

Scope Of Work

(a) Purview Of Lift Attendants Services :

Item No: 1 Name of Services	Lift Attendant
Duty Hours	8 hourly basis
Time Slot	It will be specified in work order/ Contrac
No. of Persons	Please refer to Schedule
Other Specification	Lift Attendants Services are required every day in residential premises and only on working days in Office premises , if not specified otherwise .

- (i) To be present on time as per allotted schedule .
- (ii) To be always in uniform with proper Identity Card, both to be provided by the Service Provider.
- (iii) To operate Lift as per the Scheduled hours and / or specified otherwise from time to time by the competent Authority of Buyer .
- (iv) To be courteous to the Officers/Employees/Visitors of LIC
- (v) To be vigilant regarding Fire and take Fire Safety measures immediately on noticing any outbreak of fire .
- (vi) To inform immediately to Police, Fire Brigade, Supervisor/Fireman/ Zonal Security Officer and Building Inspector in case of outbreak of Fire .
- (vii) To inform to the Authorities in case of Break down .
- (viii) The Service Provider shall take adequate steps, including liaison with Buyer for immediate remedial measures in case of any Breakdown or any other inordinate issues related to Lift car .
- (ix) The Lift Attendant Services are required in 3 types of shifts -General shift /Regular shift , Morning Shift and Afternoon Shift . Shift is defined as follows:-
General/Regular Shift 9.45 AM to 5..45PM , Morning Shift:- 6.00 AM to 2.00 PM, AfternoonShift:- 2.00 PM to 10.00 PM,
- (x) For General shift Lift Attendant Services are to be deployed only during office hours on all working days for all exclusive office premises and they need not to be deployed on Sundays & Saturdays of every month and days on which Holiday is declared under NI Act by State/Central Government subject to any change as decided by the Buyer from time to time .The decision of Buyer in this regard is final . The list of such holidays shall be provided by the Buyer to the Service Provider with work order .
- (xi)The Lift Attendants shall not sleep , consume liquor or play cards/game in mobile while on duty or indulge in any activity not in conformity with his duties.
- (xii) No persons deployed by the Service Provider shall be involved in any terrorist or anti-national activity. If any workmen ,engaged by the Service provider is booked under any law under CPC or any other law enforcement agency of the Govt of India and/or Govt of West Bengal or any other Government under the Union of India, he shall be immediately removed from duty,without any further reference.
- (xiii) Drunkenness, or consumption of alcohol during duty hours , absence from post during duty hours at the site/location of duty and/or disorderly conduct would be viewed as a serious misdemeanor for

which the workmen is liable to be taken off duty for the first two instances and to be removed for third instance of misdemeanor.

(xiv) No residential facility will be made available to workmen or any other representative of the agency in the location of work, and also no workmen will be allowed to stay in the workplace/locations beyond their duty hours.

(xv) Except the Regional Labour Authority, the Service provider is prohibited to seek, or allow its workmen to seek, intervention of any 3rd party in settling any disputes that may arise in the Scope of Work, or any other matter whatsoever, with LICI.

(b) Purview Of Fire Man Services :

Item No: 1 Name of Services	Fire Man Services
Duty Hours	8 hourly basis
Time Slot	It will be specified in work order/ Contract
No. of Persons	Please refer to Schedule
Other Specification	Fire Man Services is required every day in residential premises and only on working days in Office premises, if not specified otherwise.

