

ANNEXURE -C**GENERAL GUIDELINES TO AGENCY FOR FACILITY MANAGEMENT SERVICES****A. Frequency and service level for sweeping and cleaning services**

S. No.	Service	Responsibility of the Agency	Frequency of Service	Required Servicelevel
1	Sweeping/ mopping up and Cleaning activities	Total sweeping/mopping of all office space	Every day	Clean and dust free area all the time. Healthy working environment to the satisfaction level of the occupants and visitors. Complaints to be reduced to almost ZERO level
2	As above	Total washing of toilets	Every day	As above
3	As above	Total washing of staircases, corridors, lobbies	Every fortnight	As above
4	As above	Removal of unwarranted posters, papers etc. from rooms, corridors, staircases, general toilets/bathrooms, staircases, railings, boundary wall etc.	Every day	As above
5	As above	Placing fresh tablets/cakes of odonil, phenol or any other fragrance regularly in all the toilets/bathrooms, Soap cakes or liquid soap on all the wash-basins	Regularly and always.	As above
6	As above	Cleaning and sweeping of all the lifts in the building.	Every day -2 times	As above
7	As above	Emptying and cleaning all the dustbins /waste bins in the rooms, corridors etc of the building.	Every day -after office hours	As above
8	As above	Sweeping, washing and cleaning of all the water cooler areas and pantry in the building.	Every day	As above
9	As above	Man-holes, sewerage lines, and drainage system in the building to keep toilets operational.	Regularly on need based	As above

10	As above	Cleaning and sweeping of all the Chhajjas, balcony and rooftop-surface of the buildings.	Every week & on need based	As above
11	As above	Cleaning of all windows, window glasses, doors, and ventilators with appropriate liquid/ chemicals.	Every week & on need based	As above
12	As above	Cleaning of entire façade of the different building blocks.	As decided by IRCONISL/DST	As above
13	As above	Cleaning & dusting of furnishing items like tables, chairs, storages, workstations, sofas, partitions, paneling etc. installed in various blocks of DST.	Every day	As above
14	As above	Cleaning & dusting of Solar panel	Every fortnight	As above

B. PERIODIC CLEANING SCHEDULE OF FURNISHING AND FURNITURE ITEMS

1	Vacuum cleaning of fully Upholstered Sofa at least <i>once in 3 months</i> or as per the direction of IRCONISL/DST
2	Dry /vacuum cleaning with Shampooing Carpets at least <i>once in three months</i> or as per the direction of IRCONISL/DST
3	Dry /vacuum Cleaning & Shampooing of chair using high quality Anti-bacterial liquid in order to ensure proper hygienic conditions at workplace at least <i>once in 3 months</i> or as per the direction of IRCONISL/DST.
4	Cleaning & polishing of chairs with synthetic leather upholstery at least <i>once in 3 months</i> or as per the direction of IRCONISL/DST.
5	Dry /vacuum Cleaning & Shampooing of Fabric tiles of workstation using high quality Anti-bacterial liquid in order to ensure proper hygienic conditions at workplace atleast <i>once in 3 months</i> or as per the direction of IRCONISL/DST.
6	Light Vacuum/wet Cleaning of Venetian Blinds at least once every three month or as per the direction of IRCONISL/DST.

C. PLUMBING & CIVIL WORKS

S. No	Service to be provided or items to be maintained	Responsibility of the Agency	Frequency of Service	
1.	Sanitary/ Plumbing works	(a) Maintenance of all valves, taps, floats, cistern, basin, commode, urinal etc. and other plumbing and sanitary fittings (b) Supply and drainage to and from water cooler and water filter. (c) Maintenance of water coolers, purifiers, dispensers etc. (d) Test the drinking water every month for potability and corrective measures to be taken as and when necessary. Note :Auto water flushing system of urinals, water taps shall be attended periodically and as per the need arises. Replacement of batteries shall be done as per requirement.	Continuous monitoring of the system installed	Thorough checking at every weekend
2.	WTP, STP, Sump wells & Rainwater Harvesting System	(a) Daily checks for the system installed. (b) Need-based maintenance support. (c) Test the treated water of STP every month and corrective measures to be taken as and when necessary. (d) Regular cleaning of sump/harvesting wells. (e) Regular deep cleaning of WTP/STP.	Continuous monitoring of the system installed	Thorough checking at every weekend
3.	Civil work	(a) Will ensure that all the civil work (as per inventory list) either inside or outside the building are maintained properly. (b) To carry out all the repair work in the buildings as per requirement.	Daily monitoring required.	As per requirement
4	Carpentry Work, Aluminum work, Furnishing work & False ceiling work.	(a) To carry out all the repair work. (b) Will ensure all interior & exterior works are maintained properly. (c) Follow checklist for doors, windows, Door closures, Door Knobs, Skirting, partitions, tables, chairs, cupboards, workstations, curtains, blinds, fixtures etc., and attend to any repair works if required. (d) Will arrange to procure materials as per requirement. (e) Will ensure sufficient spares shall be available in stock.	Daily monitoring required.	As per requirement
5.	Horticulture Work	a) Maintenance of entire garden area. b) Maintenance of all potted plants, indoor & outdoor plants c) Removal of garden rubbish, fallen leaves	Daily monitoring required.	Thorough checking at every weekend

