



**OWNER:
MAITHON POWER LIMITED**

**PROJECT MANAGER:
MAITHON POWER LIMITED**

**PROJECT:
Facility Management & Pantry Services in Plant for 2 years, MAITHON POWER LIMITED,
JHARKHAND
TENDER REF: (MPL/ADMIN/DB/2025-26/2000090790)
Facility Management & Pantry Services in Plant MPL, MAITHON POWER LIMITED, JHARKHAND**

EXPRESSION OF INTEREST (EOI)

Facility Management & Pantry Services in Plant MPL, MAITHON POWER LIMITED, JHARKHAND

Enquiry reference no.: - MPL/ADMIN/DB/2025-26/ 2000071861)
Facility Management in Plant MPL at 2 X 525 MW Maithon Power Limited (MPL), Jharkhand – India
Type of Bidding: E-tendering / Two Part
Contact Details: Ms. Debarati Bhattacharyya-Contracts, Mobile-9234000596, Email Id:-debarati.b@tatapower.com Ms. Jayashree Choudhury -Head Contracts & Materials, Mobile: 9234550658, Email Id:- choudhuryj@tatapower.com Maithon Power Ltd., (A Joint Venture Company of Tata Power & DVC), Works: Village Dambhui, P.O. Barbendia, P.S. Nirsra, District Dhanbad 828 205, Jharkhand, India

Maithon Power Limited (“Owner”) invites Expression of Interest (EOI) from interested parties for the Two-Part e-Tendering Process of following Relevant Package:

Plant Details	Description	Tender Fee	Bid Security (EMD)
2X525 MW Maithon Power Limited (MPL), Dhanbad, Jharkhand	Facility Management in Plant MPL for 2 years, MAITHON POWER LIMITED, JHARKHAND	INR 2,000/-	INR 3,00,000/-

INTRODUCTION:

Maithon Power Limited (MPL) is a 74:26 joint venture of The Tata Power Company Limited and DVC (Damodar Valley Corporation). MPL owns and operates 2x525 MW capacity, Indian coal based thermal power generation plant based on pulverized coal-based boiler technology. The generating plant is in Maithon near the city of Dhanbad in the state of Jharkhand in India. A brief overview of Owner and Site is given below:

Site Name	2 X 525 MW Maithon Thermal Power Plant
Owner	Maithon Power Limited
Project Manager	Maithon Power Limited
Site Location	Maithon, Dhanbad district, Jharkhand, India, on the right bank of the river Barakar in the Nirsa-cum-Chirkunda C.D. Block of Dhanbad district, Jharkhand at a road distance of about 7.5 km from Nirsa, North of G.T. Road (N.H.2) and 10 km north of Mugma railway station on the Howrah Mughalsarai Grand Chord line of the Eastern Railway.
Elevation Above Mean Sea Level	156 m to 177 m above Mean Sea Level
Access to Site	<ul style="list-style-type: none"> ➤ Road: About 7.5 km north of G.T. Road Nearest town is Nirsa ➤ Rail: Nearest Railway station – Mugma railway station.

1. Brief SCOPE OF WORK(Details scope is publishing website):

Services for Facility management and House Keeping:

- 1) The materials for the cleaning will be provided by the contractor. Disinfectants and floor cleaning agents will be of good branded quality & specifications for the same ideally to be G-37 complied like Taski/Diversey care ranging from R-1, R-2, R-3, R-5, R-6, R-7 and R-9 or other compatible cleansers
- 2) Supervision of all work for the all site is utmost important. Site manager and supervisors are solely responsible for the same
- 3) Septic tank of contracted and other area at MPL to be cleaned quarterly at additional cost at actual
- 4) Pantry service boy must report to the assigned site prior to start the shift

- 5) Contract period: The contract period will be valid for 02 year & its on performance based, firstly effective from 01st May' 2026 to 30th April' 2027.
- 6) The bidder shall possess the capability to initiate services within 03 weeks from the receipt of Letter of Intent (LOI) or Purchase Order (PO)

Above is only brief description of scope of work and Detailed scope of work including Detailed Terms & Conditions shall be shared during RFQ/ Bidding stage to the interested bidder submitting valid EOI, which will specify detailed scope of work and terms & conditions of proposed tender/contract.

