

NIT No. : BSCC/Sandy's O&M/2025/85

Date: 07/05/2025

Notice Inviting Tender for E-Auction (Re-Tender)

Short Term

E-Auction Tender notice for selection of Contractor for running of Cafeteria, Parking, Kids Park, Open Air Theatre, Night Shelter, Cleavland Memorial Park, Cafeteria and Restaurant in Station Club, etc. of Sandy's Compound, J.P. Udhayan (Group-A) along with Sports Complex (Group-B) and Night shelter (100 Bedded at Mayaganj) in Bhagalpur, Bihar.

1. Schedule of Selection Process:

S.No.	Information	Details
1.	Name of Organization	Bhagalpur Smart City Limited
2.	Officer Inviting Bid	Managing Director cum CEO, Bhagalpur Smart City Limited.
3.	Bid Proceeding Fee	As per E-proc norms (non-refundable)
4.	Tender Document Fee	₹ 10,000/- (non-refundable) through online mode (on website - www.eproc2.bihar.gov.in)/ internet payment gateway (credit/debit card), Net Banking NEFT/RTGS.
5.	EMD	₹ 3,00,000/- paid through online mode / internet payment gateway (credit/debit card), Net Banking or through Bank Guarantee on www.eproc2.bihar.gov.in
6.	Last Date and Time for uploading tender documents	26/05/2025 at 05.00 PM (on www.eproc2.bihar.gov.in)
7.	Date & Time for Pre- Bid Meeting	19/05/2025 at 12.00 Noon (At Bhagalpur Smart City Limited Office)
8.	Date & Time for opening of Technical Bid	28/05/2025 at 03.00 PM (At Bhagalpur Smart City Limited Office)
9.	Last Date and Time of submitting Hard Copy (Original Affidavit, Original EMD, if Bank Guarantee is attached etc).	27/05/2025 at 04.00 PM (At Bhagalpur Smart City Limited Office)
10.	E-Auction Date and Time	After approval of Technical Bid and verification of Payment. Date and Time for E-Auction will be communicated to successful bidder through website www.eproc2.bihar.gov.in
11.	Bid Validity Period	120 Days

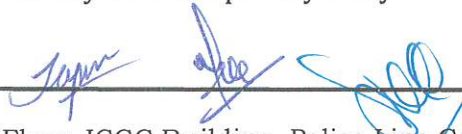
- Detailed descriptions of the item and instructions for submitting offer can be downloaded from e-tender website (<http://www.eproc2.bihar.gov.in>)
- For support related to e-tendering process, bidders may contact at "eproc 2.0 Help Desk Address: mjunction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S-Shastri Nagar Patna 800014, Bihar, Toll Free Number: 1800 572 6571 <https://www.eproc2.bihar.gov.in>. or may visit
- Bidder should be registered on e-Procurement portal (www.eproc2.bihar.gov.in) and have the Class III Digital Signature Certificate (DSC) with signing+ Encryption and User id of the e-Procurement website (<https://www.eproc2.bihar.gov.in>) before participating in the e-Tendering process.
- Managing Director cum CEO, Bhagalpur Smart City Limited reserves the right to reject or cancel the tender or any part thereof without assigning any reasons thereof.
- In case of any dispute regarding this tender jurisdiction of Bhagalpur shall be mandatory.
- Corrigendum/Addendum, if any, will be published on the website of e- procurement <https://www.eproc2.bihar.gov.in> itself.



07.05.25
Managing Director cum CEO,
Bhagalpur Smart City Limited.

Conditions for e-auction are as followings: -

1. Bhagalpur Smart City Limited, Bhagalpur in the state of Bihar, intends to select a single agency for running of Cafeteria (1. At Sandys Compound, 2. At Station Club, 3. At Sports Complex, & 4. At Night Shelter), Parking (1. At Sandy's Compound Main Gate & 2. At Night Shelter), Kids Park, Open Air Theatre and Sports Complex components (such as Gym, Badminton, Swimming Pool), Cleaveland Memorial Park & Night Shelter with operation and maintenance for a period of 3 years and invites bids from eligible legal entities in providing the services of as mentioned in the tender document.
2. Bhagalpur Smart City Limited, Bhagalpur will have the sole authority, for publication of the tender document(s) with detailed terms of reference, bid (s) submission, technical and financial evaluation of bids received and final selection of the operation and maintenance agency for providing their service.
3. While participating in auction process, the bidder shall have to get themselves registered to get user ID, Password and digital signature. This enable will them to access the website <https://www.eproc2.bihar.gov.in>.
4. It is mandatory that bid processing fee and cost of Tender document for auction (non-refundable) must be paid through online mode/internet payment gateway (credit/debit card), Net Banking NEFT/RTGs on www.eproc2.bihar.gov.in
5. It is mandatory that Earnest Money (EMD) of Rs 3,00,000/- (Three Lakh only) for auction must be paid through online mode/internet payment gateway (credit/debit card), Net Banking or through Bank Guarantee on www.eproc2.bihar.gov.in.
6. Before preparing the tender and submitting the same to Bhagalpur Smart City Limited, the bidder should have read and examine all the terms & conditions mentioned in Standard Operating Procedure (SOP) Group-A & Group-B for Sandys compound & Night Shelter (which is part of tender documents).
7. The period of allotment/contract for Operation and maintenance of Sandy's Compound, J.P. Udhayn (Group-A) along with Sports Complex (Group-B) and Night shelter (100 Bedded at Mayaganj) in Bhagalpur, Bihar will be for 36 months and O & M period may be extended for the maximum additional 2 (two) years as per mutual consent with increment as mentioned in the payment schedule.
8. Regarding Lawn Tennis which is mentioned in GROUP-B (Sport Complex) point no 5 (5.1 to 5.5) of SOP has been descope and it will not be under purview of the selected agency.
9. A minimum Reserve Price for 12 months (One Year) Rs. 60,00000.00 (Rupees Sixty Lakhs only) for the running of parks components such as Cafeteria (1. At Sandys Compound, 2. At Station Club, 3. At Sports Complex, & 4. At Night Shelter), Parking (1. At Sandy's Compound Main Gate, 2. At Night Shelter), Kids Park, Open Air Theatre and Sports Complex components (such as Gym, Badminton, Swimming Pool) Cleaveland Memorial Park & Night Shelter.
10. Successful bidder (H-1) will deposit a Demand Draft of 10% of agreement amount as a performance security (PS) along with One year's full payment within 15 days from date of LOA issued and for the subsequent years payment expected as per schedule. Performance security will be return to bidder after completion of contract period and a suitable deduction of any dues and penalty if any.



