



BHAGYANAGAR GAS LIMITED
(A JOINT VENTURE OF HPCL & GAIL)

BID DOCUMENT FOR

**Tender for Hiring of Housekeeping Services and Office Support Services at BGL
Hyderabad and Vijayawada for a period of 2 years.**

Bid Document No. BGL/732/2026-27

GEM BID No: [GEM/2026/B/7550741](#)

VOLUME-II of II



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

**VOLUME
II OF II**

Bid Document No. BGL/732/2026-27

CONTENTS

VOLUME II of II

Section – 7	:	Scope of Work
Section – 8	:	Special Conditions of Contract
Section – 9	:	Schedule of Rates



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

**VOLUME
II OF II**

Bid Document No. BGL/732/2026-27

SECTION-7
SCOPE OF WORK



Tender for Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

1.1 INTRODUCTION:

Bhagyanagar Gas Limited (“BGL” or “the Company”) is joint venture company promoted by GAIL (India) Limited and Hindustan Petroleum Corporation Limited in August 2003. BGL is operating CNG stations in 3 GAs of Hyderabad, Vijayawada, and Kakinada in the states of Andhra Pradesh and Telangana.

2.0 SCOPE OF WORK:

Providing professional services for carrying out services for housekeeping, Office Support Service activities at BGL-HO, Shamirpet CGS, Saroornagar station, Kukatpally, Gachibowli and Quthbullapur and other allied services at BGL Transit House. The indicated requirement of services at different locations are given below, based on requirement, the services shall be provided at all locations as mentioned below.

Proposed services:

Sr.No.	Description	UOM	Min. Quantity
1	Hiring of Services for Housekeeping & Office support Services at BGL Head Office. Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Per Day	6
2	Hiring of Services for Housekeeping & Office support Services at Motherstation, Shamirpet & Pudur Stores Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Per Day	4
3	Hiring of Services for Housekeeping Services at Motherstation, Hafeezpet. Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Per Day	1
4	Hiring of Services for Housekeeping Services & Office Support Services at Project Offices HMT & Kukatpally Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Per Day	3
5	Hiring of Services for Housekeeping Services at COCO Station, Saroornagar Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Per Day	1
6	Hiring of Services for Housekeeping Services at Transit House, Hyderabad. Cleaning of Transit House premises and Washrooms. Garbage Removal & Pantry Services etc.	Per Day	1
7	Hiring of Services for Cook & Care taker at Transit House, Hyderabad. Prepare Food for guests, clean rooms, common areas and Handle guest check-in/check-out etc.	Per Day	3
8	Hiring of Services for Cook & Care taker Services at Transit House, Vijayawada. Prepare Food for guests, clean rooms, common areas and Handle guest check-in/check-out etc.	Per Day	1
		Total	20

3.0 The contractor shall be responsible for smooth operation of the services as indicated above through deployment of housekeeping, Office Support Services and Allied services who are physically fit and having good track record.



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

4.0 DAILY CLEANING

- **Washroom Cleaning:** Thorough cleaning and sanitization of toilets, bathrooms, washbasins using suitable non- abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap mud and smudges. Cleaning of mirrors, glass doors, glass windows, etc. Replacement of paper towels, toilet paper, and soap dispenser in all bathrooms shall be performed. Display of duty chart (services list) with working Hours & the check list, to be certified by Supervisor twice in a day in each Toilet.
- **Glass Surface Cleaning:** All glass at entrance doors of the premises would be cleaned using damp and dry method. Glass table tops and glass accessories would also be cleaned. Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.
- **Dusting:** Dusting of all desks, furniture's & fixtures, photocopiers, computers and its peripherals like Printer, Scanner, UPS etc. Deep cleaning of stairways, surrounding Common Areas, Terraces, Utility Rooms, Ceilings, Walls, partitions, Toilets and Washrooms.
- **Damp & Dry Cleaning:** Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.
- **Common Area Cleaning:** The common area premises to be cleaned on daily basis.
- **Office premises Cleaning:** The entire Office premises to be cleaned on daily basis by 9 AM.
- **Garbage Removal:** Emptying all waste paper baskets from all floor areas, and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket in environment friendly bags and returning paper baskets where they were located. All waste from waste paper baskets / dust bins will be collected and deposited in the building's waste containers. Dry & wet garbage would be segregated and dumped into designated area within or outside the premises. The dry garbage should further be segregated as per the norms of local authority. The garbage should be taken out of the premises of the building and stored in a large Mobile Garbage Bin. The contractor should ensure the disposal of the garbage from collection point.

5.0 WEEKLY CLEANING:

- **Window Glass Cleaning:** Interior & Exterior glass will be cleaned on both sides, throughout the building wherever accessible.
- **Dusting window-** sills and blinds.
- **Scrubbing:** Scrubbing of all floor areas with scrubber.
- **Cleaning of drains & chambers** (Where ever applicable): Cleaning of drains & chambers of entire office premises.



Tender for Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- **Sanitization of Office** weekly Twice / Thrice as a part of COVID precautionary actions.
Note: All consumables would be provided by BGL.

6.0 OFFICE SUPPORT SERVICES & DAILY ALLIED SERVICES:

- **Pantry Services:** Preparing and serving of Tea / Coffee, beverages to all employees and Contract staff twice a day and guests as and when required.
- **Any office requirement:** Taking Xerox copies, scanning documents, depositing and taking documents to Banks and getting daily provisions for office requirement and other activity as directed by EIC.

7.0 ENVIRONMENTAL BAGS:

The contractor shall ensure that the environment friendly bags provided by BGL for dust bins in all cabins are changed daily. Garbage bins and Dust bins environment friendly bags to be used.

8.0 GARBAGE HANDLING:

The garbage, malba, minor building rubbish, earth, etc., is to be disposed beyond the premises to up to municipal dumping yard. The Contractor shall make his own arrangement for carrying the above and deploy required vehicle & quantity.

9.0 ROOM FRESHENERS:

Room Fresheners should be sprayed as per instructions of EIC.

10.1 Allied Services in a Transit House to do works at Transit House

1. Services of Food & Kitchen at Transit House

- Services of Cooking and serving Food
- Purchasing of Grocery, Vegetables and required items for operations of Transit House
- Tea/coffee preparation
- Maintaining kitchen & storage hygiene.
- Maintaining Purchase records.

2. Housekeeping Services at Transit House

- Cleaning rooms, bathrooms, and common areas on daily basis.
- Changing bed sheets and linens as and when required.
- Laundry services as per requirement.

3. Maintenance of Transit House



Tender for Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- Looking after the building and facilities and its maintenance requirement
- Minor repairs (electrical, plumbing)
- Ensuring water, electricity, and cleanliness of the premises

4. Guest Assistance

- Helping occupants during their stay
- Managing check-in/check-out records
- Providing basic support and information
- Monitoring Guest entry and exit
- Ensuring safety of people and transit house property

10.2 RESOURCE:

Contractor shall deploy sufficient resources along with relievers for weekly off as required in SOR to ensure that all the services specified in the scope of work towards the housekeeping are accomplished satisfactorily and to be completed as per time.

- 11.0 UNIFORM / PPE:** Adequate sets of cotton uniform at least 2 sets per year and one pair Shoe & 02 pairs Cotton socks per year should be provided by the service provider / Agency. The Services of Housekeeping, Office Support Services and Allied Services so as to maintain proper hygiene in day-to-day functioning.