- (i) To be present on time as per allotted schedule.
- (ii) To be always in uniform with proper Identity Card, both to be provided by the Service Provider.
- (iii) To inspect and assess the fire hazard of Properties situated at different locations on regular interval. And to bring any issues which may attract Fire hazard immediately into the Notice of Competent Authority of Buyer.
- (iii) To prepare weekly report on Fire hazard of Properties and to submit the same with due recommendations in relation to Fire safety measures.
- (iv) To check verify and confirm that adequate fire safety measures are in place in all the properties situated at different locations.
- (v) To conduct Fire Safety Drills on regular interval in coordination with Statutory Authority. The interval and time Schedule of such Fire Fighting Mock Drill will be decided by LICI from time to time.
- (vi) To remain overall responsible for all Fire Safety & Security of the properties situated at different locations and to remain vigilant and confirm the maintenance and refilling of Fire fighting equipments including maintaining of all related documents.
- (v) To take immediate actions / measures on noticing any outbreak of fire.
- (vi) To inform immediately to Police, Fire Brigade, Supervisor/Fireman/ Zonal Security Officer and Building Inspector in case of outbreak of Fire.
- (vii) To inspect premises and collect information to assess risk of Fire, make provision for necessary prevention and protection activities and respond to incidents accordingly.
- (viii) To remain updated with contact detail of appropriate Authority so far Fire safety is concerned and to liaison with appropriate Authority in case of Emergency / Disaster / any other inordinate issues.
- (ix) To ensure and monitor the operational conditions and requirements as stated in Statutory Fire Safety Guidelines.
- (x) To coordinate and arrange for necessary installation, re-filling and repair and maintenance of Fire Extinguishers at Properties situated at different locations.
- (xi) Any other associated activities / requirements as specified by the Competent Authority of Buyer.

(xii)The Fire Man Services are required in 2 types of shifts -General shift/Regular shift and Night Shift . Shift is defined as follows:-General/Regular Shift 10.00 AM to 06.00 PM , Night Shift:- 10.00 PM to 6.00 AM.

(xiii) Fire Man Services are to be deployed only during the specified hours on all working days for all exclusive office premises and they need not to be deployed on Sundays & Saturdays and days on which Holiday is declared under NI Act by State/Central Government subject to any change as decided by the Buyer from time to time . However , in case of any emergency Fire Man of both the Shift should attend the site and take all necessary actions(even on Holidays) .The decision of Buyer in this regard is final . The list of such holidays shall be provided to the Service Provider with work order .

(xiv)The Fire Man shall not sleep,consume liquor or play cards/game in mobile while on duty or indulge in any activity not in conformity with his duties.

(xv) No persons deployed by the Service Provider shall be involved in any terrorist or anti-national activity. If any Fire Man Services , engaged by the Service provider is booked under any law under CPC or any other law enforcement agency of the Govt of India and/or Govt of West Bengal or any other Government under the Union of India, he shall be immediately removed from duty,without any further reference.

(xvi) Drunkenness, or consumption of alcohol during duty hours , sleeping at night duty, absence from post during duty hours at the site/location of duty and/or disorderly conduct would be viewed as a serious misdemeanor for which the workmen is liable to be taken off duty for the first two instances and to be removed for third instance of misdemeanor.

(xvii) No residential facility will be made available to workmen or any other representative of the agency in the location of work, and also no workmen will be allowed to stay in the workplace/locations beyond their duty hours.

(xviii) Except the Regional Labour Authority, the Service provider is prohibited to seek, or allow its workmen to seek, intervention of any 3rd party in settling any disputes that may arise in the Scope of Work, or any other matter whatsoever , with LIC .

(c) Service Provider

Requirements are to be complied by the Service Provider after commencement of Service :

(i) At the inception of the contract, the Service Provider shall provide the names and particulars of the workmen engaged by it. No workmen shall be engaged subsequently, during the period of the contract, without prior information to, and permission of LIC, and upon submission of valid documents like educational qualifications certificate, proof of Age, PAN/AADHAR, background check report,etc. All such cases of contemplated engagement of fresh Lift Attendant Services personnel must be explained with justification to LIC.

(ii) The Service Provider shall adequately bring to the notice and knowledge of all workmen engaged at LIC s' locations, their benefits as well as their duties & responsibilities, along with the penalties likely to be imposed for misdemeanor/derelection of duty.

(iii) The Service Provider should have a defined and transparent Grievance Redressal Policy / Mechanism of its own and should deal and redress all such grievances of the personnel so deployed , if there is any , and in no case such grievances should rout to the Corporation in any way or means . Variations of same in any way or means will lead to imposition of penalty, the quantum of which shall be determined by the competent authority of LIC . Occurrence of such incidence may lead to termination of contract at any point of time during the tenure of Contract .