11. Performance security amount of the successful bidder will be forfeited by BSCL and will be utilized for O&M purpose if the selected bidder withdraws in between agreement period.
12. Failing on the part of selected bidder to deposit the performance security as well as first installment of contract price within the specified date will liable themselves for cancellation and in that case the caution (EMD) money deposited against the auction bid will be forfeited and Bhagalpur Smart City Limited reserve the right to award the operation and maintenance work to second highest bidder (H-2) and so on in the same terms and conditions.
13. **ELIGIBILITY CRITERIA-** Any Individual/a proprietor/a company/ a joint venture firm may participate in tender with valid documents such as.
 - a) Copy of Aadhar Card,
 - b) Copy of Pan no,
 - c) Copy of GST Registration Certificate,
 - d) Copy of Last Month/Last Quarter GST Return Certificate.
 - e) Copy of ESIC certificate,
 - f) Copy of E.P.F Registration,
 - g) Copy of E.P.F Return Challan
 - h) Copy of labour license certificates,
 - i) Copy of income tax return of last 3 (three) years.
 - j) Experience certificate such as previous work orders or any relevant work.
 - k) Copy of Character Certificate issued by Senior Superintendent of Police/S.P.
 - l) Tenderer must submit affidavit for non blacklisting, non-debar, No FIR, No Case pending in any court.
 - m) Average Turnover - ₹50,00,000/- (Fifty Lakhs) in last three years. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods shall be uploaded with the bid.
 - n) The negative turnover will not be considered.
 - o) All document must be self-attested by bidder.
14. Standard Operation Procedure (SOP) manual for Group-A & B of Sandys Compound & Night Shelter (100 Bedded at Mayaganj) will be part of tender documents and successful bidder will bound to provide all the services as per mentioned in SOP and deployed required nos. of manpower mentioned in SOP and as per the direction of authority.
15. The financial bid of only those bidders will be opened who will be found successful in technical bid.
16. Successful bidder will collect the charges as per charges mentioned in SOP and in no case more than the mentioned charges in SOP and as per the direction of authority.
17. Successful bidder will deploy mandatory manpower for Group-A & Group-B separately as per mentioned in SOP for Group-A & Group-B of Sandys Compound & Night Shelter (100 Bedded at Mayaganj) all the manpower will perform their duties under the supervision of Authority Concern.
18. If required number of manpower is not found during the daily work routine a suitable penalty of Rs. 300.00 (Rs. Three hundred only) per day per person will be levied to successful bidder.

19. Mandatory Manpower and Plant & Machineries Deployment for Operation & Maintenance for Group-A, Group-B and Night Shelter by O&M agency/successful bidder during contract period.

S. No.	Details of Manpower for Group-A	Req. no. of manpower
1.	Park Manager	1
2.	Maintenance Manager	2
3.	Security Officer	2
4.	Computer Operator / Accountant	1
5.	Security Guard	14
6.	Gardner/Mali	8
7.	Technician (Electrician & Plumber)	2
8.	Sweeper/Cleaner/Brommer	10
9.	Compounder/Nurse	1
10.	Support Staff	2
	Total no. of manpower	43 Nos.

S. No.	Details of Manpower for Group-B	Req. no. of manpower
1.	Security Guard	6
2.	Sweeper/Cleaner for all components	4
3.	Compounder/Nurse/Medical Staff for first aid	1
4.	Support Staff	3
5.	Coaches for Gym + Swimming Pool + Badminton + Cricket + Volley Ball + Cricket + Football + Athletics.	8
	Total no. of manpower	22 Nos.

S. No.	Details of Manpower for Night Shelter	Req. no. of manpower
1.	Security Guard	6
2.	Sweeper/Cleaner	4
	Total no. of day manpower	10 Nos.

Mandatory Machinery Deployment for Operation & Maintenance

S. No.	Details of Machinery for O&M	Req. no.
1.	Tractor with Trolley	1
2.	Water Tanker with Engine	1
3.	Grass Cutting Machine	4
4.	All Small Tools for Horticulture and regular maintenance of Plant and Garden.	As per requirement
5.	Curing Pipes, etc.	As per requirement





20. Successful bidder may provide extra facilities in Park areas, in Kids Play Area and at other components to attract the visitors and increase the revenue on his own cost with permission of Managing Director cum CEO, Bhagalpur Smart City Limited.

21. **PAYMENT SCHEDULE OF CONTRACT PRICE**

Years	Amount (₹)	Period
First	Quoted Amount (Say X)	Within 15 days of LOA
Second	X*1.05	Within 15 days of completion of 1 st Year
Third	X*1.05*1.05	Within 15 days of completion of 2 nd Year
• If agreement period extended further, the above formula will apply subsequently i.e., 5% increment in the preceding year's amount.		