12.0 TIMING FOR HOUSEKEEPING:

The Contractor must ensure to observe following timing for the services of housekeeping, Office Support services and allied Services as instructed by the EIC. Comprehensive cleaning Office **hours on daily basis** should be completed before on all days including Saturday, Sunday and Holidays) or as instructed by EIC. The Office Support services will be deployed in General shift for Office support activities. Further contractor shall ensure essential cleaning of the premises/location on as per schedule and instructions of EIC in order to maintain proper hygiene & cleanliness.

13.0 EXECUTION OF JOB:

Job has to be done entirely to the satisfaction of BGL Executive–In-charge or their authorised representative/s and bills to be certified accordingly. The contractor has to quote the wage rates for the all services as mentioned in the SOR. The rates can be quoted by the Bidder for the entire contract period and no other escalation shall be given to the contractor once the work order is issued by C&P department.

14.0 THE WAGE COMPONENTS:

14.0 (a)

The contractor has to quote the wage rates for the all services as mentioned in the SOR. The rates can be quoted by the Bidder for the entire contract period and no other escalation shall be given to the contractor



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

once the work order is issued by C&P department. The contractor shall ensure the minimum wages as per CLC recommendation or Central GO during the contract period. All payments in compliance to wages and any revisions from time to time by the Labour department should be ensured without fail. ESI/WC/Insurance to be also complied.

15.0 LEGAL & STATUTORY RESPONSIBILITY OF THE CONTRACTOR:

The contractor shall ensure all Labour codes implementation and compliance.

15.1 LABOUR LAWS:

- i) No labour below the age of 18 (eighteen) years shall be employed on the Job.
- ii) The Service Provider shall not pay less than what is provided under law to labourers engaged by him on the Job.
- iii) The Service Provider shall at his expense comply with all labour laws and keep the Employer indemnified in respect thereof.
- iv) The Service Provider shall pay equal wages for men and women in accordance with applicable labour laws.
- v) If the Service Provider is covered under the Contract labour (Regulation and Abolition) Act, he shall obtain a license from licensing authority (i.e. office of the labour commissioner) by payment of necessary prescribed fee and the deposit, if any, before starting the Job under the Contract. Such fee/deposit shall be borne by the Service Provider.
- vi) The Service Provider shall employ labour in sufficient numbers directly to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract while also ensuring that workman is not stressed due to long hour of working and to the satisfaction of the EIC.
- vii) The Service Provider shall furnish to the EIC the distribution return of the number and description, by trades of the service people employed on the services. The Service Provider shall also submit on the 4th and 19th of every month to the EIC a true statement showing in respect of the second half of the preceding month and the first half of the current month (1) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them and (2) the number of female workers who have been allowed Maternity Benefit as provided in the Maternity Benefit Act 1961 on Rules made thereunder and the amount paid to them.
- viii) The Service Provider shall comply with the provisions of the payment of Wage Act 1936, Employee Provident Fund Act 1952, Minimum Wages Act 1948. Employers Liability Act 1938. Servicemen's Compensation Act 1923, Industrial Disputes Act 1947, the Maternity Benefit Act 1961 and Contract Labour Regulation and Abolition Act 1970, Employment of



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

Children Act 1938 or any modifications thereof or any other law relating thereto and rules made thereunder from time to time.

- ix) The EIC shall on a report having been made by an Inspecting Officer as defined in Contract Labour (Regulation and Abolition) Act 1970 have the power to deduct from the money due to the Service Provider any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non- fulfilment of the Conditions of the Contract for the benefit of workers, non-payment of wages or of deductions made from his or their wages which are not justified by the terms of the Contract or non-observance of the said regulations.
- x) The Service Provider shall indemnify the Employer against any payments to be made under and for the observance of the provisions of the aforesaid Acts without prejudice to his right to obtain indemnity from his Sub-Service Provider's. In the event of the Service Provider committing a default or breach of any of the provisions of the aforesaid Acts as amended from time to time, of furnishing any information or submitting or filling and Form/ Register/ Slip under the provisions of these Acts which is materially incorrect then on the report of the inspecting Officers, the Service Provider shall without prejudice to any other liability pay to the Employer a sum not exceeding Rs.10000.00 as Liquidated Damages for every default, breach or furnishing, making, submitting, filling materially incorrect statement as may be fixed by the EIC and in the event of the Service Provider's default continuing in this respect, the Liquidated Damages may be enhanced to Rs.5000.00 per day for each day of default subject to a maximum of one percent of the estimated cost of the Services put to the Contract. The EIC shall deduct such amount from bills or Contract Performance Security of the Service Provider and credit the same to the Welfare Fund constitute under these acts. The decision of the EIC in this respect shall be final and binding.

15.2 SAFETY REGULATIONS:

- i) In respect of all labour, directly employed in the Service for the performance of Service Provider's part of this agreement, the Service Provider shall at his own expense arrange for all the safety provisions as per safety codes of C.P.W.D., Indian Standards Institution. The Electricity Act, The Mines Act and such other acts as applicable.
- ii) The Service Provider shall observe and abide by all fire and safety regulations of the Employer. Before starting service, Service Provider shall consult with Employer's safety Engineers or EIC and must make good to the satisfaction of the Employer any loss or damage due to fire to any portion of the service done or to be done under this agreement or to any of the Employer's existing property.

15.3 FIRST AID AND INDUSTRIAL INJURIES:

- i) Service Provider shall maintain first aid facilities for its employees and those of its Sub Service Provider.



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- ii) Service Provider shall make outside arrangements for ambulance service and for the treatment of industrial injuries. Names of those providing these services shall be furnished to Employer prior to start and their telephone numbers shall be prominently posted in Service Provider's field office.
- iii) All critical industrial injuries shall be reported promptly to Employer, and a copy of Service Provider's report covering each personal injury requiring the attention of a physician shall be furnished to the Employer.

The contractor shall be responsible for necessary contributions towards PF, Family Pension, ESIC, or any other statutory payment to Government Agencies as applicable under the law in respect of the contract and of personnel employed by the contractor for rendering service to BGL and shall Deposit the required amounts with the concerned authorities on or before due dates. The contractor shall also be responsible for payment of any administration/inspection charge thereof. Where ever Applicable, in respect of the personnel deployed by him relating to the work of BGL the contractor shall also submit the proof of depositing the employees providing fund contribution.

The contractor shall regularly submit all relevant records/documents in this regard to BGL Representative for verification and upon such satisfaction only; BGL shall make payment of monthly running Account Bills to the contractor.

The contractor shall ensure and will be solely responsible for payment for wages and other dues latest by 7th of the following month to the personnel deployed by him. The contractor shall be directly responsible and indemnify the company against all charges, actions, suits, losses claims, dues, proceedings etc. Arising out of disputes relating to the dues and employment of personnel deployed by him.

The contractor shall indemnify the company against all losses or damages caused to it on account of acts of the personnel deployed by the contractor.

The contractor shall ensure regular and effective and control of the personnel deployed by him and Gives Suitable direction for undertaking the contractual obligation.

The contractors shall indemnify and keep the owner harm self of all claims, damages or compensation payable at law in respect or in consequence of any accident or damage arising under or by reason of this agreement or execution of contract.

The contractor shall arrange for ESI/EC insurance for their personnel deployed at site. A copy of such insurance policy shall be submitted to BGL for record.

