



OWNER:

MAITHON POWER LIMITED

PROJECT:

Facility & Catering services at MPL Township & Guest house for Two years, MAITHON POWER LIMITED, JHARKHAND

MAITHON POWER LIMITED (MPL), JHARKHAND - INDIA

EXPRESSION OF INTEREST (EOI)

Facility & Catering services at MPL Township & Guest House, MAITHON POWER LIMITED, JHARKHAND TENDER REF: (MPL/ADMIN/DB/2025-26/ 2000090480)

Enquiry reference no.: - MPL/ADMIN/DB/2025-26/ 2000090480)
Name of Package: Facility & Catering services at MPL Township & Guest House, MAITHON POWER LIMITED, JHARKHAND 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; Mr. Rabish Kumar -Gr. Head Contracts, Mobile: 9241581679, Email Id:- krabish@tatapower.com Maithon Power Ltd., (A Joint Venture Company of Tata Power & DVC), Works: Village Dambhui, P.O. Barbendia, P.S. Nirsa, 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	Township & Guest House Facility Management, MAITHON POWER LIMITED, JHARKHAND	INR 2,000/-	INR 1,15,000/-

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. ➤ Latitude: 23 deg 49' - 38" N ➤ Longitude: 86 deg 45' - 41" E
Elevation Above Mean Sea Level	156 m to 177 m above Mean Sea Level
Access to Site	➤ Road: About 7.5 km north of G.T. Road Nearest town is Nirsa ➤ Rail: Nearest Railway station – Mugma railway station.

1. SCOPE OF WORK:

Caretaking services for Bachelor accommodation / Guest House and common areas of accommodation:

- 1) Allot the rooms in Guest house/ Boarders as per directive received from Admin (authorized person) of MPL. Un-authorized person will not stay in Township in any condition, and it will be treated as serious violation. Arrange safe handling of baggage of the guest/boarders
- 2) Caretaker of the Anandam Township will also responsible to send all utility bills, payable by MPL (Maithon Power Limited) to ES&A-in-charge within one day of receipt of bill. Caretaker must ensure bill should be receipt by In-charge seven days before due date of payment
- 3) Washing machine shall be provided by MPL. All minor repair works (upto Rs. 2,000) of the machine shall be borne by the service provider. Above Rs. 2,000 repair works shall be taken care by MPL.
- 4) The water tank to be cleaned quarterly or as per the need. Ownership shall under service provider’s scope and quarterly cleaning report to be submitted with cost at actual to MPL. Tanks will be provided by MPL at the beginning of the contract. The septic tank to be cleaned as per the need at additional cost at actual

5) Contract period: The contract period will be valid for 02 year & its on performance based, firstly effective from 01st June, 2026 to 31st May, 2028.

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 12th Jan 2026**. 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:	12th Jan 2026

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 70 Lacs. for similar type of job within last three years.
- 2) Bidder shall submit the job completion and performance certificate of respective organization. The satisfactory note shall be submitted.
- 3) The bidder shall possess the capability to initiate services within 03 Weeks from the receipt of Letter of Intent (LOI) or Purchase Order (PO).
- 4) 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.
- 5) The bidder is obligated to submit all necessary statutory licenses, including FSSAI, to the user within one month from the commencement date.

4.2 FINANCIAL REQUIREMENT:

- a) Bidder must have an Average Annual Turn Over of not less than Rs. 1.5 Crores during the last three financial years.

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. of 2022-23 & 2023-24, 2024-25 (Audited Balance Sheet, Profit & Loss Account Statement for turnover shall be submitted as a supporting document).
- Certified Copy of service Tax registration and Service Tax return for last Three years.
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
- Safety Bid Document.

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 1,15,000/- (Indian Rupees One Lac fifteen Thousand 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

Guest House Management services at Gogna Guest House

The overall contract is divided into two major parts: -

Type of contract	Location
Guest House Management	MPL Maithon
Catering Service	MPL Maithon

Scope of work for Guest House Management services at Maithon, Jharkhand

Background of Project Location/Site: -

MPL (Maithon Power Limited) JV of Tata Power & DVC having its, Guest Houses for their Guests. For their accommodation and feeding MPL requires the services of Guest House Management at Gogna/Dhanbad Guest houses.

We require Reputed and experienced bidder for Guest House management which includes Caretaking, Catering & Housekeeping of complete premise occupied by MPL as below mentioned details

The brief feature of Field Hostel is as follows: -

Guest Houses	Total no of Rooms	Halls	No. of Toilets	Dining Hall	Kitchen	Details of occupancy	Total approximate area including lawn areas
Gogna	14	5	20	4	4	75%	16000 sq. ft.

1. Guest House Management Services shall broadly include the following services, and a detailed requirement of services required is specified below-

1.1 Caretaking Services

- Boarder and Guest Assistance
- Overall supervision
- Maintenance of occupancy list and other records

1.2 Catering Services at Guest Houses:

- Catering services for Guest
- Quality of food consumables

1.3 Housekeeping services

- Housekeeping/ Janitorial Services
- Waste Removal & Disposal
- Laundry services
- Miscellaneous Services

1.4 Support Services:

- Customer Satisfaction Survey
- Performance & Compliance Reporting
- Store Support Services of MPL (Maithon Power Limited) assets
- Movement of assets record maintenance.

The above services are elaborated in the following sections.

2. Caretaking services for Guest accommodation:

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

- I. Welcome of the Boarder/ Guest by a professional and experienced person who will attend the guest with decent and hospitable manner.
- II. Maintain the check-in and check-out registers.
- III. Allot the rooms in Guest house as per directive received from Admin (authorized person) of MPL. Un-authorized person will not stay in guest house in any condition and it will be treated as serious violation.
- IV. Arrange safe handling of baggage of the guest.
- V. To attend the all telephone calls related to guest booking or from any of the officials and convey the same to concern authority, if required.
- VI. Caretaker will ensure that feedback cum complain register is filled by every guest before check-out.
- VII. To report room wise occupancy status every week to the MPL (Maithon Power Limited) Admin in charge of Guest House.
- VIII. To report non-functional of electrical & electronic gadgets (AC, Geyser, Fan, lights, Water motor, Washing Machine, Water purifier, gen sets, TV's, electrical Press etc) provided by the MPL (Maithon Power Limited) to ES & A in charge. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the ES & Admin In charge immediately on identification of problems.
- IX. Caretaker of the Guest House will also responsible to send all utility bills, payable by MPL (Maithon Power Limited) to ES&A-in-charge within one day of receipt of bill. Caretaker must ensure bill should be receipt by In- charge seven days before due date of payment.