22. In the unlikely event of the server for www.eproc2.bihar.gov.in being down for more than two consecutive hours (in the period from midnight to closing time for receipt of tenders) on the last date of receiving of bid, the last date of the same shall be extended by concerned authority only to the next working day till the last receiving time stipulated in the original NIT.
23. The bidders are requested to check their file size of uploaded documents at the time of submission & they should ensure that work file is uploaded. If they feel that the complete file is not uploaded then they should click on cancel & update the same before submission. The bidders should satisfy themselves of download ability/visibility of the scanned & uploaded file by them.
24. The bidders must use MS Office- 2003 version. File size should be less than 50MB and should be in M.S. word, M.S. Excel, PDF and JPEG Formats.
25. No claim shall be entertained on account of disruption of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last hour's technical snags.
26. In exceptional circumstances, the competent authority may solicit the Bidder's consent to an extension of the period of validity.
27. Bids that are rejected during the bid opening process shall not be considered for further evaluation, irrespective of the circumstances.
28. Based on site conditions and arising situations, certain components specified in this RFP/SOP may be restricted or permitted for use at the discretion of the Engineer-in-Charge of BSCL, with corresponding adjustments made to the amount accordingly.
29. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given for respective tenders in e-Procurement website (www.eproc2.bihar.gov.in) at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate/documents in the e-Procurement website. The bidder shall sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. If any document submitted by the contractor is found to be incorrect or false, the authority reserves the right to cancel the contractor's bid and forfeit the EMD.

30. Withdrawal from this agreement is not permitted during the first year of the agreement period; however, after one-year, prior approval from the competent authority will be required for withdrawal.
31. Successful Bidder will have to bear all the utility charges (including Electricity Bills) and repair and maintenance cost of civil and electrical items, etc.
32. The successful bidder shall be liable for any mishappening, circumstances, incidents and any safety-related issues. BSCL will not be responsible in such cases.
33. Upon completion of the agreement period, the selected bidder must hand over the components to BSCL/authority in their original shape, size and condition.


Managing Director cum CEO,
Bhagalpur Smart City Limited.

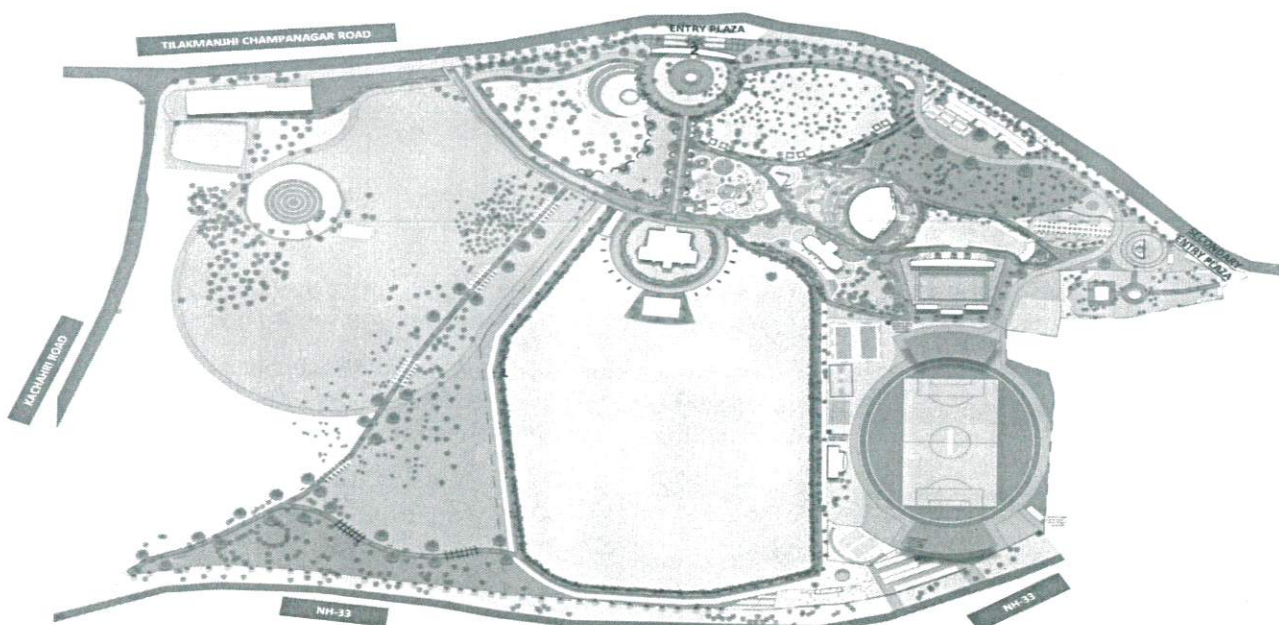


BHAGALPUR SMART CITY LIMITED



BHAGALPUR

Smart City-My Dream City



**Standard Operating Procedures (SOP)
For
DEVELOPMENT OF OPEN SPACE (SANDY'S COMPOUND) INCLUDING
SPORT COMPLEX COMPONENTS
(GROUP-A & GROUP-B)**

Park Opening & Closing Time

Summer Season Timing: March to November	5:00AM to 9:00PM
Winter Season Timing: December to February	6:30AM to 7:30PM
Note: Weekly Off-Sport Complex Components (Group-B) & Open Space (Sandy's Compound) (Group-A) Monday will be closed after 10:00AM except Station Club.	

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1) Background, Objectives & Scope

1.1 Background of Smart City Mission

"Citizens of Bhagalpur collectively envision a progressive city, dedicated towards promoting its unique identity, good governance, enhanced quality of life, sustainable utilization of its distinctive historical, cultural and ecological assets to attract tourism, investments, and business."

Aspirations of citizens from which the vision emerged:

The Vision for Bhagalpur has emerged from the SWOT analysis as well as the aspirations expressed by citizens. Bhagalpur aspires to be a city where municipal governance is in-sync with citizens' needs and the citizenry is aware, and responsible, with a sense of ownership for the city. The citizens' aspirations can be categorized into four broad heads from which specific goals have taken shape:

1. Aspirations of Bhagalpur being a Smart City with an accountable, smart and efficient local Government striving for a livable city with smart services
2. Aspirations linked to due recognition of the city's traditional industries and cultural and ecological and tourism assets leading to increased investments and tourist trade
3. Aspirations of improved intra-city and inter-city
4. Aspirations linked to presence of robust and well-functioning infrastructure that assures universal access and coverage

Goals:

Bhagalpur's Vision comprises constituent development goals that have been shaped by the voice and aspirations of the citizens. Each of the goals listed below aims at making Bhagalpur a livable city which is socially, economically and ecologically sustainable.