The contractor shall be responsible for providing with applicable Minimum Wages (Central or State whichever is higher), compensatory offs/ holidays as per relevant act applicable. He will also be responsible for payment of overtime wages to his employees & minimum bonus as per payment of Bonus Act 1965 which shall in no case will be less than the minimum bonus prescribed under the act from time to time.

Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his/its



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

staff.

Rates mentioned are inclusive of all applicable statutory levies related to this order. You have to comply with all statutory requirements.

15.4 GENERAL RULES:

15.4.1 Smoking within the battery area, tank farm, dock limits or any such area identified by EIC or mentioned in SCC or any guideline, is strictly prohibited. Violators of the no smoking rules shall be discharged immediately after imposing the applicable penalty(ies). Decision of EIC in the matter shall be final and binding on the Service Provider.

15.5 CARE IN HANDLING INFLAMMABLE GAS:

15.5.1 The Service Provider has to ensure all precautionary measures and exercise utmost care in handling the inflammable gas cylinder/inflammable liquids/paints etc. as required under the law and/or as advised by the fire Authorities of the Employer.

15.6 PRESERVATION OF PLACE:

15.6.1 The Service Provider shall take requisite precautions and use his best endeavors to prevent any riotous or unlawful behavior by or amongst his worker / personnel employed for the services and for the preservation of peace and protection of the inhabitants and security of property in the neighborhood of the Site. In the event of the Employer requiring the maintenance of a Special Police Force at or in the vicinity of the site during the tenure of services, the expenses thereof shall be borne by the Service Provider and if paid by the Employer shall be recoverable from the Service Provider.

15.7 ENVIRONMENT:

15.7.1 Employer acknowledges their commitment to conduct their respective operations in a manner which not only complies with all relevant environmental protection and pollution control legislation but also such operations do not cause environmental damage or pollution and in a manner which acknowledges other cultural and associated considerations. In recognition of this commitment, the Service Provider shall perform the services in such a way as to avoid or minimize environmental damage or pollution and fully recognize the special aspects of the environment as communicated by Employer or as applicable. Service Provider shall comply with, and the Service Provider shall ensure compliance with all applicable environmental protection and pollution control legislation as it relates to the services.

15.7.2 In the furtherance of any laws, regulations and rules promulgated by the Government of India, Service Provider shall:

- Employ good international oil & gas industry practices, including as required, advanced techniques, practices and methods of operation for the prevention of environmental damage in conducting the job;

- Take necessary and adequate steps to prevent environmental damage and, where some adverse impact on the environment is unavoidable, minimize such damage and the consequential effects thereof of property and people; and



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- Adhere to the guidelines, limitations or restrictions, if any, imposed by the environmental clearance as applicable.

15.7.3 If during the Service Provider's performance of the services, the Employer is of the opinion that the Service Provider is either not conducting the services in strict compliance with this Contract or is conducting the services in such a way as to endanger the environment or in such a way as to risk being in breach of any environmental protection or pollution control legislation, then the Employer shall notify the Service Provider in writing of the conduct involved and the Service Provider shall initiate corrective action to the reasonable satisfaction of the Employer within twenty four (24) hours of the conduct so notified or as decided by EIC. Employer may, require Service Provider to discontinue the Service in whole or in part until Service Provider has taken such action.

15.7.4 The Service Provider shall notify the Employer as soon as reasonably practicable of any spillage or potential spillage of petroleum or any act of pollution or potentially polluting event. For each and any such event the Service Provider shall record the relevant information on the incident report form and shall deliver the completed form to the Employer forthwith.

15.7.5 After completion of the entire job as per this Contract and prior to Demobilization, Service Provider shall at its expense satisfactorily dispose of all rubbish, remove all temporary work, equipment and materials belonging to Service Provider and return to Employer warehouse all surplus spares and salvageable Employer supplied materials. Further, the Service Provider can take away the brought-out Service Provider supplied surplus Material (i.e. Materials brought by the Service Provider for work/Services at site under Contract, not used by them for work/Services and leftover at the Site) subject to prior written consent of the EIC. The payment made, if any, towards such surplus Material will be recovered from the payment of Service Provider.

Service Provider shall leave the premises in a neat and safe condition. Service Provider shall be required to leave all, sites and surrounding area as it existed at the commencement of Contract.

15.7.6 Service Provider shall:

Ensure that the pertinent completed environmental impact studies including the Rapid Environmental Impact Assessment carried out by Employer are made available to its Personnel and to its Sub-Service Providers to develop adequate and proper awareness of the measures and methods of environmental protection to be used in carrying out the job;

Ensure and maintain at his own cost all lights, guards, fencing, warning signs and watching, when and where necessary or required by the EIC, for the protection of the Services or for the safety and convenience of the public or others.

Ensure that the Contracts entered into between Service Provider and its Sub Service Providers (if allowed) relating to the Services shall include the provisions stipulated herein;

- be responsible for the removal from the Site or for otherwise making safe in accordance with applicable Indian laws and directives any materials generated or released by Service Provider during its activities at the Site which are toxic or similarly hazardous to the health or safety of persons or to the environment;



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- be liable for and shall indemnify, protect, defend and hold harmless Employer from and against any and all demands, claims, suits and causes of action and any and all liability, costs, expenses, settlements and judgments incurred in connection therewith (including court costs and attorney's fees incurred by Employer) arising out of such toxic or hazardous materials for which the Service Provider is responsible pursuant to this Clause.



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

SECTION-8

SPECIAL CONDITIONS OF CONTRACT



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

SPECIAL CONDITIONS OF CONTRACT

1.0 GENERAL INFORMATION: -

BGL is in the CGD business and there is an extraordinary demand on service requirements that COMPANY engages a specialized agency to provide specialized services unconnected to its core activities of business.

1.1 In case of an irreconcilable conflict between Indian or other applicable standards, General Conditions of Contract, Special Conditions of Contract, Specification, Drawings or Schedule of Rates, the following shall prevail to the extent of such irreconcilable conflict in order of precedence:

- i. Letter of Acceptance/ LOI along with Statement of Agreed Variations.
- ii. Schedule of Rates as enclosures to Letter of Acceptance
- iii. Special Conditions of Contract
- iv. Service descriptions
- v. Instruction to Bidder
- vi. General Conditions of Contract
- vii. Indian Standards
- viii. Other applicable standards

1.1 The Special Conditions of Contract shall be read in conjunction with the General Conditions of Contract, Schedule of rates, specifications, drawings and any other documents forming part of contract whatsoever context so requires. Notwithstanding the sub-division of the documents into these separate sections and volumes. Every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.

1.2 Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract, unless a different intention appears, the provisions of the special Conditions of Contract shall be deemed to over-ride the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.

1.3 Wherever it is mentioned in the specifications that the CONTRACTOR shall perform certain WORK or provide certain facilities, it is understood that the CONTRACTOR shall do so at his cost and the VALUE OF CONTRACT shall be deemed to have included cost of such performance and provisions, so mentioned.

1.4 The materials, design, and workmanship shall satisfy the relevant INDIAN STANDARDS, the JOB SPECIFICATIONS contained herein and CODES referred to. Where the job specification stipulate requirements in addition to those contained in the standard codes and specifications, these additional requirements shall also be satisfied.