(iv) The Service Provider must inform LIC the name and mobile no. of Supervisory Person for lift services and Fireman

. (A). Supervisor is to supervise the duties of the Lift Attendant Services personnel under his supervision.

(B) The Supervisor will be solely responsible for any deviation and/or indisciplinary activities of the Lift Attendant Services personnel under his supervision and will face disciplinary actions in case of such irregularities.

(C) The Supervisor will have to submit a weekly report on the Lift Attendant Services personnel under his supervision as per the proforma provided by LIC.

(v) The Service Provider must submit proof of compliance of all Statutory Payments containing the Name of Beneficiaries, wherever applicable, along with the monthly Bill.

(vi) The Service Provider must ensure to provide all services as specified without fail.

(vii) The payment to the persons engaged is to be made through electronic mode only.

(viii) The "Service Provider" must have adequate manpower to provide additional workmen at a short notice and also in emergency at any time of the day. The payment to such additional workmen will be made as per item rate which has been quoted in "Schedule Item Rate" and on pro-rata basis if required for a lesser period. In case, any enhancement in manpower and/or increase is required, the same is to be intimated to the Service Provider and the payment to such increased workmen will be made as per item rate which has been quoted in "scheduled Item Rate" and on pro-rata basis. In future if any reduction of "manpower" is required, the same is to be intimated to the Service Provider. The quoted monthly amount will be reduced as per item rate which has been quoted in "scheduled Item Rate" and on pro-rata basis based on "Item Rate" quoted from the date of such services were not required.

(ix) The overall supervision of the contractual work and keeping close liaison with LIC Official is to be arranged by the Service Provider.

(x) Adjustment shall be made by the service provider regarding addition / deletion of premises at the accepted rate, whenever such contingency may arise on written request by the Competent Authority of LIC.

Number of Liftmen on duty

Sl No	Property Name	Address	No.of L/MFir eman/ Superv isor	No.of duty as per tender
1	HINDUSTHAN BUILDING(Main)	4,C.R.Avenue ,Kolkata	3	24
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2	HINDUSTHAN BUILDING ANNEXE	4,C.R.Avenue ,Kolkata	2	24
3	NATIONAL TOWER & COURT.	13,U.N.Bramhachari Rd	2	30
4	NEW ASIATIC MANSION	11,Middleton Row, Kolkata	2	30
6	QUEENS MANSION	12,Park St, Kolkata	8	30
7	METROPOLITAN BUILDING	7,J.L.Nehru Road, Kolkata	1	30
10	73, LENIN SARANI	73, LENIN SARANI	1	24
11	ESPLANADE MANSION	14,15,17 Govt Place East	2	30
12	BHARAT BHAWAN	3,C.R.Avenue,KOL-72	1	26
14	HINDU MUTUAL BUILDING	14,Madan St. KOL-72	1	24
15	UNITED INDIA BUILDING	22, C.R.Avenue	1	26
16	NEW ASIATIC BUILDING	31 C R Avenue, Kol-72	1	26
17	ARYASTHAN BUILDING	15,C.R.Avenue ,Kolkata	1	30
18	EAST INDIA BUILDING	8,Madan St, KOL-72	1	30
19	WHITE HOUSE	21,C.R.Avenue ,Kolkata	1	30
20	INSURANCE OF INDIA	64, GC Avenue,Kol	1	24
21	NATIONAL INSURANCE BLDG	6&7 Council House Street	1	26
22	NORTH BRITISH BUILDING	29, N.S.Road ,Kolkata	1	26
23	NEW INDIA BUILDING	4,Lyons Range ,Kolkata	2	26
24	BOMBAY MUTUAL BUILDING	9, B.T.M. Sarani ,Kolkata	1	26
25	ILLACO HOUSE	1,B.T.M.Sarani, Kolkata	1	26
41	For all premises	Fireman	2	26
42	For all premises	Supervisor	1	26
	Total		40	

Service Provider

Regional Manager(Estate)