		and broken tree branches etc.		
6.	Overhead Tank	Thorough cleaning of Overhead Tank	Continuous monitoring of the system installed	Thorough checking at every month

D. Waste Management:

The nature of activities and official job in the building premises regenerate the waste of two categories, i.e. Non-Biodegradable waste and Biodegradable waste. The Agency will manage the daily disposal of the waste material as follows:-

Service Required	Responsibility of the Agency:	Frequency of Service	Required Level of Service:
Waste Management	Safely transportation of the waste out of Campus on daily basis by its own means and its disposal as per norms prescribed by the Government Act/Rules and bye-laws.	Daily	<ol style="list-style-type: none"> 1. No waste is visible in the Campus Boundary area. 2. Healthy work environment to the satisfaction level of the occupants and the visitors.

E. Pest Control and Termite Treatment Services:

Service Required	Responsibility of the Agency:	Frequency of Service	Required Level of Service:
Pest Control, Termite Treatment & Bee Control Services	<ol style="list-style-type: none"> (1) The agency has to run regular and effective pest control activities to ensure that no 'pests' come to existence in the building premises. (2) The 'pest' control measures shall be administered only through government approved 'pest control agencies'. 	<ol style="list-style-type: none"> (1) General disinfestations against mosquitoes, spiders etc- Once a fortnight (2) General disinfestations against cockroaches, houseflies and mosquito larvae- Once a fortnight. (3) Anti-malarial fumigation- Once a fortnight. (4) Rodent and reptile control- need based. (5) Bee Control- need based 	<ol style="list-style-type: none"> (1) No 'pests'/rodent/termites are visible in the premises area. (2) No Bee Hives are visible (3) Neat and clean as well as healthy work environment to the satisfaction level of the occupants and the visitors.

Note : Special care is to be taken for Control Room, A/C Plant Room, Server Room, Exchange Room, Services shafts

F. Services of Electrical, HVAC, firefighting/Plumbing works with service level

S No	Services to be provided or items to be maintained	Responsibility of the Agency /FMS agencies	Frequency of the services	Required service level
1	DG Set complete setup including aux. system, cooling towers, fuel tanks, pumping system sets etc.	All in all regular periodic maintenance of the DG Set as per the manufacturers guidelines , maintaining of records/Service Book, etc ,	The Agency has to keep the trained Operators/Tech nicians and Helpers in Shifts for Proper upkeep, maintenance and Operation of the DG Set	Minimum down time, Agency has to coordinate with the power distribution company for uninterrupted power supply round the clock. <ul style="list-style-type: none"> • Log Electrical Meter Readings • Carry out NO LOAD testing of DG Set daily • Check DG Set ON LOAD on a weekly basis • Keep records of diesel consumption • Ensure adequate Diesel in the fuel tank at all times • Ensure all batteries are healthy and in charged condition.
2	Electrical substation , including all HT/LT panels , synchronization panel, AMF, APFC, Change over, Transformers, Cables, and associated Earthing Systems etc. complete setup. All block/ floor panels, DBs, rising mains, bus ducts, UPS and other LT electrical system setup etc.	All in all maintenance of the various Electrical installation Specified including all Spares, T&P, manpower. Use of proper tools and tackles at site. No worn-out/ damaged tools are permitted to be used.	The Agency has to keep the trained Operators/Tech nicians for Proper operation, Maintenance and Observation round the Clock	Minimum down time, Agency has to coordinate with the power distribution company for uninterrupted power supply round the clock. Job Responsibilities <ul style="list-style-type: none"> • Track the consumption of all consumables • Ensure all indication bulbs in panels are functional • Ensure ventilation in LT / Transformer / DG room is proper and adequate • Ensure all ACB's / MCCB are healthy • Ensure that Capacitor panels are functional • Ensure all batteries are healthy • All alarms to be checked and logged • Check all electrical installation viz. Panel rooms, LT/HT Room / DG Room for any abnormality