1.5 Non-familiarity with site condition and unawareness of General Condition of contract will not be considered a reason either for extra claim or for not carrying out work in strict conformity with drawings and specifications.

2.0 SITE INFORMATION: -

Anywhere at BGL Offices as per the BGL requirements.

3.0 WORK SPECIFICATION: -

All the specifications for the work shall be as per scope of work & schedule of rates which are self-explanatory. However, whenever required Modifications / Alterations will be done as per the Site



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

/ Operation requirement and the decision of the Engineer-In-Charge shall be final and binding on the Contractor.

4.0 CONTRACT VALUE: -

The value of work under this contract shall be as per quantities mentioned in the **SOR**. Actual work may vary to any extent plus or minus to the attached quantities and the contractor must do so as per BGL's requirement. The Minimum value of work will be as mentioned in the **SOR**. The quoted rates comply on Minimum wages presently applicable revisions by Regional Labour Commissioner, statutory taxes and duties. Any changes in Minimum wages (Only twice) will have to be considered and reimbursed by BGL during the period of contract.

5.0 CONTRACT PERIOD: -

The Contract shall be Valid for a Period of Two years from the date of Issue of work order (or) the letter for deployment from BGL's EIC.

6.0 EXTENSION OF CONTRACT: -

The contract may be extended for a few months at same rates, terms and conditions subject to discretion of BGL management after completion of contract period if the services are required.

7.0 DEPLOYMENT SCHEDULE/ MOBILIZATION: -

- 7.1 The contractor shall mobilize the services within 02 days from the date of issue of work order or intimation from EIC; at these own expenses and no extra payment on such expenses shall be entertained.
- 7.2 The number of services deployed by Contractor for the subject work mentioning qualifications, experience and residential address shall be submitted to BGL. In case of any change, the same shall be informed to BGL from time to time.

8.0 VALIDITY OF QUOTED RATES: -

The Rates Quoted shall remain valid for the entire period of Contract and no escalation whatsoever shall be permissible after award of the contract except increase in any statutory variation due to GST or any other G. O's. Any other taxes and duties are inclusive in the rates quoted by the party and it shall remain firm for the entire period of contract.

The contract may be terminated at any time during the contract period without assigning any reason and by giving **One Month notice** to the contractor by the engineer-in-charge as per the requirement of **BGL**.

9.0 TAXES AND DUTIES: -

- 9.1 Income tax at the prevailing rate as applicable from time to time shall be deducted from contractor's bills as per Income tax Act, and quoted rates shall be deemed to include this.
- 9.2 The contractor agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties etc now in force and hereafter increased, imposed or modified from time to time in respect of works and materials. The prices shall also be inclusive of Sales tax but exclusive of Service Tax on works contract / Trade tax / turnover tax as applicable. Owner shall make from contractors bills such tax deductions as are required as per rules and regulations in force from time to time.

10.0 PAYMENT TERMS: -

- 10.1 Monthly running account bills in triplicate along with the proof of deposition of employee &



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

Employer's PF contribution, ESI, Goods & Service Tax payments to be submitted by the contractor for certification by Engineer-In- Charge. The bills are to be duly certified by Engineer-In-Charge or a person authorized by him. Payment would be released by our Finance Department within 15Days from the date of submission of acceptable & duly signed (by EIC) Bills.

- 10.2 All taxes, duties levies shall be deducted from the bill as per the applicable rules, regulations and Amendments of the Government
- 10.3 The Final Bill shall be submitted by the contractor within a month from the date of completion of the contract and payment of final bill shall be made to the contractor within 30 days of submission of the bill.

11.0 CONTRACT PERFORMANCE SECURITY (SECURITY DEPOSIT):-

As per clause no 37 of ITB

12.0 PRICE REDUCTION SCHEDULE (PRS):-

- 12.1 The Contractor shall Provide Minimum number of services per month as specified in SOR & any additional services over and above normal number of services as per the instructions of **EIC**. In case the contractor fails to provide the number of services as per the time schedule specified by the **EIC**, The Contractor shall be liable to pay compensation to **BGL @ 0.5%** of the contract Price of that many services per week for the delayed period.
- 12.2 However, the total liquidation damage charged on account of above shall not be more than 5% of the total contract value. The LD amount is not a penalty but a pre-determined compensation for Delay in work.

13.0 INSURANCE: -

You will make necessary arrangements to provide ESI Coverage/EC insurance coverage for the services deployed by you. BGL shall not be responsible for paying any compensation in case of any accident.

14.0 RECOVERY: -

Cost of any Damage /loss of the property of **BGL**, by the contractor shall be recovered from the Bill / security deposit of the contractor and decision of the **BGL / EIC** in this regard shall be final Binding and conclusive.

14.1 PENALTY:

- (a) **Non-Performance/ Misbehavior of contract worker - Rs.500/- per incident.**
- (b) **Not wearing uniform - Rs. 100/- per day per person.**

15.0 SAFETY & SECURITY: -

The contractor / Agency shall provide proper cotton dresses (Uniform), safety shoes and to provide safety kit as per requirement by his / its own cost. No contractor's personnel shall be allowed on duty without wearing applicable Safety gears. Contractor should also ensure police verification of the personnel before deploying them. The same is to be submitted along with the Bio-data.

The contractor shall provide signed photo identification cards for his personnel to be deployed with in **BGL'S** premises. The contractor shall obtain proper gate passes for men/ materials from BGL's Security department.

16.0 THE ENGINEER –IN-CHARGE/ OFFICER IN CHARGE SHALL HAVE POWER TO: -



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- a. Issue the Contractor from time to time during the running of the contract such further instructions as shall be necessary for the purpose of proper and adequate execution of the contract and the Contractor shall carry out and bound by the same.
- b. During the currency of this contract, BGL can increase and/or decrease the number of the services to meet the work requirements.
- c. Order the Contractor to remove or replace any workman whom the company considers incompetent or unsuitable and opinion of the company representative as to the competence of any workman engaged by the Contractor shall be final and binding on the contractor.

17.0 REJECTION OF TENDER: -

- 17.1 BGL reserves the right to accept or reject any or all tenders and to waive irregularities and Formalities at its own discretion.
- 17.2 Any attempt for canvassing shall debar the tender resulting in summarily rejection of the tender.

18.0 CONTRACT TERMINATIONS AND REPATRIATION: -

BGL shall reserves the right at any time during the currency of the contract, to terminate it by giving 30 days notice to contractor, and upon expiry of such notice period the Contractor shall vacate the site / office occupied by him immediately.

BGL shall reserves the right at any time during the currency of the contract, to stop/ suspend the services under abnormal circumstances by giving one week notice to contractor. Payment shall not be payable for such period of suspension.

On normalization, BGL may ask for resumption of services in week's period.

19.0 PRICE BASIS: -

The quoted rate shall be deemed to be including of all taxes including work contract tax, octroi, levies, overhead charges, GST etc. till completion of the contract and contractor shall not be eligible for any compensation on this account, shall be firm and valid till the complete execution of the order. No escalation on what-so-ever account shall be paid under this contract except variation in Service Tax during the currency of the contract and the revision in minimum wages.

20.0 COMPENSATION FOR NON-FULFILMENT OF OBLIGATION UNDER CONTRACT: -

If the Contractor fails to provide the required services, Penalty at double the pro-rate charges (100%) for particular service per day will be applicable.