MPL (Maithon Power Limited) deliverables: - MPL (Maithon Power Limited) will provide list of guest/employees who are going to stay in guest house through phone or e-mail/What's App.

Exclusions: - Nil

3. Catering services: - The key deliverables of service provider will be are as follows:

- I. The Service Provider must provide best quality food in hygienic conditions, to the guests and other MPL (Maithon Power Limited) employees, as required from time to time on chargeable basis as directed by the Engg-in-charge or authorized personnel.
- II. It is prime responsibility of the Service Provider to provide excellent catering Services as follows:
 - a) Morning tea/coffee
 - b) Breakfast
 - c) Lunch
 - d) Evening Tea/Coffee & Snacks
 - e) Dinner
- III. It is the responsibility of the Service Provider to recover the charges of foods, as agreed with MPL (Maithon Power Limited), from the all the guests. Service provider shall issue proper Bill & money receipt to every guest.
- IV. In case of written order from ES&A in-charge for not to raise any bill against any particular Guest, the food charges for the said Guest to be billed to the MPL (Maithon Power Limited) on monthly basis with supporting documents.

The timing of serving food, beverages etc. will be as follows: -

Session	Timings
Morning Tea/Coffee to be supplied in Rooms or as per choice of Guest	07:00 am- 07:30 am
Breakfast	07:30 am – 09:00 am
Lunch	12:30 pm – 14:00 pm
Evening Tea	18:00 pm – 18:30 pm

Dinner	20:00 pm – 22:00 pm

- V. The Service Provider must ensure that only fresh prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of MPL (Maithon Power Limited) that Service Provider is not following the same, the contract will be terminated forthwith.
- VI. Fresh vegetables/non-veg items from near markets located only to be prepared in the guest house and served to guests. Proper care should be taken for perishable items which will be procured daily on need basis.
- VII. For Lunch/Dinner (Veg) Rs-100 and Lunch/Dinner (Non Veg) Rs-140. Breakfast Rs-55 for (MA-2, MA-5, MB-3 and MC-21). It may be revised or negotiated later. Rate of others will be finalized after discussion and negotiation.
- VIII. Breakfast (consists with Fresh Fruit 150 gms or fruit juice 100 ml, Bread, butter, jam, Indian preparation like variety of parathas with sabji/chutney/curd or South Indian preparations and tea/coffee. Lunch (Veg)/Dinner (Veg) consists with salad, papad, pickle, curd, rice, roti, dal, seasonal veg. (gravy), seasonal veg. (dry), and sweet/ice cream. Lunch/dinner (non-veg) salad, papad, pickle, curd, rice, roti, dal, chicken or fish 100 gms (gravy), seasonal veg. (dry), and sweet/ice cream.
- IX. The Service Provider must ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
- X. The Service Provider shall comply with the Food Safety & hygiene conditions regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, left over etc.
- XI. The septic tank to be cleaned quarterly at additional cost at actuals.
- XII. Overhead water tank cleaning is to be done twice in a year. It is in vendor's scope.

XIII. Roof top clearing is to be done. Especially before rainy season to come.

XIV. Food consumables: -

The items should be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the Guests. Surplus food should be disposed of and should not be used in the next meal. Service provider must maintain the minimum inventory of one week in any point of time.

Service Provider has to provide all food consumables as per following makes and as Specified below or any other make to be approved by MPL (Maithon Power Limited):-

- Rice-Basmati of Kohinoor/Dawaat/Heritage
- Atta-Ashirwad brand/Annapurna/Shaktibhog Fresh Chakki Atta
- Masala-All Masala powder should be Cookme/ Shalimar
- Oil-Refined Sunflower oil of Sundrop /Fortune and similar brand.
- Ghee-Britannia/Amul/Mother dairy
- Butter & Cheese-Amul/Britania/Mother dairy
- Papad-Lilijat/Bikaji
- Pickles-Priya/Bedkar/Mother/ Kabul/Maggie
- Jams-Kisan/Druke
- Sauces-Maggie/Kisan
- Cornflakes-Kellogg's/Mohun
- Fresh Milk-in poly pack from Local Dairy
- Tea/Green Tea-Tajmahal/Tata, Tetley (both tea bags + packet tea)
- Coffee- Nescafe/Bru
- Biscuits-3-4 varieties of Biskfarm/Britannia/Parle or similar

MPL (Maithon Power Limited) Deliverables: - MPL (Maithon Power Limited) will finalize the food menu and routine check-up of food consumables and its quality.

Exclusions: - Nil

4. Housekeeping Services: - The key deliverables of service provider will be as follows: -

“The SERVICE Provider” shall be responsible for the cleaning and upkeep of all internal and external area including all internal glass façade, walls, staircase any other area which falls within part of the facility inclusive of all necessary consumables mentioned below.

“The SERVICE Provider” shall ensure that the vendor provides daily cleaning of the following:

Guest House Rooms/Dinning area:

- I. **Daily** Sweeping/mopping dry & wet of the entire premises/sanitizing if desired
- II. Replacement of Bed linens, towels as per routine (**Thrice in a week**) frequency in all rooms during stay of guest.
- III. Dusting of desk, Table, chairs, other fixture, and furniture located in the rooms (**Daily**)
- IV. Dusting of Door mats.
- V. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets.
- VI. Emptying all wastepaper baskets, ashtrays from all rooms and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning of items where they were located.
- VII. Water bottles of each guest rooms should be cleaned on daily basis.
- VIII. To ensure that all rooms are provided with following items at any point of time:
- IX. Housekeeping chemicals to be used.

R-2 of Brand Diversey for floor cleaning.

R-3 of Brand Diversey for mirror and glass pane cleaning.

R-6 of Brand Diversey for toilet cleaning.

R-7 of brand Diversey for Kitchen cleaning.