2. TENDER FEE & TIMELINES:

- a) Interested parties meeting the pre-qualification criteria specified elsewhere in this document can request for Bid Document and participate in the bidding process by submitting their Expression of Interest (EOI) and credentials along with the Tender Fee **not later than 31st Dec 2025**. Request for Bid Document/EOI will be not be entertained EOIs submitted beyond this deadline may be liable for rejection.
- b) Non-Refundable Tender Fee, as indicated in table above, in the form of direct deposit in the following bank account and submit the receipt along with a covering letter clearly indicating the Tender Reference number

Details for payment of Tender Fee:	
Bank details for submitting Tender fees through bank transfer / NEFT:	Beneficiary Name – Maithon power Limited Bank Name – State bank of India Branch Name – CAG, Mumbai (09995) Address – Neville House, 23 J. N. Heredia Marg, Ballard Estate, Mumbai-400001 Branch Code –09995 Account No – 00000031828734113 Account type – CC IFSC Code – SBIN0009995
Deadline for tender fee payment and submission of EOI:	31st Dec 2025

It may be please be noted that all future correspondence will be strictly done only with Interested Bidders who have done the above steps in time with Authorized Person only through MPL E-Tender System.

C) Detailed Bid Document (also referred as RFQ) shall be issued through Tata Power e-tender portal (Ariba System) only to the parties that submitted a valid EOI as per terms mentioned in this document.

Bidder to note that commercials for subject tender may be conducted through e-auction. Detailed bidding and auction process shall be detailed in the RFQ / tender document

3. BIDDER PRE-QUALIFICATION CRITERIA:

Interested parties to note that Bidder shall be required to fulfill the following conditions and submit relevant supporting documents for each of the following criteria along with the Bid. Bidder must fulfill the following bidder pre-qualification requirement / criteria in order to qualify for the subject work. Bidder will be required to submit relevant supporting documents to demonstrate their qualification during the bid submission stage against Tender document / RFQ and bidders not found meeting the pre-qualification requirements given below will be disqualified from the tender.

4.1 TECHNICAL REQUIREMENT:

- 1) The bidder shall provide at least minimum two PO copies with po value minimum 1.0 Cr.(Each PO) for similar type of job within last three years.

- 2) Bidder shall submit the job completion certificate with satisfactory note duly signed by higher management of respective organization. The bidder should have experience in similar nature of work (Cleaning & Sweeping / Façade Cleaning / Garbage Collection).
- 3) In order to oversee the entire operation, the bidder must assign a suitable and competent manager and supervisors at their own expense. The manager/Supervisor Shall have a background in hotel management and preferably certification from a reputed organization and the bidder shall provide required certificates
- 4) The bidder must provide FSSAI document during bid submission. to the user within one month from the commencement date.
- 5) The bidder must provide all necessary statutory licenses to the user within one month from the commencement date.
- 6) The Service Provider shall comply with the Food Safety & hygiene conditions regulations, by Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, left over etc
- 7) Valid Authorization to run Facility Management Services from Competent Authority / Labor Department of Jharkhand Government / Central Government)
- 8) Bidder should be registered with the income tax, Goods and Services Tax and registered with Employees provident fund Organization, Employees State insurance Corporation (Copies of PAN, GSTIN, IT Returns of the last 3 years, EPF Registration, ESI Registration)

4.2 FINANCIAL REQUIREMENT:

The Bidder shall have adequate financial resources to execute the Contract concurrently with his other commitments and shall meet the following condition:

- The bidder must have an average turnover of Rs. 1.5 Cr. in last three FY. out of four FY 2021-22, 2022-23, 2023-24 & 24-25 (Balance Sheet, Profit & Loss Account Statement for turnover shall be submitted as a supporting document).
- Audited Balance Sheet including Profit & Loss statement for the previous three completed financial years reckoned from the date of application. In case the audited documents are not ready / available, then certified copy by a registered practicing Chartered Accountant may be submitted.