21.0 CONTRACTOR'S RESPONSIBILITY: -

The Contractor shall at his own cost employ suitably qualified persons for all the jobs required to be carried out by him under this Agreement. However, the contractor shall not delay any woman/ children for carrying out the contractual job within the BGL premises.

The Contractor shall depute his Supervisor for supervision of the services to receive instructions from Engineer-in-Charge or his representative.

22.0 FAILURE IN MOBILIZING RESOURCES: -

If Service Provider fails to timely commence provision of all or any of the Services on the date specified by BGL for such commencement, BGL shall, without prejudice to any other right or remedy available to BGL, be entitled to recover from the Service Provider by deduction from the



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

invoice(s) of the Service Provider or Security Deposit or otherwise with respect to the Service(s) which are not commenced, liquidated damages as specified below which have been worked out and are acknowledged by the parties to be a genuine pre-estimate of the damage likely to be caused to BGL for each week of delay in commencement of any Service(s) :

- | | | |
|----|---|--|
| 1. | For the first week of delay or part thereof in commencement of any service(s) | ½% (half per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |
| 2. | For the second week of delay or part thereof in commencement of any service(s). | 1% (one per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |
| 3. | For the third week of delay or part thereof in commencement of any service(s). | 1 ½% (one and one-half per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |
| 4. | For the fourth week of delay or part thereof in commencement of any service(s). | 2% (two per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |

If the contractor is still not able to mobilize its resources then the contract will be terminated by giving a notice to this effect to the contractor without stipulating requirement of 30 day notice period to the contractor.

23.0 The total liquidated damages payable by and recoverable from the Service Provider for the delay in commencing any Service(s) shall not exceed 5% (five per cent) of the annualized price of Service(s) as specified in Scope of Work hereof in relation in which the delay has occurred.

24.0 It is recognized that there may be Deficiency in the performance by the Service Provider with regards to one or more of the Services required to be performed under the Scope of Work, the consequences whereof may not be quantifiable. With a view to discourage such deficiency in the performance of any Service(s) by the Service Provider, it is agreed that for each Deficiency as determined by COMPANY in any Service(s) to be performed by the Service Provider, COMPANY shall be entitled to a recovery of Rs. 5,000/- (Rupees One Thousand only) per day in the price during the period of the contract subject to a maximum of 10% of total value of the contract. In addition, in case, there is any shortfall in services in terms of minimum requirement of man-days as mentioned in Scope of Work/SCC, based on the actual deployment of manpower, proportionate deduction towards wages shall be affected from the bills of the contractor.

25.0 Expression "**Deficiency**" shall mean a deficiency in the availability of services including deployment of minimum number of manpower as mentioned in the Scope of Work, quality or the efficiency of any Service (s) at any time as determined by COMPANY (whose decision shall be final and binding on the Service Provider), provided that prior to arriving at such a decision,



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

COMPANY shall give the Service Provider a show-cause notice setting out the Deficiency or Deficiencies observed, and give the Service Provider an opportunity of 7 (seven days) within which to make a representation in respect thereof. If any such representation is made, COMPANY shall take cognizance of the same before taking a final decision.

- 26.0** The Service Provider shall maintain all the Reports, Returns, proforma and other prescribed documents as prescribed under all the applicable Labour Legislations and COMPANY shall have the right to satisfy itself in this regard at any point of time. Each default by the Service Provider shall entitle the COMPANY to recover from the Service Provider by deduction in the invoice(s) of the Service Provider or from the Security Deposit or otherwise a sum of Rs. 5,000/- (Rupees Five Thousand Only) per default.
- 27.0** If the Deficiency with respect to any Service(s) (but not in respect of all the Services), shall continue for such period or in such manner as to cause COMPANY to decide (COMPANY's decision in this behalf being final and binding on the Service Provider), COMPANY may, without prejudice to its right to price discount in respect thereof as provided herein above and without prejudice to its right to terminate the Contract hereof, terminate the Service(s) in respect of which the Deficiencies have occurred and get such Service(s) performed at the risks and costs of the Service Provider for a period equivalent to the unexpired period of the Contract hereof if COMPANY has given a written notice to the Service Provider of such deficiency (ies), and the Service Provider has not within 7 (seven) days of receipt of such notice taken steps satisfactory to COMPANY to rectify the Deficiency (ies).
- 28.0** "Service" shall comprise Scope of Work as attached.
- 29.0** "Location(s) shall be as defined in the Scope of Work.
- 30.0** **ENGAGEMENT:** COMPANY hereby engages Service Provider to provide the Services at the Locations and for the Period from **01/07/2026 to 30/06/2028** subject to the terms and conditions hereinafter specified.
- 31.0** **MANDAYS:**
- a) Minimum requirement of mandays: "*number of mandays to be defined as per requirement and Scope of Work.*"
 - b) Qualification and experience of manpower deployed: "*to be defined as per requirement and Scope of Work.*"
 - c) Service Provider shall ensure that his personnel deputed for or in connection with the provision of the Services shall be: trained, experienced and competent to do the jobs for which they are assigned. well dressed, well groomed, neat and tidy and presentable to a standard reasonably required for the particular Service(s) for which they are assigned, and where required, shall be equipped with and wear distinctive uniforms in keeping with their positions as will identify and distinguish them, polite, respectful and courteous to all persons with whom they deal/ interact.
 - d) Service Provider shall provide at all times such supervisory personnel as are required to ensure observance of and compliance with the provisions of sub-clause (a) above by the Service Provider's personnel deputed to the Location(s) for and/or in connection with providing Services pursuant



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

thereto, for the distribution of work/ job amongst such personnel and for controlling and supervising the performance of the works/ jobs by them, and for ensuring deployment of substitutes (if and when necessary), and to gauge and understand on a continuous basis the requirements of COMPANY in relation to the Services and to communicate with COMPANY's Personnel for the purpose, and to ensure due, timely and proper performance of the Services.

32.0 GATE/ ENTRY PASS OR AUTHORISATION:

Entry to the offices is restricted and is subject to appropriate entry authorization in the prescribed format of a Gate Pass or any other entry authorization w.r.t police verification as per instruction of Security department from time to time. Similarly entry for material/ equipment's/ tools/ tackles etc. is restricted & subject to entry authorization by security department.

33.0 UNIFORM AND PERSONAL PROTECTIVE EQUIPMENT:

Service Provider shall ensure adequate supply of uniform and personal protective equipment as mentioned in the Scope of Work to all such personal deployed.

STANDARD CONDITIONS OF SCC: PART I

a) Compliances under various Labour Laws:

The contractor has to fully comply with all applicable laws and regulations passed, modified and notified from time to time by the central, state and local government agencies/authorities. Specific attention of the contractor is drawn to the following obligations:

i. **The Minimum Wages Act 1948 :**

- a) During the tenure of the contract, the Contractor must ensure the payment of wages as per the Minimum Wages including any revision as notified by the Central Government or State Government whichever is higher.
- b) **Wage period and monthly wages:** Wage period shall be monthly and wages for a month will be calculated by multiplying daily rate of Minimum Wages by 26. The monthly wages include the wages of the weekly days of rest as applicable to the office/establishment of COMPANY. Deduction in case of any days of absence other than weekly days of rest shall be calculated using the following formula:

Deduction = days of absence x (monthly wages / number of days in the relevant month)

ii. **Weekly off and Gazetted Holiday (GH):**

Weekly off and GH shall be observed as applicable to the office/ establishment of COMPANY.

iii. **Leaves:**

The Contractor has to comply with all the applicable provisions of Casual Leaves/ Earned leaves/ Leave with wages/ or any other kind of paid leave in terms of applicable labour legislations. The contractor has to consider the financial liability towards such leaves while submitting the bid price.

iv. **The Payment of Wages Act 1936:**

The contractor should disburse monthly wages **through e-banking / digital mode through cashless transaction only**, and avoid illegitimate deductions and maintained records /returns as prescribed.