3	Lifts and Escalators	All in all maintenance and operation of the lifts and escalators as per manufactures Guidelines	The Agency has to keep the trained Operators for Proper operation round the Clock	Minimum down time, coordination with the original equipment manufacturer for uninterrupted services round the clock
4	Fire Detection Systems, Fire Hydrant and Sprinklers Systems, CO2 flooding system, FM200 flooding system, portable fire extinguisher and other fire fighting equipments including all fire fighting pumping and allied systems etc.	All in all maintenance and operation of the various Fire Detection Systems, voice evacuation system, exit signages, Fire Hydrants and Sprinklers Systems, Pumpsetc. Specified including all Spares.	The Agency has to engage the trained Operators for Proper vigilance round the Clock 100% working of the system all the time, Minimize false alarm, periodic routine testing	<p>Minimum down time, uninterrupted services round the clock Ensure that it is operational & useable always</p> <p>Fire Alarm System</p> <ul style="list-style-type: none"> <input type="checkbox"/> Round the clock monitoring of the equipment & systems installed <input type="checkbox"/> Carrying out the necessary scheduled operations, testing and maintenance of the system and it's various components as per OEMs recommendations and recording the same. <input type="checkbox"/> Checking of all equipment as per schedules & checklists. <input type="checkbox"/> Cleaning of all Equipment & Systems <input type="checkbox"/> Attending to alarm calls and co-ordinating with the relevant security / fire Fighting team <input type="checkbox"/> Recommending necessary changes / updates to the system as and when warranted regarding the property's insurance interests and value enhancement. <p>Fire Extinguishers</p> <ul style="list-style-type: none"> • Regular checking of all the extinguishers • Refilling of the equipment as per the specification provided by OEM • Check availability of all the extinguishers in different location of the premises • Check visibility of the extinguishers • Coordinate to arrange for proper signage • Coordination for Annual Maintenance Contract • Carrying out scheduled fire drill as per the direction of IRCONISL/DST

5	HVAC plant setup including BMS system complete in all respect.	All in all maintenance of HVAC system as Specified by the original manufacturer including all Spares Scheduled Operation & maintenance, follow-up with OEM / third party Agencys,maintain scheduled check lists, formats, attend customer's service requisition,	Temperature 24 deg to 28 deg in general & Temperature 18 deg to 20 deg in Server Room or as decided by RCONISL/DST, response and resolution time less than 24 hrs. Ensure proper essence of the contract with OEM. The Agency has to keep the trained Operators for Proper operation During the working hours as and when required	<p>Availability of the equipment in working condition at all times</p> <p>Starts up the plant as required 30 minutes before office hours and close the plant when not in use, carries out the operation of the plant during the day, monitors the operating Parameters and logs the relevant Parameters, reports any operational snags and abnormalities to the A/C Plant, Supervise, periodical physical verification of the temperature inside the office spaces and data logging.</p> <p>Job Responsibilities includes</p> <ul style="list-style-type: none"> • Ensure overall health of the all equipment, weekly cleaning of filters, A/c grills, proper operation of control devices etc. • Ensure all critical Parameters as per OEM requirement and as per operation manual are maintained • Ensure proper daily operation of system. • Carry out routine maintenance of all equipment. • Start A/c plant at scheduled time • Ensure proper running • Monitor the temperature at all locations (regular intervals), Check out spillage of Cool air through open window/or other openings. • Shut down at designated time • Any request for operating of equipment other than normal time to be entertained as per approved and agreed guidelines Maintain logbooks, checklists and PPM as per the activities chart.
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6	Internal Wiring Work up to DB and all Fixtures, Fans Intelligent Lighting Controls installed at site, Earthing continuity.	All in all maintenance including the manpower for proper operation	The Agency has to keep the trained Operators/Technicians for Proper vigilance round the Clock.	<p>Availability of the equipment in working condition at all times</p> <p>Job Responsibilities</p> <ul style="list-style-type: none"> • Ensure the entire electrical distribution system is healthy at all the time. • Ensure adequate lighting in all areas. • Ensure all the fused bulbs / tube lights are replaced as and when required • Maintain proper inventory of all bulbs / tube lights / spares. • Track the consumption of all consumables. • Ensure all exhaust fans are in running condition. To check for noisy working? • Ensure all emergency lights are functional. Operation of all office area lights as per requirements. • Ensure no loose wires laying on the wall/floor, or in the passage areas, which may harm to users. • Ensure proper plug/Socket connections of utilities, No temporary wire connections shall be permitted.
7.	Internal Computer LAN Wiring and WI-FI systems.	All in all maintenance including the manpower for proper operation	The Agency has to keep the trained Operators/Technicians for Proper vigilance round the Clock.	<p>Availability of the equipment in working condition at all times</p> <p>Job Responsibilities</p> <ul style="list-style-type: none"> • Ensure availability of the Internet connections at all points of entire distribution system at all the time. • Testing randomly net speed of access points and rectify the fault if net speed losses are noticed. • Ensure all the Connectors are placed as and when required. • Upkeep of LAN wiring protected from any damage due Rat/ rodents, Proper treatment may be done in due course to protect cables etc. • Suitable repellent may be used in the Server areas to keep away rats/rodents. • Ensure No break power supply of UPS system, timely data recording and maintaining of cleanliness of the system and surrounding areas. • Ensure healthy operation of all the associated LAN/Wifi devices. • Ensure no loose wires laying on the wall/floor, or in the passage areas, which may harm to users.