- I. At any time of checking stock must be shown or current supply invoice must be produced to the checker

Sr.No	Items
01.	Bed sheet
02.	Bed Cover
03.	Pillow with cover
04.	Blanket
06.	Bath Towel
07.	Hand Towel
08.	Tumbler (Glass)
09.	Water Jug / water bottle
10.	Coasters
11.	Hangers
12.	Bucket and Mug
13.	Dustbin
14.	Mosquito repellents/Liquid
15.	Foot mat

16.	Toilet Tissue Roll
17.	Liquid hand wash
18.	Soap, Oil, Shampoo, Shaving Kit, Face wash, Tooth Brush, Tooth Paste

Washrooms:

- I. Sweeping /mopping wet of the entire premises
- II. Thorough cleaning and sanitization of the toilets, washbasins, mirrors, dustbins, WC facilities using, nonabrasive cleaners and disinfectants.
- III. All the wash basins, toilets pans should be kept stain free using Harpic/Sani fresh or similar brand etc.
- IV. All surfaces shall be free of germs, soap mud and smudges at the washrooms/WC.

Dining area:

- I. Dusting of desk, Table, chairs, other fixture, and furniture located in the dining area and arrange it on suitable place.
- II. All waste wet and dry from dining halls etc. will be collected and disposed off as per the guidelines every day.

Kitchen:

- I. Sweep and mop clean all floors using disinfectant.
- II. Clean, all sinks in any point of time.
- III. All appliances like refrigerators/Microwave/Mixer to be kept clean and operational.
- IV. Dustbins to be cleared as per the SOW.
- V. Water Bottles should be kept clean.
- VI. No odors to emanate from the kitchen.
- VII. Housekeeping of common areas of kitchen.

Weekly cleaning of the following:

- I. Deep cleaning of the floors
- II. Wipe all internal doors and wall surfaces with disinfectant.
- III. Wipe out wastepaper bins or replace liners.
- IV. Vacuum clean all corners, edges and under furniture.
- V. Full clean of front door mats, Wipe/clean all staircases, verandahs, corridors with detergents.
- VI. A/C filter/ Lighting, ceiling Fan blades and window panels.
- VII. Service Provider shall be responsible for cleaning/laundry of linens of guest house at his own cost.

Monthly cleaning of the following:

- I. To remove cobwebs from the entire campus building wherever they exist.
- II. Scrubbing of all floor areas.
- III. Carpets if present Guest Rooms/Dining rooms to be cleaned with shampoo.
- IV. All wooden furniture to be dusted and maintained in good condition.
- V. Washing, ironing, and refitting of curtains.

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).

	AREA	WORK	FREQUENCY
1	Guest Kitchen area	Effective removal of dust, garbage general cleaning of the complete area	Twice in a day and as & when required
2	Stairs & Surroundings area of Guest House premises	Effective removal of Garbage, Dust/ dirt etc.	Once in a day and as & when required
3	Guest Rooms	Cleaning of Rooms, changes in bed sheets, removal of garbage from dustbin also ensure there is	Once in day and regular check by

		no unwanted material is kept or stored.	Caretaker/supervisor is required.
4	Common Area	Daily Dusting, Floor mopping	Once in a day and as & when required
5	Washroom	Deep cleaning of washrooms ensures there is no stacking of dustbins and there is a time-based checklist for washrooms	Continuous basis
6	Dining area	Cleaning of all furniture and equipment's mopping of floor cleaning of used plates after lunch/Dinner	as & when required
0 7	All Tissue Dispenser and Liquid soap dispenser	To be filled and regularly checked by Housekeeping person to ensure 100 % availability	Daily Basis
0 8	Reporting of Non-functional equipment's to MPL (Maithon Power Limited) officials	Daily monitoring and reporting of all equipment's (Electrical and any civil items) related to Kitchen, Toilets and Office area	As on when required basis.

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
15. Garbage bags small
16. Spray bottles
17. Room freshener
18. Toilet brush
19. Insect Killer
20. Hand brush
21. Naphthalene Ball

22. Plastic buckets & mugs 23. Dettol liquid
24. Extension pole for glass cleaning
- 25 Face/Hand Tissue Paper/Sea Folds in all dispenser
26. Toilet paper rolls 27. Harpic/Flush Clean
28. Collin 29. Vacuum cleaner
30. Mosquito Liquid with branded quality and its refilling.
31. Air/Room freshener with regular refilling

MPL (Maithon Power Limited) Deliverables: nil

Exclusions: nil

6. Laundry services:

- Arrangement are to be made for washing/dry cleaning and ironing of all kinds of linen materials such as bed covers, bed sheets, curtains, sofa covers, pillow covers, towels, blankets etc., The above materials shall be changed after each change of occupancy or three days of continuous of occupancy, whichever is lower. All required linen shall be supplied by Tata Power at the beginning of the contract and the same must be returned after completion of contract in as it is condition, except normal wear and tear. For missing/lost items recovery will be made as per actual costs of the item.
- The service provider shall also provide laundry services for the daily clothes washing on chargeable basis to the guest as per with proper bill on mutually agreed rate.

5. 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

6. Miscellaneous services: -

Service provider deliverables: -

- I. Service provider shall make available **One English** and **One Hindi** newspaper (as approved by MPL (Maithon Power Limited) on daily basis for all sites for the guests as approved by MPL (Maithon Power Limited)
- II. The LPG gas connection will be provided by MPL (Maithon Power Limited) and the charges of refilling shall be borne by service provider.

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.

2. 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 there is a proper engagement and optimization of its resources deployed at M P L (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/workmen 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 non-compliance of duties or if found guilty of misconduct, refuses work or creates indiscipline would have to be immediately replaced.
- Under any circumstances the Facility cum Guest House Managerial Service at site premises will not remain blank without permission of MPL's Engineer-in charge or his authorized representative. If such void is for more than two days, resource at the same work level will be placed as back up. No way will any resource of lower level be applicable. If such things happen, it will draw LS penalty as stated in the K factor.

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

3. CLEANING SERVICES

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

“The SERVICE Provider” shall be responsible for the cleaning and upkeep of all internal and external area including all internal glass façade, walls, staircase any other area which falls within part of the facility inclusive of all necessary consumables mentioned below.