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

The contractor shall be solely responsible for the payment of wages and other dues to the personnel, if any, deployed by him latest by 7th day of the subsequent month in the presence of Engineer In-Charge or authorized representative. After disbursement of wages, the representative of the contractor and Engineer In-Charge/authorised representative have to certify the payment of wages to the contract workers and sign the Wage Register - Form B (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) with specific seal detailing name/designation/Company.

v. **The Employees Provident & Miscellaneous Provisions Act 1952:**

- a) The contractor shall have his own PF code no. with the RPFC as required under Employee PF & Miscellaneous Provisions Act, 1952.
- b) The contractor has to ensure compliance and extend benefits under Employees' Provident Fund Scheme 1952, Employees' Pension Scheme 1995 & Employees' Deposit Linked Insurance Scheme 1976 to the contract workers deployed by him.
- c) The contractor should submit copies of separate e-Challans / ECR, in respect of contract workers engaged through this contract only, with acknowledgement from PF office, on a monthly basis. **Common challans would not be acceptable in COMPANY.**
- d) PF is mandatory irrespective of number of contract labour deployed by him under this contract. PF is also mandatory even if the wage payment to the contract labour is exceeding the prescribed monthly wage ceiling under EPF Act and in such case the liability of the contractor towards his contribution shall be calculated on the monthly wage from time to time.
- e) In case the contractor deploys any "International Worker", the contractor should also make compliance under para 83 of EPF Scheme, 1952 i.r.o the "International Workers" and must register on the ***International Worker Portal of EPFO.***

vi. **The Employees State Insurance Act 1948: (If applicable)**

- a) The contractor shall have his own ESI code No. allotted by Employee State Insurance Corporation (ESIC) as required under Employee State Insurance Act 1948.
- b) The contractor has to arrange **Smart Cards (i.e. ESI Identity Card) /e-Pehchan Card** to contract labours engaged by him from the Corporation.

vii. **A) The Employees Compensation Act 1923 and Medical Policy in lieu of ESI:**

In case the WORK PLACE is out of the notified coverage area under ESIC i.e. ESIC is not implemented in the area **or** in case of excluded employees under ESIC, the Contractor is required to take:

- a) a POLICY from IREDA approved Insurance Company taking into consideration the maximum **compensation liability** as per provisions of Employee Compensation Act, 1923 (present maximum compensation liability is Rs. 10.86 Lakhs per contract labour) **and** additional **Group Medi-claim Policy** towards **medical expenses liability** to provide coverage to beneficiaries as applicable under ESI Act.

The contractor has to provide coverage for the entire period of contract and the insurance premium charges for obtaining the above policies shall be borne by the contractor from the employer's contribution which is 3.25 % of minimum wages of the for the period of contract.

viii. **The Payment of Bonus Act, 1965**

Contractor to ensure payment of bonus as per the provisions of the Act



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- ix. The contract should also fully comply with all applicable laws and regulations including, but not limited to the following legislations:
- The Factories Act, 1948 and The Shops & Establishment Act, 1948;
 - The Maternity Benefit Act, 1961;
 - The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act 1979 & Building and Other Construction Workers Welfare Cess Act, 1996
 - The Inter State Migrant Workmen (RECS) Act 1979: (if applicable);
 - The Payment of Gratuity Act 1972.
 - In case of Death or permanent disablement of a Contract worker during execution of work under the contract, Contractor has to pay the GRATUITY as per provision under the Payment of Gratuity Act 1972 and submit proof of disbursement to claim reimbursement from COMPANY.
- x. **Contract Labour (R&A) Act, 1970 :**
- a. The contractor is required to obtain Labour license under the provisions of *Contract Labour (R&A) Act, 1970* from the office of Licensing Officer, Central Labour Authority, Ministry of Labor and Employment, Govt. of India having jurisdiction of the Region.
- b. The contractor shall discharge obligations as provided under Contract Labor (R&A) Act, 1970 rules and regulations framed under the same and enforced from time to time.
- c. The Contractor shall ensure regular and effective supervision and control over the deployed contract workers and give suitable direction for undertaking the Contractual Obligations and meeting all the required statutory obligations.
- d. The contractor is solely responsible for payment of wages to each worker employed by him as contract labour and such wages shall be paid before the expiry of such period as may be prescribed.
- e. It shall be the duty of the contractor to ensure the disbursement of wages in the presence of the authorized representative of COMPANY i.e. Principal Employer.
- f. In case the contractor fails to make payment of wages within the prescribed period or makes short payment, then COMPANY, as Principal Employer, will make payment of wages in full or the unpaid balance due, as the case may be, to the contract labour employed by the contractor and recover the amount so paid from the contractor either by deduction from any amount payable to the contractor under any contract or as a debt payable by the contractor.
- g. Registers/document to be maintained by the contractor:
- i. Employee Register in FORM A
 - ii. Wage Register in FORM B
 - iii. Register of Loan / Recoveries in FORM C
 - iv. Attendance Register in FORM D
 - v. Register of rest/leave/leave wages in FORM E
 - vi. Copies of Wage Slips in FORM XIX.
 - vii. Copies of Employment Card in FORM XII
 - viii. Online Returns

b) Additional Responsibilities of the Contractor:



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- i. The contractor shall be solely responsible and indemnify the COMPANY against all charges, dues, claim etc. arising out of the disputes relating to the dues and employment of personnel, if any, deployed by him.
- ii. The contractor shall indemnify COMPANY against all losses or damages, if any, caused to it on account of acts of the personnel deployed by him.
- iii. The contractor hereby agrees to indemnify owner / COMPANY and harmless from all claims, demands, actions, cost and charges etc. brought by any court, competent authority / statutory authorities against owner/COMPANY.
- iv. The contractor shall also indemnify COMPANY for any action brought against him for violation, non-compliance of any act, rules & regulation of center / state / local statutory authorities.
- v. All personnel deployed by the contractor should be on the rolls of the contractor.
- vi. No contract worker below the age of 18 years and above age of 58 years shall be deployed on work.
- vii. The personnel to be deputed by the contractor shall observe all security, fire and safety rules of COMPANY while at the site/work. His Work/Services will be supervised by the supervisors of contractor. Contractor has to be strictly adhering to guidance, instruction whenever required. A copy of the work order should be with the Security Department for facilitating the movement of men, machine and materials involved in the contract. At no point of time COMPANY official should issue requisition to the Gate for movement of labour.
- viii. **Police Verification:**
 - a) The Contractor/Agency (including his sub-contractors/Petty Contractors etc) will undertake police verification in respect of the contract workers engaged by him in COMPANY's premises. Such verification will have to be carried out from concerned police station of their permanent place of residence/present place of residence.
 - b) Further, the Contractor/agency is advised not to deploy any person having past criminal record in the establishment/premises of COMPANY under this contract awarded to him.
 - c) In the event of violation of above clauses at (a) and (b), the contractor/agency will be solely responsible for this.
 - d) If any such worker having criminal record is deployed by the Contractor/Agency in the premises of COMPANY and has come to the notice of COMPANY at any point of time, he will be removed by the Contractor/Agency forthwith, failing which that particular worker of the Contractor/Agency will not be allowed to enter into the premises of COMPANY.
- ix. While confirming to any of these conditions, the contractor should ensure that no law of state regarding labor, their welfare, conduct etc is violated.
- x. All existing and amended safety / fire rules of COMPANY are to be followed at the work site.
- xi. In case of accident, injury or death caused to the contract workers while executing the Work under the contract, the contractor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith & kin of injured / diseased. Contractor shall indemnify COMPANY from such liabilities.
- xii. The contractor shall not employ or permit to be employed any person suffering from any contagious, loathsome or infectious disease. The contractor shall get examined the deployed contract workers from a civil Govt. doctor.