4.3 SAFETY REQUIREMENT:

- Safety Records---Please provide safety record for last three years. OHSAS : 18001or 45001 Certificate, ISO 14001 ,9001 Certificate
- Scope of Work & BASCC will be provide at the time of RFQ

5. BID SECURITY/EMD(To be submitted along with RFQ and not with EOI):

Interested parties to note that Bidder is required to furnish a Bid Security along with their Bid (only during Bid Submission stage), as a Bank Guarantee (in the format prescribed in Bid Document) or as NEFT/RTGS/DD for an amount of INR 3,00,000/- (Indian Rupees three Lac Only). Bids not accompanied by an acceptable Bid Security shall be rejected by the Owner as being non-responsive and returned to the bidder without being opened.

Scope of work:

The overall contract is divided into two major parts: -

PART	Type of contract	Location
A	Facility management support and House Keeping	MPL Plant
B	Pantry Services	MPL Plant

(Part-A) Scope of work for Facility mgmt. Support and House Keeping at MPL plant, Dambhui, Nirsa, Jharkhand

Background of Project Location/Site:-

MPL (Maithon Power Limited) JV of Tata Power & DVC having its, Different office buildings for their officers and staff. At this Plant premises, MPL requires the services of housekeeping & pantry for 24 hours X 365 days to keep the area clean, hygienic and to keep the employee refreshed.

We require Reputed and experienced bidder for Facility management which includes Housekeeping and Tea/snacks service of complete premise occupied by MPL as below mentioned details

The brief feature of are as follows: -

Area	Floor Description	Total no of Hall/Cabins	Corridors	No. of Toilets	Pantry	Total approximate area including lawn areas
Technical Building	5 NOS	41	4	10	02	16000 sq. ft.
TG area	3 No			6	1	
Store	1	7		2	1	
ZLD	1	3		2		
Site Office	1	14	2	4	1	
FGD	1	13	1	14	1	
Gate House-1	2	7		4	1	
CHP Control room	1	3	1	1	1	
Gate House-2		4		3		
Switch Yard	1	6		2	1	
AHP		1		3	1	
DM Plant	2	4		3	1	
Fire station	2	6		3		
ECR/AHP/FGD	2	3	2	2	2	

1. Housekeeping services

- Dusting Of Working Desks
- Housekeeping/ Janitorial Services
- Garbage Removal & Disposal
- Miscellaneous Services

1.1 Support Services:

- Customer Satisfaction Survey
- Performance & Compliance Reporting
- For Asset Movement Staff Support Services of MPL (Maithon Power Limited)

The above services are elaborated in the following sections.

