

**CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION
(CGEWHO) 6th Floor A wing Janpath Bhawan, Janpath , New Delhi 110001**

SECTION IV : SCOPE OF WORK

1. Overview of scope of work:

Broad scope of work for Providing Facility Management Services at Kendriya Vihar, Sector-P4, Greater Noida is listed below. The detailed scope of work is provided in following section:

- 1.1. Non comprehensive AMC, Periodical Maintenance and Diesel Management for operation of DG Sets installed at Kendriya Vihar Greater Noida.
- 1.2. Round the clock operation of LT panel rooms and DG Sets at Kendriya Vihar Greater Noida.
- 1.3. Round the clock Operation and Maintenance of water supply system and routine periodical cleaning of underground and overhead tanks to ensure supply of hygienic drinking water to residents.
- 1.4. Operation and Maintenance of Swimming pool including maintenance of water filtration system installed for swimming pool with consumables and life guards as required for smooth functioning of swimming pool. Swimming pool will be operational from 1st April to 30th September during the year. During the operational period of swimming pool following should be ensured by the . Operation of all sports and gym equipment's installed/ provided at Club.
- 1.5. Operation of electrical installation system and street lights, parking lights, tower common area lights, Basement lights and other lights installed in common area at Kendriya Vihar Greater Noida.
- 1.6. Providing Housekeeping services in common area such as roads, parks, tower common area, stilt/open parking, stairs, lift and lift room, Basements, club, maintenance offices, substations, roofs etc. as required including consumables and equipment required for housekeeping services.
- 1.7. Providing round the clock security services at Main entry gate, Exit gate, towers, basement, club, common area, regular patrolling as required.
- 1.8. Maintenance and periodic cleaning of storm and sewerage lines, storm water pumps as required to ensure that there is no water stagnation and clogging of lines.
- 1.9. Providing waste disposal services including collection of garbage from each and every flat in towers, common area as required.
- 1.10. Providing pest control services including consumables and equipment's required for pest control in common area, Club, Maintenance stores/offices, sub stations etc as required.
- 1.11. Operation of Boom Barriers installed at entry and exit gates and Operation of CCTV surveillance system installed in common area, club, entry and exit gates.
- 1.12. Providing monkey and dogs deterrent services as required.
- 1.13. Providing 24/7 Operations & Technical customer Support
- 1.14. General & Miscellaneous

2. Detailed scope of work:

Scope of work highlighted above are explained further here under;

2.1. Non comprehensive AMC, Periodical Maintenance and Diesel Management for operation of DG Sets installed at Kendriya Vihar Greater Noida.

- Routine servicing of all DG Sets should be carried as per OEM conditions.
- Periodical tests of DG sets as per norms.
- **All the periodical servicing of DG Sets such as B-Check, C-Check and D-Check should be carried out strictly as per norms. All the spares and consumables required during such servicing shall be arranged by the . Replacement all the defective spares with original spares as and when required (As per Actual) by CGEWHO.**
- From start of contract should operate Generator Remote Management system on all the DG sets for actual measurement of fuel consumed by the DG Sets at his cost. The rate of DG power consumption should be calculated on the basis of actual fuel consumption.
- **Diesel for running of DG Sets shall be arranged by the agency. The agency should also ensure that the diesel is purchased at discounted/bulk purchase price and should be of good quality. However, the payment on actual basis will be made by CGEWHO on production of bills.**
- DG deduction charges. It should done on monthly basis. Agency should submit DG reconciliation unit charges to CGEWHO not later than 5th of next month for record.
- LOG books for maintaining the DG Sets Data shall be provided by the agency to CGEWHO.

2.2. Round the clock operation of LT panel rooms and accessories at Kendriya Vihar Greater Noida.

- Round the clock skilled staff shall be deployed for operation of LT Panel rooms.
- The deployed staff should be skilled and well trained for assigned job.
- The Panel rooms should never be left unattended.
- The staff deployed shall be responsible for maintaining the operation data LOG Books.
- All the LOG Books and stationary required for maintaining the operation DATAs shall be provided by the agency.

2.3. Round the clock Operation and Maintenance of water supply system and routine periodical cleaning of underground and overhead tanks to ensure supply of hygienic drinking water to residents.

- Checking and ensuring availability of potable water 24 x 7 in Kendriya Vihar Greater Noida.
- Ensuring filling and maintaining required water level for fire and drinking water requirement at overhead tank at all time.
- Improving and take extra measure for automatic disconnection after reaching required water level in overhead tank. Measures to be taken to avoid overspilling of water from overhead tank
- Potable Water Operations and consumables for water treatment.
- Complete cleaning of all overhead and underground tanks once in 6 month and cleaning due to any contamination as when required.
- Water tank access opening to be properly covered

- Water test quality report to be furnished to CGEWHO after the cleaning of tanks.
- Any complaints from residents/staff w.r.t. external water supply line to be rectified by maintenance staff including consumables/spares required for the maintenance.
- Any arrangement for accessing the defect location to be made available by the agency.