Tender for Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- xiii. No contract workers or person of contractor (including contractor) be allowed to consume alcoholic drinks or any narcotics within the plant premises. If found under the influence of above, the owner / COMPANY will terminate the contract immediately and may refer the case to police.
- xiv. While engaging the contractual manpower, the contractor is required to make efforts to provide opportunity of employment to persons belonging to Schedule Caste, Schedule Tribe and Other Backward Caste in order to have a fair representation of these sections.
- xv. The Contractor to maintain all Registers and other records in an office within the precincts of the work place or at a place **within a radius of three kilometers**.
- xvi. Contractor shall provide proper **Bio-metric Employment cards (FORM XII)** for the contract labour to be deployed by him for Work/Services, duly signed by the contractor or authorized person on behalf of contractor.
- xvii. Contractors are required to install **Access Control System** at their own cost to regulate the entry and exit of the contract labour deployed by them as a security measure only.

C) Compliance of Government of India directives:

i. Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY)

Contractor shall, ensure that all its manpower deployed under this contract have obtained additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) through the participating banks and submit the proof of such insurance coverage to the satisfaction of COMPANY. The cost of the insurance premium amount for both the above schemes shall be borne by the contractor giving evidence / proof to COMPANY in this respect and Contractor shall suitably consider the same in his bid.

Both the schemes are to be regulated continuously on yearly basis and the same should be renewed on each successive relevant date in subsequent years.

ii. Payment through Aadhaar Payment Bridge and Employment of Aadhaar Card Holder:

As per communication received from Ministry of Petroleum and Natural Gas vide letter dated 03.06.2013, Contractors are required to give preference to those contract worker who either have Aadhaar Card or have applied for Aadhaar Card or agreed to apply for Aadhaar Card to establish their genuineness and payments may be made to them through Aadhaar Payment Bridge to the extent possible.

iii. Labour Identification Number (i.e. LIN) Registration (Mandatory):

The Unified Shram Suvidha Portal, developed by Government of India, facilitates reporting of Inspections & submission of Returns and has also been envisaged as a single point of contact between employer, employee/ contract worker and enforcement agencies bringing in transparency in their day-to-day interactions. For integration of data among various enforcement Agencies, the Contractor, as an inspectable unit, is required to register and obtain Labour Identification Number (i.e. LIN) from Shram Suvidha Portal and submit the same in COMPANY.

iv. Pradhan Mantri Rojgar Protsahan Yojna (PMRPY):

In order to support the Govt. of India's Initiative on Employment Generation, the contractor must register for Pradhan Mantri Rojgar Protsahan Yojna (PMRPY) Scheme. Compliance made under this scheme and any benefits drawn may be informed to COMPANY so as to derive the legitimate Employer's PF Contribution and adjustment thereon.



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

STANDARD CONDITIONS OF SCC: PART II

A. Maintenance of records and registers:

The Contractor is required to maintain statutory records and registers for applicable labour laws as prescribed under the following rules:

- (i) Ease of Compliance to Maintain Registers under the various Labour Laws, 2017
- (ii) Rationalization of Forms and Reports under Certain Labour Laws Rules, 2017

B. Documents to be submitted by the Agency/contractor to Engineer In- Charge at various stages during the currency of the contract:

1. **Immediately after issuance/receiving of Letter of Intent (LOI):**

- a) Details as required for issuance of **FORM - VII (Notice of Commencement of Work)**
- b) Application for issuance of **FORM –III (Form of Certificate by Principal Employer)** for obtaining Labour License from Licensing Authority for engaging 20 or more contract workers .
- c) Copy of **FORM - VI (License)** before commencement of work if 20 or more contract workers are engaged.
- d) Copy of Provident Fund Registration Certificate issued by concerned Regional Provident Fund Commissioner.
- e) Copy of Employee State Insurance Registration Certificate issued by concerned ESIC. Where ESI Act is not applicable, copy of Insurance Coverage under Employee Compensation Act, 1923 of appropriate value.
- f) Copy of **Labour Identification Number (i.e. LIN)** Registration done in **Shram Suvidha Portal** of Govt. of India.

2. **At the time of submission of monthly bills:**

- a) Copy of **Employee Register in FORM – A** (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017)
- b) Copy of **Wage Register in FORM – B** (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) duly certified by **authorized representative** of the contractor and **authorised person** in COMPANY certifying as “*Certified that the amount shown in the column No. --- has been paid to the workman concerned in my presence on-----(date) at -----(place)*” along with copy of bank statement duly certified by bank as proof of **Cashless Transaction / Payment of wages through e-banking/digital mode.**
- c) As a part of compliance and proof of depositing Provident Fund, EDLI and ESI contributions the contractor shall submit copies of the **Separate eChallans / ECR**, bank receipts/bank statement in respect of contract workers deployed by them in COMPANY in the previous month in this contract. The documents should also contain details of contract workers, PF account No., ESI No., contributions of contract workers and employer etc.
- d) Dully filled in “**Proforma-PFD**”, as per **Annexure-I**

3. **At the time of closure of contract:**



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

- a) **Indemnity Bond** of Rs. 100/- duly notarized from Notary indemnifying COMPANY from all liabilities w.r.t. the contract labour engaged by the contractor regarding payment of wages, Provident Fund/ESI contributions, Insurance and other statutory payments. Performa Indemnity Bond is enclosed at **Annexure-II**.
- b) Copy of the **Wage Register** in **FORM - B** for the last month.
- c) Copies of **Service Certificates** issue to contract labour in **FORM VIII**
- d) Copy of the ECR related to EPF and ESIC Compliance in respect of Contract labour.
- e) Details as required for issuance of **FORM - VII (Notice of Completion of Work)**

C. Verifications of bills and documents submitted by the Contractor:

Before making payment of the bill/invoice of the Contractor, the appropriate authority (i.e. Payment Making Authority etc.) in COMPANY, shall verify from the ECRs of PF/ESI, through respective web portals, the detail/status of the payment made by the Contractor. In case the information furnished by the Contractor is found to be incorrect COMPANY shall take appropriate action against the Contractor.