GOAL 1: SUSHAASIT BHAGALPUR

► Smart and Quality Governance

Bhagalpur Smart City Limited recognizes the importance of addressing the needs of a growing population and an expanding city. It would strive to make Bhagalpur 'a city for people' where continuous engagement of local government with citizens is institutionalized in the decision-making architecture. It would provide safe, accessible, and lively public spaces the city living experience and the river bank. **Bhagalpur Smart City Limited** is committed to excellence in every sector, providing its staff opportunities of growth by learning and adopting state of the art technologies and methods to better their performance in every way. Its goal is to become financially self-sufficient and sustainable moving towards increased private investments and partnerships.

GOAL 2: SAMRUDH BHAGALPUR

► Promoting Tourism in Silk City of India:

A historically and culturally significant city with ever-growing number of visitors, **Bhagalpur Smart City Limited** is committed to preserve and promote its multi-faceted built heritage ranging from ancient Hindu rock-cut sculptures to Jain pilgrimage sites to archaeological remains of one of the biggest universities of Buddhist times to architecture from Mughal and British periods. Bhagalpur's identity and image as a culturally and historically significant place will be promoted on regional, national and international level. The city will support regular religious festivals and celebrations and also design new city level events for residents and tourists. Bhagalpur will be the most visited place in Bihar in the years to come.

► **Progressive Economy and Employment:**

Bhagalpur is committed to promoting its unique Tussar silk industry and regaining its position in the world. The related sub-goals are:

- (i) adequate space for retail within the city and swift regional and national movement of special woven products like silk saris, silk suit materials, Bhagalpuri blankets etc;
- (ii) Silk industry's expansion and regeneration;
- (iii) Enhanced skills and adaptability of silk industry and craft persons;
- (iv) Enhance production and provide comfortable circumstances to work with continuous power supply

► **Conserving River Ganga and Promoting Eco-Tourism:**

Located on the banks of Ganga, the city feels proud to keep the river clean and beautiful. The river will be more accessible to the public for people to admire the ecological wealth of their city. However, the river-side development and use would be carried out in an environmentally friendly way with strict rules so that the river and its eco-system are preserved. The two associated sub-goals are (i) Bhagalpur will not dump solid waste in the Champa Nala, ponds of the city or the Ganga; (ii) Bhagalpur will severely penalize dumping of untreated sewage in the Ganga.

► **Land Monetization and Attracting Investment:**

Bhagalpur Smart City Limited will create business friendly environment by fast and efficient approval system. More land will be earmarked for commercial leasing; economic corridors will be developed; Land Monetization Plan will be prepared for capturing rising land values. Development projects will engage private players on PPP mode.

GOAL 3: GATIMAAN BHAGALPUR

► A well-connected city with enhanced public transport, **BSCL** will develop multi-modal transport system and provide more intra and inter-city roadways and buses to ease people's arrival to the city. It will improve vehicular movement and decongest roads. It will encourage NMT and pedestrian safety. Intelligent Transport System to be adopted to improve mobility especially of public transport and IPT. The city will have greens links connecting places of different land use to enhance walkability.

GOAL 4: SUDRID BHAGALPUR

► **A well-functioning, smart, and efficient city:**

Bhagalpur Smart City Ltd. recognizes the current gaps in services especially Water supply, sanitation, SWM, and public transport. For a smoothly functioning city, new technology and ICT will be adopted. The power infrastructure will be robust and promote energy efficiency and use of renewable energy. The sub-goals are – (i) Bhagalpur will not stop moving due to traffic jams; (ii) every resident and visitor to Bhagalpur will have access to clean drinking water; (iii) All streets will be clean and municipal waste will be treated and disposed scientifically; (iv) Every household will be connected to a functional sanitation system; (v) city will have robust IT enabled infrastructure; (vi) All power cables to be underground.

GOAL 5: SARVABHOUMIK VIKAS

► **Socially Inclusive Growth:** Bhagalpur will be more sensitive towards social infrastructure by improving quality of Health, Education, Safety. All sections of society of Bhagalpur especially the old, children and differently abled will be taken care of in design and development of projects. The city will put in efforts to alleviate urban poverty and increase livelihood opportunities. The city will provide livable conditions for slum dwellers by upgradation of

physical infrastructure. The informal sector will be regularized by providing basic infrastructure and facilities and formal vending zones.

In order to provide a healthy environment for our future generations, we need to have a systematic approach to maintain cleanliness.

1.2 Objectives

For uniform cleanliness guidelines it is essential to have a standard operating procedure to ensure that

Sandy's

Compound Jay

Prakash Udyan

are maintained under set standards of cleanliness by the concerned authorities.

The purpose of this **SOP** is to ensure a high level of cleanliness in all components of parks. The primary way to achieve the same is through inculcating good sanitation and

hygiene practices among visitors and maintenance staff. A significant objective of this **SOP** is also to introduce a rating of all parks in a particular city / town. An assessment framework (either for self-assessment or assessment by a third party as decided by the competent authority) has also been defined in this document which can help the concerned authority to carry out the rating exercise for parks.

This Standard Operating Procedures will be updated continually to incorporate new procedures and products. Therefore, printed copies of this document or part thereof should not be relied upon as a current reference document. Staff should always refer to the electronic copy of the latest version. Any addition to the procedures based upon requirement should be identified and incorporated where necessary. This document serves as the base document. The actual allocation of resources and the actual frequency of cleaning may vary according to the locally determined need.

It is important that all aspects of cleaning and sanitation provision are aligned with the Swachh Bharat Mission Guidelines and other relevant environment-related guidelines issued by the Government of India.

The Standard Operating Procedures are set out in a detailed format to cover the issues required to implement proper cleaning of parks and forest area.

1.3 Scope

This **SOP** for Sandy's Compound and Jay Prakash Udyan is being maintained by Bhagalpur Smart City Limited with following scopes:

- ❖ The Standard Operating Procedures to provides detailed guidelines for maintaining cleanliness and hygienic in Sandy's Compound and Jay Prakash Udyan.
- ❖ The agency responsible for maintaining Sandy's Compound and Jay Prakash Udyan should comply with the guidelines set out in this Standard Operating Procedures.
- ❖ Citizens should be encouraged and sensitized to maintain cleanliness in Sandy's Compound and Jay Prakash Udyan.