“The SERVICE Provider” shall ensure that the vendor provides daily cleaning of the following:

Kitchen & dining Hall

- Sweep and mop clean all floors using disinfectant
- Clean, all sinks and metal fittings
- Wipe down fridge / other white goods (if applicable)
- All Appliances/machines to be kept clean and operational.
- Dustbins to be cleared as per the SOW.
- Water Bottles should be kept clean
- No odors to emanate from the Pantry
- Housekeeping of common areas of pantry.
- 5S to be well maintained.

Kitchen Floors:

- Empty all waste bins as per the SOW.
- Wipe, replace bin liners as required
- Vacuum carpet areas
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Recycling
- Carry out deep cleaning every

Washrooms:

- Sweeping of the entire premises.

- Through cleaning and sanitization of the toilets, washbasins, mirrors, dustbins, and WC facilities using nonabrasive cleaners and disinfectants.
- All the wash basins, toilets pans should be kept stain free using harpic/Sani fresh etc.
- All surfaces shall be free of germs, soap mud and smudges at the washrooms/WC.

External and Common areas Specific by MPL (Maithon Power Limited)

- Roof top clearing.
- Pathways and outer area of Guest House.

Weekly cleaning of the following:

- Wipe all internal doors and wall surfaces (other than bare masonry) with disinfectant
- Wipe out wastepaper bins or replace liners
- Full clean of front door mats

Monthly cleaning of the following.

- Thoroughly clean all windows. Both sides of Reception area glass and entrance doors, including all frames and door handles
- Dusting of all interior walls, furniture, and equipment
- Deep clean.
- Clean internal windows, sills and blinds.

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 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 | 15. Garbage bags small |
| 16. Spray bottles | 17. Air Freshener |
| 18. Toilet brush | 19. Insect Killer |
| 20. Hand brush | 21. Naphthalene Ball |
| 22. Plastic buckets & mugs | 23. Dettol liquid |
| 24. Extension pole for glass cleaning. | |

25 Face/Hand Tissue Paper

26. Toilet paper rolls

27. Harpic/Flush Clean

28. Collin

29. Vacuum cleaner

30. Air freshener with regular refilling at all places

MPL (Maithon Power Limited) Deliverables: nil

Exclusions: nil

4. 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) Deliverables: Nil

Exclusions: Nil

5. CATERING SERVICES

a. Chargeability of food: -

As per Guideline or directed by the Engineer-in-charge.

b. Other conditions of catering services: -

- Vendor will prepare food inside Guest House kitchen
- Accommodation and daily conveyance of manpower for catering service at Guest House will be in scope of vendor.
- The vendor will be responsible to take order of guest meal from administration dept. on daily basis. Any excess of meal in all will not be bill to company.
- Water bottles and glasses to be placed on every table along with salt and pepper holders.
- Layout will be as per the specification of the management.

c. Monthly report

- Daily consumption records duly signed.

- Monthly consumption summary
- Feedback of guests consuming foods.
- Kitchen Utensils & assets inventory.
- Monthly Electronic and electrical gadgets status Guest house.
- Miscellaneous expenses summary (subject to approval).
- Gadgets (Fan, A.C, Grinder, etc.) maintenance report monthly.
- Any other requirement as and when required.

6. 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 ensure that their staff/ workmen carry with them valid passes/ work permits etc. for proper identification inside the MPL battery area.
- c. 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.
- d. Service provider's manpower must follow all the safety standards as per the Fire & Safety philosophy of MPL.
- e. 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.
- f. 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.
- g. First Aid services as available at site in First Aid center at Anandam Township shall be extended to the Service provider's workers, while inside the Guest House premises. Any other medical expenses over and above First Aid shall be borne by Service provider.
- h. Service provider will also follow all COVID-19 related safety procedure (PPEs, hygiene and other norms) as decided by central/state/ MPL on time to time basis.
- i. 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.

- j. 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.

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

7. 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 is done 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.

Exclusions: Nil

8. GATE PASS/MEDICAL FITNESS:

- I. The service provider shall comply with the gate pass procedure of MPL's security and as per Tata steel standard.
- II. The personnel/employees/workers employed by the Service Provider for 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.

MPL (Maithon Power Limited) Deliverables:

Comprehensive database of all user names

Exclusions: Nil

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” staff 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 of the problem arises.
- V. Impact of any upcoming issue
- VI. Inventory, asset movement register.
- VII. Kent service record with locations.
- VIII. Customer satisfaction reports/MIS.
- IX. Corrective Action (even if only temporary)
 - X. First level of investigation (if possible)
 - XI. External job register maintain with service receiver's sign.

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.

MPL (Maithon Power Limited) Deliverables: Nil

Exclusions: Nil

14. MPL (MAITHON POWER LIMITED) SCOPE OF DELIVERABLES: -

Following shall be provided to the Service provider by MPL: -

- a. Payment of all utility bills
- b. AMC for AC maintenance & other major maintenance.
- c. Storage space
- d. Crockery and other utensils
- e. Furniture, bed linens, kitchen and other home appliances except that under scope of vendor.
- f. Refilling of remote battery.
- g. Un-furnished Accommodation for Live in staffs for Field hostel only.

All type of repair and maintenance in Premises which covers all types of electrical, Plumbing, Civil work etc. anyhow service provider will responsible to intimate the HR/ES & Admin In charge for such malfunctioning on as and when require basis. In case of an emergency for minor repair will be under the scope of vendor and maintenance, service provider shall complete the job as per directive and prior approval of HR/ES & A in-charge and same can be claimed as reimbursement in monthly invoice.