2. Services for Facility management and House Keeping:

The key deliverables of service provider will be as follows: -

- I. The materials for the cleaning will be provided by the contractor. Disinfectants and floor cleaning agents will be of good branded quality & specifications for the same ideally to be G-37 complied like Taski/Diversey care ranging from R-1, R-2, R-3, R-5, R-6, R-7 and R-9 or other compatible cleansers.
- II. New material entry stock to be verified by Security/User & receipt need to be submitted with monthly invoice and stock availability to be share with user weekly.
- III. The contractor will provide proper supervision round the clock & will also ensure services of a site manager for managing day to day affairs for the plant housekeeping who will belongs from hotel management back ground.
- IV. Housekeeping supervision shall keep a record of cleaning of offices, toilets, front office pavement attached with the existing building and other areas that will be certified by the authorized MPL officer.
- V. Periodical checklist for daily/weekly/monthly execution will be handed over to the successful bidder & will be adhered throughout the contract period.
- VI. Adequate amount of cleaning material supply should be there. At any point of time if found shortage of the same, action will be taken as per K factor/SLA.
- VII. 5s must be maintained in contracted areas.
- VIII. Supply of PPE, to its staff in on vendor's scope. As per safety standard of plant current time, gadgets need to be provided to its staffs.
- IX. Uniform providing to its workmen in on vendor's scope. Workmen should wear it from the beginning day of the contract.
- X. Adequate Manpower mobilization should be there for each location at any point of time. No compromise will be made with non-receiving service due staff shortage.
- XI. Supervision of all work for the all site is utmost important. Site manager and supervisors are solely responsible for the same.
- XII. As n when requirement need to be supplied, as advised by the user time to time. Amount for the same will be reimbursed during submission of monthly bill (** those bills to be get signed just after the completion of the job)
- XIII. Carpentry repairing jobs need to be done for the assets.
- XIV. Carpenter should have ability to make Minor carpentry structure as n when required.
- XV. Septic tank of contracted and other area at MPL to be cleaned quarterly at additional cost at actual.

3. Record keeping:

- a. Asset movement register, parallel excel sheet also be maintained.
- b. Water filter servicing register, parallel excel sheet also be maintained.
- c. Pantry consumable register, parallel excel sheet also be maintained.
- d. Complaint handling register, parallel excel sheet also be maintained.
- e. HK material incoming record duly gate entry signed, parallel excel sheet also be maintained.

These registers need to be maintained and to be present to user whenever it is being asked for. Standard format for these will be shared by the user.

MPL (Maithon Power Limited) deliverables: -Nil.

Exclusions: - Nil

4. Pantry services: -The key deliverables of service provider will be are as follows:-

- I. Pantry service boy must report to the assigned site prior to start the shift and be ready with tea/coffee.
- II. Cleaning of working area is required prior to begin the service. If found otherwise, befitted action will be taken as per K factor.
- III. Tea/ coffee servicing at 9 am, 11 am and 3 pm must be followed strictly. As n when service will also be continued.
- IV. Additional tea/coffee served with prior approval from MPL ES&A during
 - a. Conference & meeting
 - b. Visit of guest & dignitaries
 - c. Fresh lime water may be served during summer in lieu of tea/coffee.
- V. In case for conference, meeting & guest, anything provided without approval, warrant penalty as stated in annexure.
- VI. Pantry personnel must maintain personal hygiene. (Clean shaved, nail should be cut properly, decent hair cutting, if having mustache, must be trimmed properly, regular bathing, must wear washed, ironed stainless uniform)
- VII. During service must wear gloves, musk and cap.
- VIII. Beside above Maggie, muri mixture, bhujia & wafer may be served to shift C & shift A engineers between 10 pm to 6 am.

MPL (Maithon Power Limited) Deliverables: -MPL (Maithon Power Limited) Pantry consumables

Exclusions: - Nil

5. Housekeeping Services: Schedule

Office buildings/corridor:

- I. Daily Sweeping/mopping (Thrice) dry & wet of the entire premises/sanitizing
- II. Dusting of desk, Table, chairs, other fixture, and furniture located in the cabins/rooms (Daily)
- III. Dusting of Door mats.
- IV. Emptying all wastepaper baskets, washing curtains/drapes, replacing plastic wastepaper basket linings and returning of items where they were located.
- V. Water bottles of each' rooms should be cleaned and refilled with fresh water on daily basis.

Washrooms:

- I. Sweeping /mopping wet of the entire premises
- II. Thorough cleaning and sanitization of the toilets, washbasins, mirrors, dustbins, WC facilities using, non-abrasive cleaners and disinfectants.
- III. All the wash basins, toilets pans should be kept stain free using Diversify cleaning agent or similar brand etc.
- IV. All surfaces shall be free of germs, soap, mud and smudges at the washrooms/WC.
- V. Naphthalene balls, urinal cubes, scented urinal pad should be supplied sufficiently in the toilets
- VI. Toilet roll must be refilled if needed.