2) Components of Sandy's Compound and Jay Prakash Udyan:

Group-A	Components under Park and Udyan	Remarks
1	Walkways	Under Group-A
2	Entrance with Ticket Counter	
3	Landscaping	
4	Kid's Play Area with Toilet Block	
5	Nehru Memorial	
7	Open Area Theatre	
8	Trellis Walkway	
9	Cleveland Memorial with Toilet Block	
10	General Toilet Block	
11	Multipurpose Ground	
12	Sculptural Court	
13	External & Internal Boundary Wall	
14	General Lighting	
15	Cafeteria	
16	Surface Parking	
17	Station Club	
Group-B	Components under Sports Complex	Under Group-B
1	Lawn Tennis Court	
2	Gym Complex	
3	Cricket, Football & Athletic Ground	
4	Basketball Court	
5	Volleyball Court	
6	Badminton Court	
7	Swimming Pool	
8	Sports Complex Lighting	

GENERAL CONDITION OF CONTRACTS

Group-A. Components under Park and Udyan- Work under the scope of successful bidder/service provider/contracting agency.

1. Walkways/Path Ways -

1. Regular cleaning and sweeping of walk ways including both sides surrounding areas.
2. Regular uprooting of weeds/ grass on walkways and removal of deposited soil.
3. Restricted usage only to pedestrians/ joggers. No Motor/Heavy Vehicle/Bike/Cycle allowed over the walkway surface.
4. Ban on Spitting & running over walkway.

2. Entrance with Ticket Counter:

1. There will be two entry and exit located southern side near **ICCC Building** (new main entrance) and northern side Infront of **Station Club** in Sandy's Compound and Jay Prakash Udyan.
2. Presence of security guards 24 X 7 for safety and security of the park and surveillance over entry and exit to park premises.
3. Regular issuing of tickets to visitors / walkers on daily basis / pass on ticket fee if entry ticket applicable or as decided by authority or **BSCL**.
4. Regular cleaning and sweeping of all components and entire park areas.

5. If entry tickets applicable then daily record for tickets and collection of ticket fee shall be maintained.
6. Ticket counter shall be opened 30 minutes prior to opening timings of park for issuing tickets.
7. All repair and maintenance for civil and electrical components will be done by successful bidder/O&M agency.

3. Landscaping:

1. Regular cleaning and maintaining of horticulture by successful bidder/O&M agency.
2. Repair to any damages to the structure / electrical components of Landscaping.
3. Clean Park benches and other outdoor equipment on regular basis.
4. Impose Penalty on defaulters for littering/spitting/open urinating in the park premises.
5. Composting of leaves and biodegradable waste.
6. Removal of branches/dead trees on regular basis.

4. Kid's Play area with Toilet Block:

1. Controlled Entry and Exit in Kid's Play area to restrict usage of kid's play equipment by adults and permit children of age group 5 years to 12 years for play area usage. Parents are allowed to enter in the area for safety and security of their children.
2. Separate ticket counter shall be maintained and daily record for tickets and collection of ticket fee shall be maintained.
3. Regular cleaning and servicing / maintaining of Kids play equipment and maintaining of clean and hygiene environment in and around the Kids play area premises.
4. Regular cleaning and maintaining of hygiene of Toilet Block.
5. All toilets should have adequate water supply, should be well lit, clean, and regularly maintained (with adequate restocked consumables).
6. Repair to any damages to the structure / electrical components/sanitary fittings and Landscaping.
7. Record for tickets and collection of ticket fee shall be maintained.
8. Parents of the children are instructed to use mother's feeding room and toilet block of kids play area specially facilitated adjacent to kids play premises.

5. Nehru Memorial:

1. Regular cleaning and maintaining of horticulture.
2. Repair to any damages to the structure / electrical components of Landscaping.
3. Clean Park benches and other outdoor equipment on regular basis.
4. Impose Penalty on defaulters for littering/spitting/open urinating in the park premises.
5. Composting of leaves and biodegradable waste.
6. Removal of branches/dead trees on regular basis.

6. Open Area Theatre:

1. Event agency/Event Organizer shall be mobilized to operate any kind of events except religious / marriage/birthday in the Open-Air Theater (OTA) premises.
2. Repair and maintenance for civil and electrical components shall be done.
3. Event agency/Event Organizer to ensure no damages to the structure/equipment installed and are liable to pay the damage if any.

7. Trellis Walkway:

1. Repair and maintenance for civil and electrical components shall be done.
2. Regular cleaning and maintaining of Plants & seat outs etc.

8. Cleveland Memorial with Toilet Block:

1. Regular cleaning and maintaining of horticulture.
2. Regular cleaning and maintaining of hygiene of Toilet Block.
3. All toilets should have adequate water supply, should be well lit, clean and regularly maintained (with adequate restocked consumables).
4. Repair to any damages to the structure / electrical components of Landscaping.
5. Clean benches and other outdoor equipment on regular basis.
6. Impose Penalty on defaulters for littering/spitting/open urinating in the park premises.

9. General Toilet Block:

1. Regular cleaning and maintaining of hygiene.
2. Repair to any damages to the structure / sanitary fittings/ electrical components and Landscaping.
3. All toilets should have adequate water supply, should be well lit, clean and regularly maintained (with adequate restocked consumables).
4. Regular de-clogging of drainage system to avoid water filling in the area and maintain cleanliness of the environment.