Annexure-I Food Menu (Guest House)

Sr. No	Description of Menu
01.	Breakfast Paratha/Puri/Bhatura/Poha/Uppama/Idli/ Vada/South Indian with vegetable (<i>any one of them per day on rotation basis</i>) Tea/Coffee
02.	Lunch/Dinner Vegetarian/(Non-veg) <ul style="list-style-type: none">• Green Salads• Rice (Good quality):- Plain/Jeera/Pease/Pulao/Biryani etc. (<i>any one of them per day on rotation basis</i>)• Chapati• Dal fry, Dal Tadka, Dal Makhani/Rajma/Chole/Lobia and other similar items (<i>any one of them per day on rotation basis</i>)• 01 seasonal vegetable (Dry/semi dry)• Curd/ Raita or any similar types of items

	<ul style="list-style-type: none"> • Seasonal Fruits/Sweet dish/Ice Cream • Pickle/sauce/Chutney • Papad with variety interchange on different days • For Non-veg, an item of Non-veg will be added (it could be 100 gm fish/150 gm chicken)
03.	Evening snacks (as per menu decided by management)
04.	Dry Confectionary items packets various item (only on MRP)
05.	Mineral water 1.0 liter (Bisleri/Aquafina) only on MRP
06.	Packaged Juice/Canned Juice on MRP
07.	Al-a-carte rates and items will be decided by service provider and MPL HR & ES&A management committee.

**** ANY CHANGES IN RATES & DELIVERABLES WILL BE UNDERSCOPE OF ORDER MANAGER/ES&A AND PURCHASE.**

SCOPE OF WORK

Caretaking of Anandam Township & Catering Management services at Maithon

The overall contract is divided into two major parts: -

PART	Type of contract	Location
A	Anandam Township Housekeeping & Facility Management	MPL Township
B	Canteen services	MPL Township

(Part-A) Scope of work for Anandam Township Management services at MPL Township, Maithon, Jharkhand

Background of Project Location/Site: -

MPL (Maithon Power Limited) JV of Tata Power & DVC having its, Township for their officers and staff. At Maithon, MPL requires the services of housekeeping, maintenance, and canteen services at Anandam Township.

We require Reputed and experienced bidder for Anandam Township management which includes Caretaking, Catering & Housekeeping of complete premise occupied by MPL as below mentioned details

The brief feature of Anandam Township is as follows: -

Field Hostel	Block Description	Total no of Rooms	Halls	No. of Toilets	Dining Hall	Kitchen	Details of occupancy	Glass house on E block1	Total approximate area including lawn areas
Anandam Township	5 NOS	46	4	53	01	01	100%	1	sq. ft.

7. Anandam Township Management Services shall broadly include the following services, and a detailed requirement of services required is specified below-

7.1 Caretaking Services

- Boarder and Guest Assistance
- Overall supervision
- Maintenance of occupancy list and other records
- Housekeeping of all areas
- Maintaining laundry service

7.2 Catering Services at Anandam Township:

- Catering services Mainly for Guest/ Bachelor Boarders
- Quality of food consumables

7.3 Housekeeping services

- Housekeeping/ Janitorial Services
- Waste Removal & Disposal
- Laundry services
- Miscellaneous Services

7.4 Support Services:

- Customer Satisfaction Survey
- Performance & Compliance Reporting
- Store Support Services of MPL (Maithon Power Limited) assets

The above services are elaborated in the following sections.

8. Caretaking services for Bachelor accommodation and common areas of accommodation:

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

- X. Maintain the check-in and check-out registers.
- XI. Allot the rooms in Guest house/ Boarders as per directive received from Admin (authorized person) of MPL. Un-authorized person will not stay in Township in any condition and it will be treated as serious violation.
- XII. Arrange safe handling of baggage of the guest/boarders.
- XIII. To attend the all telephone calls related to booking or from any of the officials and convey the same to concern authority, if required.
- XIV. Caretaker will ensure that feedback cum complain register is filled by every boarder.
- XV. To report room wise occupancy status every week to the MPL (Maithon Power Limited) Admin in charge.
- XVI. To report non-functional of electrical & electronic gadgets (AC, Geyser, Fan, lights, Water motor, Washing Machine, Water purifier, gen sets, TV's, electronic press etc) provided by the MPL (Maithon Power Limited) to ES & A in charge. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the ES & Admin In charge immediately on identification of problems and follow up should be made up till resolving the issue.
- XVII. Caretaker of the Anandam Township will also responsible to send all utility bills, payable by MPL (Maithon Power Limited) to ES&A-in-charge within one day of receipt of bill. Caretaker must ensure bill should be receipt by In-charge seven days before due date of payment.

XVIII. Maintaining of cleanliness of surrounding areas within the boundary walls.

MPL (Maithon Power Limited) deliverables: - MPL (Maithon Power Limited) will provide list of guest/employees who are going to stay in Anandam Township through phone or e-mail/Whats App.

Exclusions: - Nil

9. Catering services: - The key deliverables of service provider will be are as follows:

XV. The Service Provider must provide best quality food in hygienic conditions, to the guests and other MPL (Maithon Power Limited) employees, as required from time to time on chargeable basis.

XVI. It is prime responsibility of the Service Provider to provide excellent catering Services as follows:

a) Morning tea/coffee

b) Breakfast

c) Lunch

d) Evening Tea/Coffee & Snacks

e) Dinner

f) Breakfast (consists with Bread, butter, jam or Indian preparation like variety of parathas with sabji/chutney/curd or South Indian preparations and tea/coffee. Lunch (Veg)/Dinner (Veg) consists with salad, papad, pickle, curd, rice, roti, dal, seasonal veg. (gravy), seasonal veg. (dry), and sweet. Non-veg will be as per order with extra charge.

XVII. It is the responsibility of the Service Provider to recover the charges of foods, as agreed with MPL (Maithon Power Limited), from the all the guests & permanent occupants. Service provider shall issue proper Bill & money receipt to every guest/boarder.

XVIII. In case of written order from ES&A in-charge for not to raise any bill against any particular Guest, the food charges for the said Guest to be billed to the MPL (Maithon Power Limited) on monthly basis with supporting documents.

The timing of serving food, beverages etc. will be as follows: -

Session	Timings
Morning Tea/Coffee to be supplied in Rooms or as per choice of Guest	07:00 am- 07:30 am
Breakfast	07:30 am – 09:00 am
Lunch	12:30 pm – 14:00 pm
Evening Tea	18:00 pm – 18:30 pm
Dinner	20:00 pm – 22:00 pm

- XIX. The Service Provider must ensure that only fresh prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of MPL (Maithon Power Limited) that Service Provider is not following the same, the contract will be terminated forthwith.
- XX. Fresh vegetables/non-veg items from near markets located only to be prepared in the Township and served to guests/boarders. Proper care should be taken for perishable items which will be procured daily on need basis.
- XXI. The Service Provider must ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
- XXII. 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.
- XXIII. The septic tank and water tank to be cleaned quarterly at additional cost at actual.