8	EPABX and all associated communication systems like Hot lines, Analog & PRI lines of MTNL/other Agency connections etc., Light management system, (BMS) Building maintenance system	Provide help & coordination for maintaining telephone network/Light management system/ Building management system of the premises; attend to wiring problems, coordination with OEM for services.	Provide support to ensure 100% uptime round the clock for 24x7x365 operation.	<p>*To provide support to ensure satisfactory performance of the system. Periodical checking of the system and the utilities etc. Telephone Services job responsibility.</p> <p><input type="checkbox"/> Provide help and coordination for maintaining telephone network of the premises.</p> <p><input type="checkbox"/> To attend to wiring problems and rectification of the same, Dressing up of the loose wire of equipments/ instruments.</p> <p><input type="checkbox"/> Coordination with the OEM for and defect rectification</p> <p><input type="checkbox"/> Annual maintenance Contract of the system through its OEM/authorized agency.</p>
9	Audio, Video Projections, Stage equipments etc., TV /PA/Conf. Systems etc as installed complete in all respect.	All in all maintenance of the various installation as per the manufacturers guidelines, Service Book,	The Service Provider has to engage the trained Operators/ Technicians .Provide support to ensure 100% uptime for operation as per schedule	<p>*To provide support to ensure satisfactory performance of the system. Periodical checking of the system and the utilities etc. (playing light music during lunch hours or as per instructions of concerned officer).</p> <p>*Availability of the equipment in working condition at all times.</p> <p>*Provision of skilled operators for meetings/functions in different halls/auditorium as reqd by engineer-in-charge</p>
10	All electromechanical and other allied Sewage and water treatment plant equipments complete in all respect.	All in all maintenance including the manpower for proper operation	The Agency has to keep the trained Operators for Proper vigil round the Clock.	<p>Availability of the equipment in working condition at all times Job Responsibilities</p> <ul style="list-style-type: none"> • Ensure the entire electrical mechanical system is healthy • Ensure water availability in all areas is adequate • Ensure all the components of system is attended as and when required in addition to routine preventive maintenance • Track the consumption of all consumables/spare. • Ensure exhaust system is in running condition

11	Landscape	All in all maintenance	The Agency has to keep the system healthy.	<p>Availability of the lighting system in working condition at all times</p> <p>Job Responsibilities</p> <ul style="list-style-type: none"> • Ensure the entire electrical distribution system is healthy • Ensure lighting in all areas is adequate • Ensure all the fused lamps / tube lights are replaced as and when required • Maintain proper inventory of all lamps / tube lights / spares • Track the consumption of all consumables <p>Operation of all lights as per requirements/ aesthetics</p>
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Note:

- 1. The Agency has to maintain required no. of tools & plants to handle the day to day maintenance works.**
- 2. The agency has to necessarily ensure that all the equipment/installation must be maintained and operated as per standard/laid down procedure as suggested by respective original equipment manufacturers.**

Problem Response Time Chart duly signed on each page

S. No.	Nature of Complaint/ Request/ Suggestion	Impact of the Problem	Gravit yLevel	Impact	Response	Recovery Time	Status Report
1	Complaint/ Request/ Suggestion	Severe impact on operation. Unable to operate.	Level- 1	Severe impact on operation. Unable to operate.	The problem logged at any given time would be attended immediately	Within 45 minutes	Hourly
2	Complaint/ Request/ Suggestion	Operation degraded, able to operate with back-up measures on temporary basis.	Level- 2	Operation degraded: able to operate with back-up measures on temporary basis.	Problem logged before 1600 hours would be attended same day and those after this hour would be logged in the next days activity list.	Within 3-5 hours	Once during working days
3	Complaint/ Request/ Suggestion	Low impact on operation. No detrimental effect but an area of concern if allowed to persist without correction.	Level- 3	Low impact on operation. No detrimental effect but an area of concern if allowed to persist without correction.	Problems logged would be attended within one working day or twenty-four hours from logging of the problem.	Within one working day	Once in two days