2.4. Operation and Maintenance of Swimming pool including maintenance of water filtration system installed for swimming pool with consumables and life guards as required for smooth functioning of swimming pool. Swimming pool will be operational from 1st April to 30th September during the year. During the operational period of swimming pool. Operation of all sports and gym equipment's installed/ provided at Club following should be ensured by the agency :

- Comprehensive AMC of water filtration and circulation system installed at swimming pool should be carried out.
- Swimming pool should be cleaned and maintained properly.
- Supply of hygienic water in swimming pool should be ensured.
- One trained Life guards should be deployed during swimming pool operational period.
- NOC/ License for operation of swimming pool from concerned government authorities should be obtained by the agency.
- Swimming pool will be operational for 12 hours in a day & 6 days in a week.
- All the sports and gym equipment's installed/ provided at Club should be operated & maintained properly.
- Operation and maintenance of all sports and gym equipment's installed/ provided at Club should be carried out as and when required.
- In addition to above all amenities at club should be maintained.
- GYM will be operational for 12 hours in a day & 6 days in a week

2.5. Operation and maintenance of street lights, parking lights, tower common area lights, Basement lights and other lights installed in common area at Kendriya Vihar Greater Noida.:

- R&M and upkeep of Street lights on roads and parks, sports playing facilities in common area, parking area lights, tower common area lights, Basement lights and other lights installed in common area at Kendriya Vihar Greater Noida.
- Cabling, wiring for above mentioned lighting system should be maintained properly.
- Street light main supply panels should be maintained properly.
- All the connections and joints should be properly covered and insulated to avoid any case of electrocution of residents or animals.
- The lights installed should be energy efficient and of reputed make.
- Lights should be switched OFF/ON properly and in due time to avoid excess consumption of electricity.
- Maintenance and operation of music system at all parks.
- Maintenance and operation of fountains at Kendriya Vihar Greater Noida
- Maintenance of lighting, sign boards at entry gate, exit gate, entrance of all towers, club and common area.
- Monthly implementing Preventive maintenance for electrical, plumbing systems in common area including tower common area, park, Basement, market, road

- lights, boundary fencing etc.
- The agency will rectify all the defects identified in the preventive maintenance schedule.
- The agency shall maintain aviation lighting at roof top of buildings.

2.6. Providing Housekeeping services in common area such as roads, parks, tower common area, stilt/open parking, stairs, lift and lift room, Basements, club, maintenance offices, substations, roofs etc. as required including consumables and equipment required for housekeeping services.

Standard Cleaning Services and Procedures as defined below but not limited to below:

- The agency shall provide housekeeping at following locations
 - 28 number residential towers
 - Meditation Centre
 - Basements and Road area
 - Community centre / Club House
 - Shopping complex
- Parks and parking
- All consumables (like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, phenyl, cleaning material etc.) shall be provided by the agency.
- The agency will provide consumables like toilet paper and soaps for toilets in Club. Fixtures that remain in toilets, e.g., cleaning brushes for the w/c, will be provided by agency. For cleaning chemicals/material, agency has to use standard and widely used brands.
- The to ensure cleaning with broom at external common areas like road, parking areas, pathways, tower common area including stairs, park, sport activity area, terrace, market area, tower wall in common area, shafts and concealed areas in common area, ESS and service apartment and other common area on daily basis.
- Cleaning of toilets in common area on daily basis including consumables
- Damp Moping inside tower common area, club, staircases, lift floor including sidewalls and Basement, benches, lights on Basement, and other common area. on daily basis
- cleaning on daily basis and Polishing fortnightly in common areas of iron grill, aluminum frames, post box
- Cleaning on daily basis and polishing fortnightly of all entrance gate of tower , windows in corridor at each floor, fire shaft in tower, Dusting window- sills and blinds.
- Scrubbing with machine inside tower, Basement on monthly basis.
- Agency to ensure dustbin at each floor on the both wings of the tower
- The inside space of dustbin to be covered with polythene which shall be replaced on daily basis.
- waste collected in each floor shall be brought to tower entrance for further disposal
- The dustbin to be washed and sanitized on weekly basis
- The shall provide all necessary equipment for above activities
- Ensuring that Fire exit routes are clear without stacking of any material
- The agency shall maintain updated MSDS of all chemicals used.

2.7. Providing round the clock security services at Main entry gate, Exit gate, towers, club, common area, regular patrolling as required.