XXIV. Food consumables: -

The items should be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the Guests/boarders. Surplus food should be disposed of and should not be used in the next meal. Service provider must maintain the minimum inventory of one week in any point of time.

The Service Provider shall supply all food consumables as per the makes specified below, or any other make approved by MPL (Maithon Power Limited). Further, whenever new stock arrives, the Service Provider must get it certified by any Anandam Township Management Committee member to confirm that the supplied items match the specified makes. This certification report must also be submitted along with the monthly MIS.

- Rice-Mini Kit
- Atta-Ashirwad brand/Annapurna/Shaktibhog Fresh Chakki Atta
- Masala-All Masala powder should be Tata Sampann/ Catch/ Everest
- Oil-Refined Sunflower oil of Saffola /Fortune / Dhara brand.
- Ghee-Britannia/Amul/Mother dairy
- Butter & Cheese-Amul/Britania/Mother dairy
- Papad-Lijjat/Bikaji
- Pickles-Priya/Tops/Mother's Recipe
- Jams-Kissan/Druke
- Sauces-Maggie/Kissan
- Cornflakes-Kellogg's/Mohan
- Fresh Milk-in poly pack from Local Dairy
- Tea/Green Tea-Tajmahal/Tata, Tetley (both tea bags + packet Tea)
- Coffee- Nescafe/Bru

- Biscuits-3-4 varieties of Biskfarm/Britannia/Parle or similar

MPL (Maithon Power Limited) Deliverables: - MPL (Maithon Power Limited) will finalize the food menu and routine check-up of food consumables for its quality.

Exclusions: - Nil

- 10. Housekeeping Services:** - The key deliverables of service provider will be are as follows: -

“The SERVICE Provider” shall be responsible for the cleaning and upkeep of all internal and external area including all internal glass façade, walls, staircase any other area which falls within part of the facility inclusive of all necessary consumables mentioned below.

“The SERVICE Provider” shall ensure that the vendor provides daily cleaning of the following:

Guest House/ Rooms/Dinning area/Community hall/Gym room/TT rooms/First Aid center/Kitchen/Parking area/STP area/ Garbage dumping area/Roof top of all blocks/ :

- X. **Daily** Sweeping/mopping dry & wet of the entire premises/sanitizing if desired
- XI. Replacement of Bed linens, towels as per routine (**Thrice in a week**) frequency in all rooms during stay of guest/boarders.
- XII. Dusting of desk, Table, chairs, other fixture, and furniture located in the rooms (**Daily**)
- XIII. Dusting of Door mats.
- XIV. Clearing dust bins and separating of dry and wet garbage on daily basis. Collected garbage must be cleared out of the premises on daily basis.
- XV. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets.
- XVI. Emptying all wastepaper baskets, ashtrays from all rooms and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning of items where they were located.
- XVII. Water bottles of each guest rooms should be cleaned on daily basis and refilled once daily.
- XVIII. To ensure that all rooms are provided with following items at any point of time:

Sr.No	Items
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01.	Bed sheet
02.	Bed Cover
03.	Pillow with cover
04.	Blanket
05.	Tumbler (Glass) not for Hostel/ Bachelor accommodations
06.	Water Jug / water bottle
07.	Coasters not for Hostel/ Bachelor accommodations
08.	Hangers
09.	Bucket and Mug
10.	Dustbin
11.	Mosquito repellents/Liquid not for Bachelor accommodations
12.	Foot mat
13.	Toilet Tissue Roll

14.	Liquid hand wash

Washrooms:

- III. Sweeping /mopping wet of the entire premises
- IV. Thorough cleaning and sanitization of the toilets, washbasins, mirrors, dustbins, WC facilities using, non-abrasive cleaners and disinfectants.
- V. All the wash basins, toilets pans should be kept stain free using Harpic/Sani fresh or similar brand etc.
- VI. All surfaces shall be free of germs, soap mud and smudges at the washrooms/WC.

Dining area:

- III. Dusting of desk, Table, chairs, other fixture, and furniture located in the dining area and arrange it on suitable place.
- IV. All waste wet and dry from dining halls etc. will be collected and disposed off as per the guidelines every day.

Kitchen:

- VIII. Sweep and mop clean all floors using disinfectant.
- IX. Clean, all sinks in any point of time.
- X. All appliances like refrigerators/Microwave/Mixer to be kept clean and operational.
- XI. Dustbins to be cleared as per the SOW.
- XII. Water Bottles should be kept clean.
- XIII. No odors to emanate from the kitchen.
- XIV. Housekeeping of common areas of kitchen.
- XV. Cooking utensils must be cleaned properly.
- XVI. Proper hygiene has to be maintained in the kitchen.

Weekly cleaning of the following:

- VIII. Deep cleaning of the floors
- IX. Jet-pressure cleaning of the Jogger Track (located behind the block) shall be carried out whenever required.
- X. Wipe all internal doors and wall surfaces with disinfectant.
- XI. Wipe out wastepaper bins or replace liners.
- XII. Vacuum clean all corners, edges and under furniture.
- XIII. Full clean of front door mats, Wipe/clean all staircases, verandahs, corridors with detergents.

- XIV. A/C filter/ Lighting, ceiling Fan blades and window panels.
- XV. Service Provider shall be responsible for cleaning/laundry of linens of Bachelor at his own cost.

Monthly cleaning of the following:

- VI. To remove cobwebs from the entire campus building wherever they exist.
- VII. Scrubbing of all floor areas. Additional if required as n when.
- VIII. Carpets in Guest Rooms/Dining rooms to be cleaned with shampoo.
- IX. All wooden furniture to be dusted and maintained in good condition.
- X. Washing, ironing, and refitting of curtains.
- XI. Polishing of wooden furniture with suitable solution.

