring			
2	Squeeze Brush, 140 to 150 cms long aluminium handle with stiff polypropylene bristles for and foam rubber blade for two in one scrubbing and drying action.			
3	Bottle with spray gun of 500 ml capacity for storing and dispensing of cleaning chemicals			
4	Toilet Commode Brush			
5	Upholstery cleaning brush			
6	Plastic bucket/absaned basket 10 litres			
7	Window glass squeeze with stainless steel handle preferably of 10-inch length with durable rubber blade of size 45 cms			
8	Microfiber cloth for mirror cleaning			
9	Wash basin brush for wash basin cleaning			
10	Disposable bags for garbage collection (Green colour)			
11	Tool kit (light weight tool kit made of FRP to carry out plumbing and carpentry repairs)			
12	Foot Mat** (For AC Coaches only)			
13	Rag picker			
14	Glue pads			
15	Disposable bags for toilet dust bins (small size)			

QS- Quantity specified QD- Quantity at departure. QA- Quantity at other end.

Signature of EHK

Signature of Railway Supervisor  
(Primary end)Signature of Railway  
(Other end)

Annexure I  
(Page-2)**Cleaning agents and other consumables**

Railway OBHS supervisor/authorised representative will calculate the specified quantity of cleaning agents and other consumables for each train/each trip as per appendix-9. All cleaning agents and other consumables should be serially numbered for easy monitoring.

QS- Quantity specified QD- Quantity at departure QA- Quantity available at other end

Sl.	Name of Chemical	QS	QD	QA
1	PVC Floor , Rexine and wall panels			
2	Ceramic & Stainless steel Toilet fittings Cleaning agent			
3	Glass Cleaning agent			
4	Disinfectants			
5	Air Freshener			
6	Mosquito repellent Spray			
7	Liquid soap: ( Liquid soap container shall be filled to full capacity at washing line and platform as and where basis . Quantity required for OBHS is to top up after consumption during			
8	Tissue paper for western style toilets. (where ever provision for keeping the roll available)			
9	Deodorant stick / cake for each toilets in coaches.			
10	Cleaning agent for removing old labels, stickers, glue marks etc.-			
11	Commode seat cover			

Signature of EHK

Signature of Railway Supervisor  
(Primary end)Signature of Railway  
(Other end)

**Annexure-K****Format for private cash declaration by on board staff (to be maintained at depot)**

Sl	Date	Train No.	Name of staff	Designation (Staff for OBHS or Linen distribution)	Personal cash declared	ID No.	Signing in time	Signing off time	Counter sign by Railway official
1									
2									

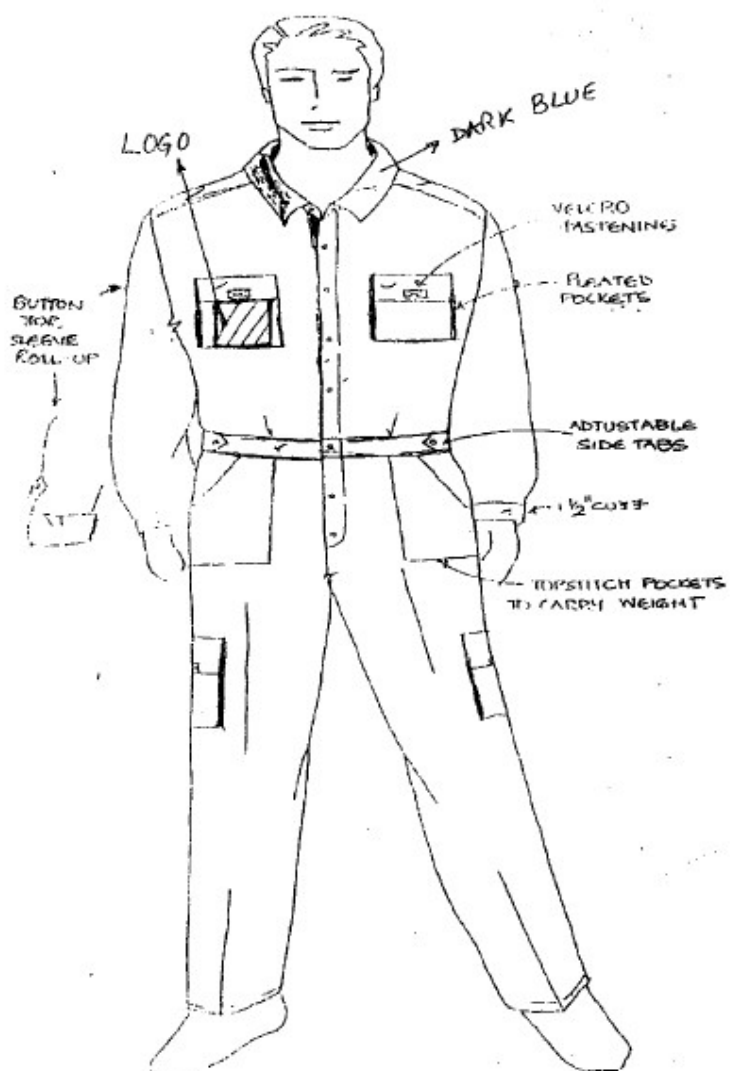
**Annexure-L**

**Format for private cash declaration by on board staff**  
(To be maintained & carried by the on board staff)

Train name & No.				Date	
From				To	
Name of supervisor				ID No.	
Sl	Name of OBHS/other on board staff	ID No.	Personal cash declared	Signature of on board staff	
1					
2					

Annexure-M

Uniform for Janitors



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

Annexure –N

Logo for Uniform

OBHS



Name of the firm

----- End of the document -----