Pantry area:

- I. Dusting of desk, Table, chairs, other fixture, and furniture located in the pantry area and arrange it on suitable place.
- II. All waste wet and dry from pantry halls etc. will be collected and disposed off daily as per the guidelines.
- III. Pantry floor should be cleaned and kept germ free dry.
- IV. Need to take care of all gadgets and machinery supplied for use in this area.

Weekly cleaning of the following:

- I. Deep cleaning of the floors. If required for any particular area, frequency can be increased.
- II. Wipe all internal doors and wall surfaces with disinfectant.
- III. Wipeout waste paper bins or replaces liners.
- IV. Vacuum clean all corners, edges and under furniture.
- V. Full clean of front door mats, Wipe/clean all staircases, verandahs, corridors with proper cleaning agents.

Monthly cleaning of the following:

- I. To remove cobwebs from the entire campus building wherever they exist.
- II. Scrubbing of all floor areas. Have to be done as n when basis if required.
- III. All wooden furniture to be dusted and maintained in good condition.
- IV. Polishing of wooden conference tables, oiling of chair wheels.

The service provider shall make available all the below mentioned machinery, housekeeping items, consumables, cleaning materials, toiletries. (Please note that above mentioned items are indicative only).

List of Cleaning Agents & housekeeping consumables to be used:

- | | |
|--|-------------------------------------|
| 1. Dusting Cloth | 2. Scrubbers with handle |
| 3. All Purpose Cleaner | 4. Dustpan |
| 5. Window Glass Cleaner | 6. Dust brushes |
| 7. Window Applicator | 8. SS Scorch pads/steel wool |
| 9. Window Squeeze | 10. Nylon brooms with sticks |
| 11. Garbage bags large | 12. Floor dust mops with holder |
| 13. Feather duster | 14. Garbage bags small |
| 15. Spray bottles | 16. Room freshener |
| 17. Toilet brush | 18. Insect Killer |
| 19. Hand brush | 20. Naphthalene Ball |
| 21. Plastic buckets & mugs | 22. Dettol liquid |
| 23. Extension pole for glass cleaning. | 24. Face/Hand Tissue Paper. |
| 25. Toilet paper rolls | 26. Harpic/Flush Clean |
| 27. Collin | 28. Vacuum cleaner |
| refilling | 29. Air/Room freshener with regular |

MPL (Maithon Power Limited) Deliverables: nil

Exclusions: nil

6. Waste Removal: -

Service provider deliverables: -

“The SERVICE Provider” is responsible for managing to deliver waste removal services. It is the responsibility of “The SERVICE Provider” to ensure removal of all waste to the designated collection point. Housekeeping is required to separate wet and dry waste.

MPL (Maithon Power Limited): Nil

Exclusions: Nil

7. Services Frequency: -

	AREA	WORK	FREQUENCY
1	Technical building (Gr,1st ,2nd,3rd,4th,Top floor,17mtr, control room, 8.5mtr & 0 mtr. Area includes conference hall, rooms, cabins, cubicals, work stations, corridors, staircases, lifts)	One time housekeeping daily with additional as n when required, toilet cleaning at least thrice daily, operating lights. Asset movement & maintaining asset movement register. Collection of waste & suitable disposables, overhead tank cleaning twice a year. Maintaining complaint register and resolve minor carpentry repairing.	Twice in a day and as & when required
2	Administrative offices	<ol style="list-style-type: none">1. Site office including crèche2. Security control room3. Store4. DM control room5. AHP control room6. Switch yard control room7. CHP control room8. Gate house-19. Gate house-210. RO/ZLD building11. Intake house12. Fire Station 1 &213. FGD14. ECR/FGD/AHP	Two times in a day and as & when required. Bathroom thrice daily.
3	Wash rooms as mentioned locations	Wet moping of floors. Cleaning of all wash basins & commodes. Cleaning of mirrors. Use of naphthalene mats in urinals. Removing of Cob Webs & stains/marks from walls and	Thrice daily at least.