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
- 15. Garbage bags small
- 16. Spray bottles
- 17. Room freshener
- 18. Toilet brush
- 19. Insect Killer
- 20. Hand brush
- 21. Naphthalene Ball
- 22. Plastic buckets & mugs
- 23. Dettol liquid
- 24. Extension pole for glass cleaning

- 25 Face/Hand Tissue Paper/Sea Folds in all dispenser
26. Toilet paper rolls 27. Harpic/Flush Clean
28. Collin 29. Vacuum cleaner
30. Mosquito Liquid with branded quality and its refilling.
31. Air/Room freshener with regular refilling
32. Housekeeping chemicals to be used:-

R-2 of Brand Diversey for floor cleaning.

R-3 of Brand Diversey for mirror and glass pane cleaning.

R-6 of Brand Diversey for toilet cleaning.

R-7 of brand Diversey for Kitchen cleaning.

At any time of checking stock must be shown or current supply invoice must be produced to the checker.

MPL (Maithon Power Limited) Deliverables: nil

Exclusions: nil

7. Laundry services:

- Arrangement are to be made for washing/dry cleaning and ironing of all kinds of linen materials such as bed covers, bed sheets, curtains, sofa covers, pillow covers, towels, blankets etc., The above materials shall be changed after each change of occupancy or three days of continuous of occupancy, whichever is lower. All required linen shall be supplied by Tata Power at the beginning of the contract and the same must be returned after completion of contract in as it is condition, except normal wear and tear. For missing/lost items recovery will be made as per actual costs of the item.
- The service provider shall also provide laundry services for the daily clothes washing on guest as per with proper.

11.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

12. Miscellaneous services: -

Service provider deliverables: -

- III. The LPG gas connection will be provided by MPL (Maithon Power Limited) and the charges of refilling shall be borne by service provider.

	AREA	WORK	FREQUENCY
1	Guest/Canteen Kitchen area	Effective removal of dust, garbage general cleaning of the complete area	Twice in a day and as & when required
2	Stairs & Surroundings area of Guest House premises	Effective removal of Garbage, Dust/ dirt etc.	Once in a day and as & when required
3	Guest Rooms	Cleaning of Rooms, changes in bed sheets, removal of garbage from dustbin also ensure there is no unwanted material is kept or stored.	Once in day and regular check by Caretaker/supervisor is required.
4	Common Area	Daily Dusting, Floor mopping	Once in a day and as & when required

01	Anandam Township Canteen	6000 Sq.Ft	01	01	01	0	07
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The above-mentioned Services shall broadly include the following services, and a detailed requirement of services required is specified below-

- Housekeeping
- Waste Removal & Disposal
- Quality of housekeeping consumables
- Preparing qualitative, quantitative and hygienic food.

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.

2. 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 there is 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/workmen 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 kind of job.
 - 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.

4. CLEANING SERVICES

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

“The SERVICE Provider” shall be responsible for the cleaning and upkeep of all internal and external area including all internal glass façade, walls, staircase any other area which falls within part of the facility inclusive of all necessary consumables mentioned below.

“The SERVICE Provider” shall ensure that the vendor provides daily cleaning of the following:

Kitchen & dining Hall

- Sweep and mop clean all floors using disinfectant
- Clean, all sinks and metal fittings
- Wipe down fridge / other white goods (if applicable)
- All Appliances/machines to be kept clean and operational.
- Dustbins to be cleared as per the SOW.
- Water Bottles should be kept clean
- No odors to emanate from the
- Housekeeping of common areas of pantry.
- Clean writing boards for menu display.
- 5S to be well maintained.

Kitchen Floors:

- Empty all waste bins as per the SOW.
- Wipe, replace bin liners as required
- Clean tables, working table tops and furniture and equipment
- Clean doors and partitions
- Clear any debris from kitchen.
- Recycling
- Carry out deep cleaning every day.

Washrooms:

- Sweeping of the entire premises.
- Thorough cleaning and sanitization of the toilets, washbasins, mirrors, dustbins, and WC facilities using non-abrasive cleaners and disinfectants.
- All the wash basins, toilets pans should be kept stain free using harpic/Sani fresh etc.
- All surfaces shall be free of germs, soap mud and smudges at the washrooms/WC.
- Naphthalene mat/scented cubes to be supplied for all time.

External and Common areas (Specific by MPL (Maithon Power Limited))

- Maintenance and upkeep of the following areas
- Surrounding drainages.
- All Pathways to be cleaned.

Weekly cleaning of the following:

- Wipe all internal doors and wall surfaces (other than bare masonry) with disinfectant
- Wipe out waste paper bins or replace liners
- Full clean of front door mats
- Do scrubbing from inside of garbage bins.

Monthly cleaning of the following.

- Thoroughly clean all windows. Both sides of Reception area glass and entrance doors, including all frames and door handles
- Dusting of all interior walls, furniture, and equipment
- Deep clean.
- Clean internal windows, sills and blinds.

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 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 pad.
9. Window Squeeze
10. Nylon brooms with sticks
11. Garbage bags large
12. Floor dust mops with holder
13. Feather duster
15. Garbage bags small
16. Spray bottles
17. Air Freshener
18. Toilet brush
19. Insect Killer
20. Hand brush
21. Naphthalene Ball
22. Plastic buckets & mugs
23. Dettol liquid
24. Extension pole for glass cleaning.
- 25 Face/Hand Tissue Paper
26. Toilet paper rolls
27. Harpic/Flush Clean
28. Collin
29. Vacuum cleaner
30. Air freshener with regular refilling at all places

MPL (Maithon Power Limited) Deliverables: nil

Exclusions: nil

4. 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) Deliverables: Nil

Exclusions: Nil

11. CANTEEN SERVICES

a. Chargeability of food: -

Lo ca tio n	Food Items	Frequenc y	Charg eabilit y	Charge ability Guest
An an da m Ca nt ee n	Break Fast	Once in a day	100%	As per instruct ion
	Lunch /Dinn er	Once in day	100%	As per instruct ion
	Evenin g snacks	Once in day	100%	As per instruct ion

b. Other conditions of canteen services: -

- Vendor will prepare food inside Anandam Township kitchen
- Accommodation and daily conveyance of manpower for catering service at Anandam Township will be in scope of vendor.
- 100% cost of guest meals should be claimed to MPL based on approval from ES&A – MPL.