10. Multipurpose Ground:

1. Maintaining of premises on periodic basis.
2. Repair to any damages to the structure / electrical components.
3. Motor vehicles are not allowed over the ground however, uses of motor vehicles over the ground for national events are permitted.
4. **For the revenue generation to meet the operation and maintenance expenses such as electricity charges, security, cleaner, Broomer, periodical maintains of all electrical and civil items reservation of partial area of multipurpose ground booking rights reserve with the Bhagalpur Smart City limited or Authority concern.**
5. All booking rights of multipurpose ground reserve with the **Bhagalpur Smart City Limited or Authority concern.**

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11. Sculpture Court/Stage:

1. Regular cleaning and maintain greenery.
2. Repair to any damages to the structure / electrical components of Landscaping.
3. Impose Penalty on defaulters for littering/ spitting/open urinating in the park premises.
4. Stage Space may be rent out/booked for any exhibition/health checkup camp/yoga camp etc. by the successful bidder with the permission of BSCL/Authority concern.

12. External & Internal Boundary Wall:

1. Regular cleaning, painting, greenery and maintenance of M.S. Grill.
2. Repair to any damages to the structure / electrical components.
3. Impose Penalty on defaulters for littering/spitting/open urinating over the boundary wall.

13. General Lighting:

1. Repair to any damages to the structure / electrical components.
2. Electrical items inventory book shall be maintained and stocks of the items shall be maintained for immediate replacement of faulted components.
3. Agency to ensure no damages to the electrical equipment installed during public visit and register of complaints against any damages by miscreants
4. Electricity charges for Park and Udyan lighting including components under group-A lighting will be borne **O&M** agency during the contract period

14. Cafeteria including surrounding area:

1. Cafeteria shall be allotted by the authority to run daily operations of cafeteria/eatery.
2. Internal maintenance, repair and maintenance of structure including landscaping within the premises of cafeteria shall be in the scope of allotted agency of Cafeteria (Cafeteria service provide). Repair & maintenance of external (outside premises of cafeteria) electrical works will be in the scope selected bidder/service provider.
3. Menu of items to be sold in the cafeteria shall be finalized by the service provider with consent of authority.
4. Any illegal/banned items cannot be sold in Cafeteria. If agency sold any illegal or banned items a heavy penalty or legal action will be taken by the Authority including termination of contract without any notice.
5. Regular cleaning and dumping of daily waste, maintain clean and hygienic environment in and around the cafeteria premise is in scope of cafeteria service provider.
6. Repair to any damages of switches/ any electrical fittings against the faults in fittings is in scope of service provider.
7. Electricity charges for cafeteria premises lighting and other electrical equipment will be borne service provider/selected bidder/ contracting agency during the contract period.



15. Surface Parking Area

1. Surface Parking Areas shall be allotted to O&M by the Authority/BSCL.
2. All maintenance of structures, electrical work including landscaping within the premises of Parking Areas shall be in the scope of allotted agency or O&M agency
3. Regular cleaning and dumping of daily waste, maintain clean and hygienic environment in and around the Parking Area premise is in scope of Parking Area service provider.
4. Repair to any damages of switches/ any electrical fittings is in scope of Parking area service provider.
5. A separate electrical energy meter or sub-meter will be installed and electricity charges will pay by service provider if required.
6. Parking Area service provider is sole responsible for security / damage / theft of the vehicles parked and any articles of parked vehicles in the parking area premises.
7. Regular cleaning and sweeping by the Parking Area service provider/successful bidder.

16. Station Club:

1. Regular cleaning and maintaining of hygiene in the premises including minor repair in structures and beds cover and curtain etc. is in scope of the successful bidder.
2. Restaurant inside the station club will run by successful bidder/service provider with all required manpower, kitchen setup, fuel, utensils and other consumable items on chargeable basis from guests and customers.
3. Cost of all indoor sports equipment, electrical equipment, furnishing and furniture etc. will be borne by Authority concern.
4. A separate electrical energy meter or sub-meter will be installed and electricity charges will be borne by successful bidders to concern department.
5. Successful bidder/service provider will provide minimum one number of security guards, one number of gardener & one number of sweeper/cleaner specially for station club.

SPECIAL CONDITION OF CONTRACTS FOR GROUP-A **Mandatory common points: to be followed successful bidder/ contracting agency/contractor/organizer**

1. All types of damages, repairs & maintenance (civil, mechanical, electrical & horticulture etc.) in scope of service provider/ successful bidder/contractor.
2. Successful bidder agency will maintain in accordance with scope defined in the standard operating procedure/agreement and all periodically maintenance record shall be maintained by the successful bidders.
3. All type of electricity charges (bills) will pay by successful bidder/service provider to concern department.
4. Functions such as marriage/religious function are not to be performed in OAT.
5. A stand by power backup/generator with sufficient capacity will provide by O&M agency

with fuel and operator if needed.

6. Setting up minimum internal infrastructure such as administrative office with all furniture, almirah, stationaries, computer, printer, tools and tackle, consumable items with sufficient skilled manpower etc. in respect to perform daily routine work is in scope of successful bidder/contractor/agency.
7. **Bhagalpur Smart City Limited**/Authority Concern may permit for fair/exhibition/mela to promote the development of social-cultural & employments of the local peoples or under special circumstances in partial area within the premises.
8. All booking rights of multipurpose ground/partial area reserve with the **Bhagalpur Smart City Limited** or **Authority concern**.
9. An additional fee will be taken from the event organizer for cleaning which is mentioned in SOP or prior approval of authority.
10. Parking will be free on Republic Day & Independence Day or as per the decision of BSCL/Authority Concern.
11. In case of any emergency entry & exit a prior permission will have to be taken from the park manager and authority.
12. O&M agency will submit duly signed check lists & man power deployment register at the end of month to BSCL office
13. **Bhagalpur Smart City Limited or Authority Concern will have full authority to revised SOP/ticket charges for components/ and collect park entry ticket and free to take any administrative decision without any prior information to successful bidders/ service provider/contract agency. The Bhagalpur Smart City Limited reserves the right to any changes/ amendments and it shall be final.**
14. **Successful bidder may install additional kids play equipment such as Toy Train, Pvc Multicolor Outdoor Kids Inflatable Slider and other play equipment to attract the kids and increase the revenue within the premises of kids play area & Cleveland Memorial prior approval of BSCL/Authority Concern.**
15. **Park Opening & Closing Time.**

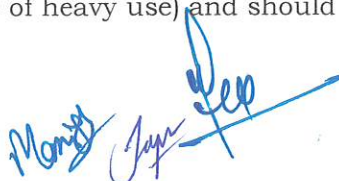
Summer Season- March to November – 5.00 A.M. to 9.00 P.M.