		ceilings. Liquid hand wash to be made available all time	
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PART -B (Scope of work for Pantry Service, MPL plant

Background of Location/Site:-

The brief details of area to be covered: -

Sr.No	Area description	Employee count	Cabins/ rooms	No of washbasins
01	Technical Building			
02	Store			
03	Switch yard			
04	Site Office			
05	FGD			
06	CHP			
07	Gate House-1			
08	DM Plant			
09	Fire Station			
10	AHP			
11	ECR AHP/FGD			

- All three shift, pantry service shall be continued in these areas.
- Proper manpower should be mobilized.
- Hygiene should be maintained in these areas.
- Cutlery & Crockery should be kept clean stain free.
- Any utensil or equipment get damaged somehow, must be recorded and report must be submitted to the user for new requisition. Until unless no new item will be provided for smooth service.
- Neat and clean uniform must be worn with.

Support Services:

- Customer Satisfaction Survey
- Performance & Compliance Reporting
- Store Support Services of MPL (Maithon Power Limited) assets
- INVENTORY report of consumables and assets with a frequency once in a month.

The above services are elaborated in the following sections.

1. RESOURCE PLANNING AND DEPLOYMENT

- I. Scope of Service: "Service Provider" shall be responsible for directly supplying proper resources & supervision of resources for performance of the agreed services.
- II. The SERVICE Provider" Personnel, Tools and Equipment Required: All personnel, tools & equipment required for the performance of the agreed services shall be provided by "The SERVICE Provider"
- III. "The SERVICE Provider" Deliverables: "The SERVICE Provider" shall create a yearly resource deployment plan with records of resources to be deployed at the site.
 - Agree job descriptions for every position with MPL (Maithon Power Limited) specifying years of experience,

qualifications

- Create a performance management plan
- Create a safety induction training program for all new resources
- Create dedicated training programs for their resources as per the services required to provide.
- Service Provider shall ensure that the raise a proper engagement and optimization of its resources deployed at MPL (Maithon Power Limited) premises.
- All personnel/employees/workmen employed by the Service Provider shall be adults with good health and sound mind.
- Service Provider shall appoint fully qualified competent and skillful workers in their services, supervisors and employees/work men at their own cost to ensure that the services rendered by them and the responsibility and obligations undertaken by them are carried out to the satisfaction of the MPL (Maithon Power Limited). The supervisor or site manager should be competent and certified in the field of such.
- The employees/workmen employed by the Service Provider shall always be under the direct and exclusive control and supervision of the Service Provider.
- It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost.
- The Service Provider shall ensure that the employees/workmen employed by them shall at all times be polite and courteous to all Officers, employees/workmen of the MPL (Maithon Power Limited) and shall maintain high standard of discipline decency and decorum.
- MPL (Maithon Power Limited) reserves the right, to ask the Service Provider to terminate the services of any of the Service Provider's employees/workmen immediately on grounds of noncompliance of duties or if found guilty of misconduct, refuses work or creates indiscipline would have to be immediately replaced.

IV.MPL (Maithon Power Limited) Deliverables: approval of resource deployment plan for new facilities within 5 working days of submission.