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

Annexure-I

Proforma -“PFD”

Sub: PARTICULARS OF CONTRIBUTION FOR THE MONTH OF _____, 20_____

- (1) Name of the Firm/Agency/Contractor _____ Nature of Contract:
Job/Service _____ S
- (2) Postal address of the Contractor : _____
- (3) Phone No. of the Contractor : _____
- (4) Fax No. of the Contractor : _____
- (5) Address of PF office from where EPF Code No. has been allotted:

- (6) EPF Code No. allotted by PF office : _____
- (7) Address of ESIC office from where ESI Code No. has been allotted:

- (8) ESI Code No. allotted by ESIC office : _____
- (9) Period of Contract: From _____ to _____
 - (a) Extension Period of Contract, if any From _____ to _____
 - (b) Place where contract workmen are working
- (10) Labour License No. _____ dtd. _____
- (11) Validity period of Labour License From _____ to _____
- (12) Details of Deposition of contribution towards EPF
 - (a) EPF Challan No. _____ Amount _____ Date _____
- (13) Details of Deposition of contribution towards ESI
 - (a) ESI Challan No. _____ Amount _____ Date _____
- (14) Detail of Contract labour engaged by the contractor:

Category	No. of Workers	Prevailing Wages	Minimum
Unskilled			
Semi-skilled			
Skilled			
Highly skilled			
Total			

- (15) Whether any arrangement / agreement has been entered with any contract worker for extending benefits under Inter-state Migrant Workmen (RE&CS) Act, 1979: ____ (Yes / No)
If yes, No. of such Inter-state Migrant Workers: _____

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place:

Date:



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

Annexure-I

INDEMNITY BOND

WHEREAS COMPANY(India) Limited (hereinafter referred to as COMPANY) which expression shall, unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office at APIDC Building, 02nd Floor, Parisrama Bhavan, Hyderabad-500004, has entered into a CONTRACT with ‘**name of the contractor**’ Incorporated (hereinafter referred to as the (‘CONTRACTOR’) which expression shall unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office ----- for Rs. -----for “**NAME OF THE CONTRACT**” --- **for a period of-----**” and on the terms and conditions as set out, inter-alia in the Work Order No. -----and various documents forming part thereof hereinafter collectively referred to as the ‘CONTRACT’ which expression shall include all amendments, modifications and / or variations thereto.

COMPANY has also advised the CONTRACTOR to execute an Indemnity Bond in favour of COMPANY indemnifying it from all consequences which may arise out of any Case filed by any workers / Labours / vendors/ sub- contractors /partner etc. who may have been engaged by the CONTRACTOR directly or indirectly with or without consent of COMPANY for above works , which may be pending before any court of Law including Quasi-Judicial Authority , Competent Authority, Labour Court , Arbitrator , Tribunal etc..

NOW, THEREFORE, in consideration of the promises aforesaid; the CONTRACTOR hereby irrevocably and unconditionally undertakes to indemnify and keep indemnified COMPANY from any loss, which may arise out of any such contract/Case. The CONTRACTOR undertakes to compensate to COMPANY forthwith, on demand, without protest the loss suffered by COMPANY together direct / indirect expenses.

AND THE CONTRACTOR hereby agrees with COMPANY that:

- (i) This Indemnity Bond shall remain valid and irrevocable for all claims of COMPANY arising from any such contract/case for which COMPANY has been made party until now or here-in- after.
- (ii) This Indemnity Bond shall not be discharged / revoked by any change / modification / amendment / deletion in the constitution of the firm / contractor or any conditions thereof including insolvency etc. of the CONTRACTOR but shall be in all respects and for all purposes binding and operative until any claims for payment are settled by the contractor.

The under signed has full power to execute this Indemnity Bond on behalf of the CONTRACTOR and the same stands valid.

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place:

Date:



**Tender for Hiring of Housekeeping Services and Office Support
Services at BGL Hyderabad and Vijayawada for a period of 2 years.**

**VOLUME
II OF II**

Bid Document No. BGL/732/2026-27

SECTION-9

SCHEDULE OF RATES



Tender for Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

Bid Document No. BGL/732/2026-27

VOLUME
II OF II

Schedule of Rates

Tender Name: - Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

Tender No: BGL/732/2026-27

Gem Bid No: [GEM/2026/B/7550741](#)

Name of Bidder

Sr.No.	Description	UOM	Quantity	Unit Rate (Rs) (Excl. of GST)	Amount (Rs.) (Excl. of GST)
			A	B	C=A*B
1	Housekeeping & Office support Services at BGL Head Office Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Man days	4380	Not to be quoted and same shall be uploaded in unpriced bid	
2	Housekeeping Services & Office support Services at Motherstation, Shamirpet & Pudur Stores Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Man days	2920	Not to be quoted and same shall be uploaded in unpriced bid	
3	Housekeeping Services at Motherstation, Hafeezpet. Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Man days	730	Not to be quoted and same shall be uploaded in unpriced bid	
4	Housekeeping Services & Office Support Services at Project Offices HMT & Kukatpally. Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Man days	2190	Not to be quoted and same shall be uploaded in unpriced bid	



Tender for Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

VOLUME
II OF II

Bid Document No. BGL/732/2026-27

5	Housekeeping Services at COCO Station, Saroornagar. Cleaning of Office premises and Washrooms. Garbage Removal & Pantry Services etc.	Man days	730	Not to be quoted and same shall be uploaded in unpriced bid
6	Housekeeping Services at Transit House, Hyderabad. Cleaning of Transit House premises and Washrooms. Garbage Removal & Pantry Services etc.	Man days	730	Not to be quoted and same shall be uploaded in unpriced bid
7	Cook & Care taker services at Transit House, Hyderabad. Prepare Food for guests, clean rooms, common areas and Handle guest check-in/check-out etc.	Man days	2190	Not to be quoted and same shall be uploaded in unpriced bid
8	Cook & Care taker Services at Transit House, Vijayawada. Prepare Food for guests, clean rooms, common areas and Handle guest check-in/check-out etc.	Man days	730	Not to be quoted and same shall be uploaded in unpriced bid
9	Uniforms and Shoe sets for 2 years	Nos	40	Not to be quoted and same shall be uploaded in unpriced bid
Sub Total Excl. GST (RS.)				
GST %				
GST Amount (Rs.)				
Grand Total Amount Incl. GST (Rs.)				This amount to be specified in the financial bid
Note :				



Tender for Hiring of Housekeeping Services and Office Support Services at BGL Hyderabad and Vijayawada for a period of 2 years.

Bid Document No. BGL/732/2026-27

VOLUME
II OF II

1. The quantities, location and scope of services indicated in the contract are tentative, BGL reserves the right to vary the quantities, change of service locations as per its organizational requirements without any change in the unit rates or other terms and conditions of the contract.
2. The rates quoted by the bidder shall remain firm and unchanged during the entire duration of the contract. No escalation, on any ground whatsoever, shall be admissible. The quoted rates shall be deemed to include all statutory liabilities and compliance costs such as insurance, PF, ESI, uniforms and Shoes any other charges required for satisfactory execution of services as per Scope of work.
3. For the above services, the conveyance allowance will not be provided.
4. For required No. of Services will be provided as per Officer In charge instructions each Man Day = 08 working hours apart from the lunch break/time.
5. The provided services shall be available on continuous basis for entire contract period.

NOTE:- In addition to above the bidder is requested to submit/upload the price breakup (as per the format given in the BGL tender document, which is also available at quantifiable specification/ standard of the service/BOQ under additional qualification/ data required of the Gem bid document) in the financial bid in Gem portal in the getting the SOR item wise rate.