- The agency shall provide round the clock security at following locations
 - 28 number residential towers at reception (Guard should be present each tower round the clock)
 - Meditation Centre
 - Community centre/Club house
 - Shopping complex
 - Basement, Entry & Exit gates
 - Patrolling
 - Parks and parking
- The agency to deploy trained, skilled smart and well-mannered, disciplined and physically fit security personnel at Kendriya Vihar Greater Noida.
- The agency to strictly adhere to guidelines prescribed in Uttar Pradesh PSARA Act.
- The agency will use token system for vehicles of visitors including two wheelers. The token system should be machine generated (machine and consumables to be provided by agency) for ease of tracking. Visitors includes the regular suppliers / vendors / people visiting to commercial area
- The agency shall provide RT sets to communicate with patrolling teams and necessary equipment to carry out boot belly checks at entry gate
- To wear and clean uniform, have clean shave and neat haircut and appear smart and tidy, to be polite and courteous yet in his dealings with public
- The post should not be left vacant without being relieved by next security personal and the area and materials under his control while taking over duty
- The shall ensure that the visitors to be allowed only after taking consent of respective resident
- Tower guard should maintain record of all the visitors including maid, milkman, postman etc.
- The agency will issue passes to regular visitors such as maid, milkman, newspaper distributor, press wala etc. Passes should be issued after police verification.
- Residents having valid club passes will have access to Club amenities. Agency to ensure persons not having valid club pass shall not be allowed to use Club amenities.
- The tower guard to ensure proper parking of vehicles at their designated parking slots and also to maintain the record of vehicle of tower residents
- Tower guard ensure safety of vehicle from theft.
- The guard should be properly trained to rescue promptly in case of any fire incident, sudden stoppage of lift etc.
- The agency will be responsible for maintaining the records of fire equipment. The shall be responsible for providing the replacement of equipment in case of theft.
- Guard should be deployed for protecting parks and preventing residents from misusing the park in the form of using it as a playground, plucking flowers etc.
- The agency to prevent entry of antisocial elements and other unauthorized people in the premises, prevent unauthorized entry of vehicles in to the premises.
- To guard the property and to protect it against loss, damage, theft, misuse, fire etc.
- Security team at entry and exit gates shall maintain necessary registers / record

properly of the visitor and also get the consent from residents prior to allowing inside society.

- The Security personnel will remain vigilant and alert and also conversant with the routine security duties and to be conversant with emergency drills
- The agency will provide training in terms of Fire drill, lift rescue, behavioral etc. on site to security personnel time to time.
- The Security personnel well acquainted with the area entrusted for guarding to know the critical areas.
- The agency will liaison with local police station to maintain law and order in the society, including logging police complaints with due approval, whenever required.
- CCTV installed in common area will be operated by security deployed at site.
- Boom barrier installed at entry and exit gate will be operated by security deployed at site.
- The security personnel deployed shall be well versed /trained/skilled enough to use firefighting equipment like fire extinguishers (ABC and AB cylinder, fire hydrant system).
- Security personnel to take patrolling inside society.

2.8. Maintenance and periodic cleaning of storm and sewerage lines, storm water pumps as required to ensure that there is no water stagnation and clogging of lines.

- Cleaning of storm water line manholes, rainwater harvesting pits before monsoon and also ensure storm water system including but not limited to pipes, manholes, GTs etc. are free from clogging in entire year.
- Repair and maintaining pumps and screens at end point of storm water line.
- Ensure proper disposal of storm water outside Kendriya Vihar Greater Noida in compliance with government norms.
- Ensure proper functioning of sewer water system from disposal point to STP inside Kendriya Vihar Greater Noida.
- Clearing of choked ups drains to avoid overflow of sewerage on regular basis.

2.9. Providing waste disposal services separately for wet and dry waste including collection of garbage from Flats on each floors in towers, common area as required.

- The agency to manage waste disposal as per norms prescribed by government bodies.

2.10. Providing pest control services including consumables and equipment's required for pest control in common area, Club, Maintenance stores/offices, sub stations etc as required.

- Common area should be fogged with appropriate insect killer chemical to eliminate mosquitoes in monsoon season and as & when mosquito breeding increases to avoid epidemic.
- Spray of chemical on the stagnant water / Harvesting pits/ manholes regularly to avoid epidemic
- The agency will maintain the log of pest control activity;

2.11. Operation and maintenance of Boom Barriers installed at entry and exit gates & Operation of CCTV surveillance system installed in common area, club, entry and exit gates.

- Operation of boom barriers installed at Entry and Exit gates for regulation of

traffic should be ensured properly.

- The agency shall maintain the regular operation DATA for the CCTV system functionality. Faults/ defects in the system should be brought to the notice of vendor immediately.
- Monthly reports should be provided to CGEWHO.
- Any recorded footage should be shared with any resident after providing the relevant reason supported with proper application

2.12. Providing Monkey and Dogs deterrent services as required.

- The agency shall be responsible for providing monkey deterrent services in the society in society as required.

2.13. Providing 24/7 Operations & Technical customer Support

The agency will manage the residents complaint through application base app.

- The agency shall provide helpdesk 24X7 for registering the complaints from theresidents and staff with Estate manager.
- The agency to provide facility to register complaint through online/web based/ application along with intercom and other means
- Any complaint logged to Help Desk will be assigned a Unique Number.
- Once the complaint is closed the respective attendant will get the signatures of the complainant on the job card.
- The agency shall maintain record of complaints registered and their closure on daily basis and the unclosed calls to be taken up in the following days. The agency shall also keep the record of number of days taken to close each complaint.
- The daily report of compliant management to be shared to CGEWHO on daily basis for compliance of internal electrical and plumbing complaints and to maintain its record.
- The agency shall provide Electrician, Fireman, Plumber & Lift attendant as mentioned in section V.

For and On Behalf of
CGEWHO