2. PANTRY SERVICES:

The key deliverables of service provider will be are as follows: -

- I. Pantry service boy must report to the assigned site prior to start the shift and be ready with tea/coffee.
- II. Cleaning of working area is required prior to begin the service. If found otherwise, befitted action will be taken as per K factor.
- III. Tea/ coffee servicing at 9 am, 11 am and 3 pm must be followed strictly. As n when service will also be continued.
- IV. Additional tea/coffee served with prior approval from MPL ES&A during
 - d. Conference & meeting
 - e. Visit of guest & dignitaries
 - f. Fresh lime water may be served during summer in lieu of tea/coffee.
- V. In case for conference, meeting & guest, anything provided without approval, warrant penalty as stated in annexure.
- VI. Pantry personnel must maintain personal hygiene.(clean shaved, nail should be cut properly, decent hair cutting, if having mustache, must be trimmed properly, regular bathing, must wear washed, ironed stainless uniform)
- VII. During service must wear gloves, musk and cap.
- VIII. Beside above Maggie, muri mixture, bhujia & wafer may be served to shift C & shift A engineers between 10 pm to 6 am.

MPL (Maithon Power Limited) Deliverables: Pantry consumables, utensils, heater

Exclusions: nil

3. Waste Removal: -

Service provider deliverables: -

Whatever waste generate during this period in Pantry room must be cleared on daily shift basis. It must be collected and disposed of in proper designated area. Waste must be disposed off outside of the plant in proper disposable area (May through Panchayet garbage collection van or may by local van). MPL will not be responsible for any environmental issue arises

MPL (Maithon Power Limited) Deliverables: Nil

Exclusions: Nil

4. Monthly report:

- Daily consumption records duly signed.
- Monthly consumption summary
- Pantry consumable register
- Pantry Utensils & assets inventory.
- Monthly Electronic and electrical gadgets status,
- Miscellaneous expenses summary (subject to approval).
- Any other requirement as and when required.

5. HSE COMPLIANCES

MPL lays strong emphasis on Health, Safety, Environmental Aspect, and Legal compliances. The Service provider will be expected to follow high standards under occupational Health, Safety, Environment and Legal considerations. It will be mandatory to follow SAFETY Policy of the company to demonstrate compliance to all relevant components from time to time. All specific SAFETY requirements shall be communicated & enforced by MPL (Maithon Power Limited) SAFETY teams on ongoing manner.

- a. The Service provider shall arrange for the applicable personal protective equipment such as required for the job at Guest house and at plant premises.
- b. The Service provider shall not commence the job without the valid permit (taken by MPL) for the area and for the job. Necessary permits/clearances to be obtained by the Service provider as per the requirement of the job.
- c. Service provider's manpower must follow all the safety standards as per the Fire & Safety philosophy of MPL.
- d. The Engineer-in-Charge reserves the right to take suitable action against the Service provider in case he finds that the precautions written on the permit are not strictly adhered to by the Service provider.
- e. MPL will help the Service provider to arrangement Gate Pass for his employees as prescribed and instructed by the Security department. The Service provider shall ensure that their workman or any representative engaged by him will carry identify Card /Photo Pass displayed during working hours.
- f. First Aid services as available at site in OHC shall be extended to the Service provider's workers, while inside the MPL premises. Any other medical expenses over and above First Aid shall be borne by Service provider.
- g. Service provider will also follow all Pandemic/epidemic or any emergency related guidelines and safety procedure (PPEs, hygiene and other norms) as decided by central/state/MPL on time-to-time basis.
- h. Service provider will also comply all the standards and rules under the Food Safety and Standards Act, 2006 and should validly license under respective regulation.

- i. All Penalty related to HSE regulations shall be done as per Service provider safety Management (which is being enclosed with GCC).

Service provider shall ensure the following activities are strictly prohibited in the assigned areas.

- j. Carrying liquor inside the assigned area by anyone including supervisors
- k. Consumption of liquor/drugs
- l. Carrying of hazardous explosive and inflammable materials.
- m. Gambling activity of any nature.
- n. Any other objectionable activity.
- o. Besides the above any other activity prohibited in law or under the orders of MPL, Maithon will also stand included in the above list.
- p. The assets and consumables (with their life span) as provided by the company MPL to be maintained and checked regularly.
- q. Any Gross misconduct, unethical practices as per Tata code of conduct shall not be tolerated and person should be removed from IEL premises immediately.