Winter Season- December to February- 6.30 A.M. to 7.30 P.M.

Note- Weekly Off- Sport Complex Components (Group-B) & Open Space (Sandys Compound) (Group-A) Monday will be closed after 10.00 A.M.

16) Waste Containers:

1. These need to be planned according to its usages and can be in following categories:
2. Community Waste Containers – size 1000-1500ltrs
3. Kerb side recycling bins - size 30-50Ltrs
4. For easy identification color coding is also must as indicated below. The local authority can choose the color as per their choice of interest.
5. Color segregated dustbins should be placed at a maximum distance of every 250 meters or as per the requirement and these dustbins should be emptied every day (or more frequently in case of heavy use) and should be cleaned periodically.





6. Providing clear signs for bins and consistent wording, symbols and colours on all bins.
7. Repairing signs, labels, bins and equipment and promptly replacing damaged equipment using the same designs

17) Periodic Inspection:

(17.1) Daily Inspection:

To be conducted by: O&M Agency/Service Provider	
Sr. No.	Area & Activity
1.	Check if all jogging tracks, walking lanes, lakes / ponds, fallen leaves and flowers have been cleaned / swept and waste removed appropriately.
2.	Check if all Dustbins have been emptied and cleaned.
3.	Check if cleaning and scrubbing of toilets, wash basins, sanitary fittings, glasses & mirrors and toilets floors has been done.
4.	Check if grass mowing and hedge clipping has been done.
5.	Check if toilets are clean and dry, and all fixtures (light bulbs, wash basin, exhaust fans) are functional
6.	<ul style="list-style-type: none"> Check if cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. has been done properly Check below water level and under rims including areas at hinges and cistern handles. Check if restock of toiletries, including Liquid hand soap, Toilet paper, air freshener, and Sanitary Cubes and Naphthalene balls in toilets has been done.
7.	Check if waste has been removed from park premises.

(17.2) Weekly Inspection:

To be conducted by: Authority Concern/BSCL	
Sr. No.	Area & Activity
1.	Check all daily reports since past week for compliance. Check all items as outlined in daily inspection report during weekly inspection as well.
2.	Check past 3 weekly reports for areas identified for improvement/ corrections and check if the same have been addressed.
3.	Check if storm fallen trees have been removed.
4.	Check if all signages have been cleaned.
5.	Check and remove all dry branches of shrub plants

17.3) Monthly Inspection:

To be conducted by: Concern Authority/BSCL & O&M agency Jointly	
Sr. No.	Area & Activity

Manoj Singh

10/10/2018

1.	Check all daily and weekly reports since last month for compliance. Check all items as outlined in daily and weekly inspection report during monthly inspection as well.
2.	Check past 3 monthly reports for areas identified for improvement/ corrections and check if the same have been addressed.
3.	Conduct self-evaluation as per parameters given in this SOP. Identify areas of improvement and delineate action items.
4.	Conduct infrastructure gap assessment (as outlined previously in this document) and identify action items (can be done quarterly as well, depending on need).
5.	Repair all grills, walking paths, boundary walls, fitting and fixtures in toilets and other areas in the park, signages, gates, etc.
6.	Repair water body / sprinkler system, compost machine as required
7.	Check and remove all dead trees in the park
8.	Check all major infrastructural items and fittings to ensure they are in good condition.
9.	Check roster/daily register of housekeeping staff to see that the deployment is adequate and timely.
10.	Ensure proper disposal of good earth, manure, sand etc.

18. Applicable charges for visitors of Sandy's Compound & J. P. Udyan (Group-A)

Sl. No.	Name of the Components	New Proposed Charges	Remarks
1	General Entry Ticket- from 8:00AM to 6:00PM		
1.1	Up to 5 years (Kids) individual	Free	
1.2	Above 5 years individual	Rs. 10.00	
1.3	Special Ticket for New Year & Other special days above 5 years individual	Rs. 20.00	
2	DSLR & CAMERA	Rs.150.00	Fine- Rs. 500.00 additional in case not found ticket
3	Professional Video Recording	Rs. 2,000.00	
4	Parking Charges for all visitors (Parking Charges is applicable for only 2 hours)		
4.1	Bicycle	Rs. 5.00	
4.2	Parking charge for two wheelers	Rs. 20.00	
4.3	Parking charge for four wheelers	Rs. 30.00	
5	Cleveland Memorial- After 8.00 A.M. to Closing		
5.1	Entry Ticket above 5 years individual	Rs. 10.00	
6	Kid's Play Area (below 12 Years)- 9 A.M. to Closing		

6.1	Kids Play Area below 12 years individual	Rs. 10.00	For 2 hours
6.2	Kids Play Area below 12 years individual package with Micky Mouse + Trampoline + Child cars + Horse riding etc. inside the kids play area)	Rs. 60.00	
6.3	Kids Play Area above 12 years to handle their kids individual	Rs. 10.00	
7	Open-Air Theatre		
7.1	OAT booking amount including Government electricity supply only.	Rs. 10,000.00	For 3 Hrs or as per need but not more than 8 hours.
7.2	OAT booking amount including Government electricity supply with Light, Sound, LED stage screen, DG set with fuel and two security guards.	Rs. 25,000.00	

Note: The event organizer shall take permission from the authority concern for broadcast and display of any audio / video content. The event organizer shall maintain proper housekeeping after completion of their event before handing the premises to the authority concern. This shall be followed without any deviation.