Food	Area to be served
Breakfast Lunch/Dinner Snacks (Evening)	Canteen dining hall

- The vendor will be responsible to take order of guest meal from administration dept. on daily basis. Any excess of meal in all will not be bill to company.
- Water bottles and glasses to be placed on every table along with salt and pepper holders.
- Layout will be as per the specification of the management.
- Canteen Menu will be decided by the MPL's canteen committee / management and communicated to vendor on time to time basis.
- Dining hall and canteen to be cleaned minimum thrice every day and laid out half an hour before the mealtime.
- The non-veg (Chicken and Fish/Egg) should be served on Al-a-carte menu along with special veg lunch (for vegetarian a special veg item) to be placed based on order.

c. Monthly report

- Daily consumption records duly signed.
- Monthly consumption summary
- Feedback of officers and guests consuming foods.
- Kitchen Utensils & assets inventory.
- Monthly Electronic and electrical gadgets status for plant, Guest house, hostel.
- Miscellaneous expenses summary (Subject to approval).
- Canteen maintenance report monthly.
- Packaged drinking water consumption summary day wise.
- Any other requirement as and when required.
- External job (Repairing, Installation and Maintenance) must be recorded and signed by the receiver, submitted monthly to the user.

12. 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.

- s. The Service provider shall arrange for the applicable personal protective equipment such as required for the job at Guest house and at plant premises.
- t. 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.
- u. Service provider's manpower must follow all the safety standards as per the Fire & Safety philosophy of MPL.
- v. 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.

- w. 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.

- x. 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.

- y. Service provider will also follow all COVID-19 related safety procedure (PPEs, hygiene and other norms) as decided by central/state/ MPL on time to time basis.

- z. 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.

- aa. 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.

- bb. Carrying liquor inside the assigned area by anyone including supervisors
- cc. Consumption of liquor/drugs
- dd. Carrying of hazardous explosive and inflammable materials.

- ee. Gambling activity of any nature.
- ff. Any other uncaredful objectionable activity.
- gg. Besides the above any other activity prohibited in law or under the orders of MPL, Maithon will also stand included in the above list.
- hh. The assets and consumables (with their life span) as provided by the company MPL to be maintained and checked regularly.
- ii. Any Gross misconduct, unethical practices as per Tata code of conduct shall not be tolerated and person should be removed from MPL premises immediately.

13. 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 is done 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.

Exclusions: Nil

14. GATE PASS/MEDICAL FITNESS:

- IV. The service provider shall comply with the gate pass procedure of MPL's security and as per Tata steel standard.
- V. 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.
- VI. 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.

15. UNIFORM

- III. 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
- IV. 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.

16. 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:

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

MPL (Maithon Power Limited) Deliverables:

Comprehensive database of all user names

Exclusions: Nil

17. 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” staff is required to attend “Daily”, and “Weekly” Management Meetings as agreed between MPL (Maithon Power Limited) and “The SERVICE Provider”.

- XII. Weekly Reports
- XIII. Weekly Reports must be by no later than Saturday for the ending week.
- XIV. Incident Reporting
- XV. Root cause analysis
- XVI. Impact of any issue on services.
- XVII. Customer satisfaction reports/MIS.
- XVIII. Corrective Action (even if only temporary)
- XIX. 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.

MPL (Maithon Power Limited) Deliverables: Nil

Exclusions: Nil

14. MPL (MAITHON POWER LIMITED) SCOPE OF DELIVERABLES: -

Following shall be provided to the Service provider by MPL: -

- h. Payment of all utility bills
- i. AMC for AC maintenance & other major maintenance.
- j. Storage space
- k. Crockery and other utensils
- l. Furniture, bed linens, kitchen and other home appliances except, that under scope of vendor.
- m. Refilling of remote battery.
- n. Un-furnished Accommodation for Live in staffs for Anandam Township only.

All type of repair and maintenance in Premises which covers all types of electrical, Plumbing, Civil work etc. anyhow service provider will responsible to intimate the HR/ES & Admin In charge for such malfunctioning on as and when require basis. In case of an emergency for minor repair and maintenance, on service provider's scope. Major issue shall complete the job as per directive and prior approval of HR/ES & A in-charge and same can be claimed as reimbursement in monthly invoice.

Annexure-I Food Menu (Anandam Township canteen)

Sr. No	Description of Menu	Food serving time
01.	<p>Lunch/Dinner Vegetarian/(Non-veg)</p> <ul style="list-style-type: none">• Green Salads• Rice (Good quality):- Plain/Jeera/Pease/Pulao/Biryani etc. (<i>any one of them per day on rotation basis</i>)• Chapati• Dal fry, Dal Tadka, Dal Makhani/Rajma/Chole/Lobia and other similar items (<i>any one of them per day on rotation basis</i>)• 01 seasonal vegetable (Dry/semi dry)• Curd/ Raita or any similar types of items• Seasonal Fruits/Sweet dish/Ice Cream• Pickle/sauce/Chutney• Papad with variety interchange on different days <p>*Non-veg will be served every day as Al-a-Carte Menu order and pay basis</p>	<p>Breakfast Timing</p> <p>07:30 am</p> <p>to</p> <p>09:00 am</p> <p>Lunch Timing</p> <p>12:30 pm</p> <p>to</p> <p>02:00 pm</p>

		Dinner Timing 08:00 pm to 10:00 pm
02	Evening snacks (as per menu decided by management)	6:00 pm – 07:00 pm
03.	Dry Confectionary items packets various item (only on MRP)	Based on requirement
07	Mineral water 1.0 liter (Bisleri/Aquafina) only on MRP	Based on requirement
08	Packaged Juice/Canned Juice on MRP	Based on requirement
09	Ala-carte rates and items will be decided by service provider and MPL HR & ES&A management/ Canteen committee.	Based on requirement

SCOPE OF WORK FOR STP MACHINE OPERATION IN ANANDAM

1. STP machine should run 3 times in a day.
2. Any disturbance in the machine or power connection must be reported to concerned authority and by rigorous follow up it must be resolved.
3. On a daily basis machine should in operation. Deduction will be made for every nonperforming day.
4. Surrounding area of machine need to keep clean and weed free.
5. Cleaning of fountain in Anandam.
6. Cleaning of food waste composting machine.

**** ANY CHANGES IN RATES & DELIVERABLES WILL BE UNDERSCOPE OF ORDER MANAGER/ES&A AND PURCHASE.**