6. Statutory Compliances

Scope of Service:

“The SERVICE Provider” shall self-perform to comply all applicable statutory laws and obtain any permissions required from local authorities which is mandatory to operate “The SERVICE Provider” shall ensure that the expiry/renewal of these licenses/approvals are monitored, and renewal one well before the expiry date.

“The SERVICE Provider” Deliverables: -

Ensure that the all statutorily compliant in case the establishment where the deployment is done is not notified under ESI Act, the service provider must register their deployed personnel in the establishment under ECA (Employee Compensation Act).

The service provider will Conduct Monthly compliance checklist with support documents as per MPL (Maithon Power Limited) checklist and submit the report with cover note on or before 21st of every month for subsequent month.

Statutory Non - Compliance:

In case of non-compliance on statutory part, the following penalties shall be imposed on contracting agency:

I. At first instance of statutory non-compliance, before imposing of any penalty, a period of one months' time will be allowed only to the newly inducted service providers.

II. Any complaint related issue has been described separately under IR compliances.

MPL (Maithon Power Limited) Deliverables: Provide current license/permit if applicable and any other information required for submission of such renewal requests to concerned authorities.

7. GATE PASS/MEDICAL FITNESS:

- I. The service provider shall comply with the gate pass procedure of MPL's security and as per Tata steel.
- II. The personnel/employees/workers employed by the Service Provider for Plant location shall have to go formal medical examination at the time of engagements as per guidelines of OHC - MPL and subsequently before the renewal of gate pass.
- III. All personnel of service provider should have Government ID (Aadhar, Voter, passport, driving license) and the Police verification must be carried out for each employee by the Service Provider before engaging them on duty.

8. UNIFORM

- I. The Service Provider's personnel should be smart, polite and with sound health /medically fit. It shall be the responsibility of the Service Provider to supply uniform, proper kit and livery to their employees and ensure that their employees should always wear clean, neat, and tidy dresses while on duty. They should be
- II. The Service Provider should provide kits and liveries to all the workmen engaged by him from the very first day of the operation of the contract.

9. CUSTOMER SATISFACTION SURVEYS

Scope of Service:

"The SERVICE Provider" shall self-perform the release of quarterly all employee customer satisfaction surveys.

"The SERVICE Provider" Deliverables: "The SERVICE Provider" shall:

- I. Issue a quarterly customer satisfaction survey and compiling the results
- II. Determine user views on the cleanliness and maintenance of the building/office.
- III. Analyze ways to improve internal customer's satisfaction with the upkeep and maintenance of the MPL (Maithon Power Limited) offices/buildings.

10. REPORTING:

Scope of Service:

"The SERVICE Provider" shall self-perform regular reporting as outlined below. Performance on all internal and external audits is an important component in the assessment of "The SERVICE Provider" performance and below par performance on audit can lead to the termination of the contract.

The SERVICE Provider" Deliverables:

Management Reporting

Five (5) days after the completion of the month, "The SERVICE Provider" is required to provide a Monthly Management Report to MPL (Maithon Power Limited) outlining activities for that month. The format is to be agreed between MPL (Maithon Power Limited) and "The SERVICE Provider". All key "The SERVICE Provider" as off is required to attend "Daily", and "Weekly" Management Meetings as agreed between MPL (Maithon Power Limited) and "The SERVICE Provider".

- I. Weekly Reports
- II. Weekly Reports must be by no later than Saturday for the ending week.
- III. Incident Reporting
- IV. Root cause analysis
- V. Impact
- VI. Register updation and maintain.
- VII. Customer satisfaction reports/MIS.
- VIII. Corrective Action (even if only temporary)
- IX. First level of investigation (if possible)

Reporting of inaccurate data will be considered breach of the terms of the facility management contract and will be viewed very seriously. Performance on all internal and external audits is an important component in the assessment of Service Provider performance and below par performance on audit can lead to the termination of the contract.