19. Mandatory Manpower Deployment for Operation & Maintenance of Open Space Sandy's Compound by O&M agency/contractor during service period for entire contract period

Sr. No.	Details of Manpower	No. of Manpower provided by Successful Bidder
1	Park Manager	1
2	Maintenance Manager	2
3	Security Officer	2
4	Computer Operator/Accountant	1
5	Security Guard	14
6	Gardner/Mali	8
7	Technician (Electrician & Plumber)	2
8	Sweeper/Cleaner/Brommer	10
9	Compounder/Nurse	1
10	Support Staff	2
Total		43 Nos.

Note:

1. Manpower deployed for operation & maintenance of all the components under Group-A and entire area of Sandy's Compound and J.P Udhayan will perform their duties and responsibilities under the supervision of BSCL/authority concern.
2. O&M agency or service provider or contract will maintain daily attendance register of mandatory manpower/staff as above and submit duly signed manpower reports at the end of every months along with the daily inspection reports (under Group-A) and entire area of Sandy's Compound and J.P Udhayan) to the BSCL office/authority concern.




20. Duty & Responsibility of Manpower:

Manpower	Roles & Responsibilities	Reporting Authority	Work Jurisdiction
Park Manager	A park manager supervises, maintains and develops parks; oversees the work of contractors, concessionaires, and vendors; settles contracts and writes grants; establishes the goals and objectives of a park with the aim of providing the best recreational experience to the public while conserving the natural resources; represents the park both on-site and off-site; manages budgetary expenses and give instructions on the procurement of equipment and materials; oversees operations that produce revenues to ensure appropriate and exact accounting of receipts; supervises park contracts and leases; submits reports to agency personnel to inform them about the status of a project; and manages the ecosystem management plan of the park to make sure that the natural, cultural, and historical resources are well protected.	Bhagalpur Smart City Limited/Authority Concern	
Accountant	prepares deposits, vouchers, invoices, checks, account statements and other records and reviews for accuracy. prepares reports, journal entries and spreadsheets for budget and analysis. monitors accounts payable and receivable to ensure that payments are accurate and timely recorded. reconciles bank statements and general ledger accounts. maintains regular and punctual attendance. works extended hours, outside of regular shift schedule, as required by operational needs.	Park Manager	Overall components
Maintenance Manager	plan, supervise, and direct the maintenance, repair, and construction of parks, grounds, and recreation facilities for a variety of assigned amenities and/or locales. supervises basic vehicle and equipment maintenance; designs and drafts landscape plans	Park Manager	Responsible For all components maintenance
Security Officer	performs non-sworn entry level duties related to the safety and security program within the parks and recreation department. patrols designated park areas and facilities as assigned. provides support for the department's safety program, to include assisting visitors, conducting site safety inspections, and issuing citations. assists with cardiopulmonary resuscitation (CPR) and first aid (fa) classes. provides technology support for park security systems, including camera and video systems, and access cards. performs other related duties and responsibilities as required.	Park Manager	All Park Area with Monitoring CCTV Surveillance
Computer Operator	computer operators monitor and control computer and electronic data processing equipment according to standardized operating instructions. they are tasked with	Park Manager	Back Office Data Operation

Manpower	Roles & Responsibilities	Reporting Authority	Work Jurisdiction
	managing and improving a company's network performance by troubleshooting hardware and software problems.		
Security Guard	<p>the responsibilities and duties section are the most important part of the job description. here you should outline the functions this position will perform on a regular basis, how the job functions within the organization and the title of the manager the person will report to.</p> <ol style="list-style-type: none"> 1. perform scheduled and random checks of designated areas throughout the facility to check for any security breaches 2. utilize the company's guest policies to issue guest passes and make sure that each guest is accompanied by an employee before entering the facility 3. assist the maintenance staff in securing an area during a maintenance emergency 4. collaborate with other members of the corporate security team to ensure that the facility is safe at all times 5. maintain a professional and effective relationship with the local police and fire departments 	Park Manager	All Park Area
Gardener	parks and gardens workers help with planting and maintaining lawns, shrubs and garden beds in public or private gardens, parks, and other recreational facilities. they work under limited supervision on transplanting, pruning, irrigation, and pest control.	Park Manager	Landscaping Work and Maintenance of all Park Area
Technician (Electrician/Plumber)	<ol style="list-style-type: none"> 1) install, maintain and repair electrical control, wiring, and lighting systems. 2) perform general electrical maintenance. 3) repair and replace equipment, electrical wiring, or fixtures. 4) perform routine maintenance of plumbing systems in residential and commercial buildings 5) install plumbing systems in new construction and rehab properties 6) installs supports for pipes, equipment, and fixtures prior to installation 	Park Manager	Overall Components)
Sweeper/Cleaner	clearing trash, debris, and contaminants from streets and curbs. securely fastening vehicle attachments such as brush hogs and hydraulic hoses. maintaining street sweeper vehicles and equipment by performing standard checks. reporting any incidents or mechanical failures to management.	Park Manager	For All Cleaning Purposes, Toilet Cleaning
Compounder/Nurse	<ol style="list-style-type: none"> 1) to ensure delivery of patient care through implementation of prescribed medication and monitoring effects. 2) to provide nursing care to patients based on established clinical practice standards. 3) to check daily inventory of medicines other equipment's. 	Park Manager	For Health Care & Medical Supports Only First Aid Basis

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Manpower	Roles & Responsibilities	Reporting Authority	Work Jurisdiction
	4) to provide health education to the patients as required.		
Support Staff	1) assist with customer reception and other various duties that could apply depending on the day.	Park Manager	All Purposes

GROUP-B (SPORTS COMPLEX)

Applicable charges for Group- B, Sport Complex in Sandy's Compound & J. P. Udyan

1	Parking Charges for Players near sports Complex Main Entry Gate (Timing: Summer - 5.00 A.M. to 9.00 P.M. & Winter- 6.30 A.M to 7.30 P.M.)		
1.1	Bicycle, Two-wheeler & Four-wheeler	Free	Near sport complex main entry gate in limited area in no case any vehicles including bicycle will be allowed in Sport complex area.
2	Gym Complex		
2.1	One time Registration fee	Rs. 1,000.00	Valid for one year
2.2	Trail Week- 7 days (no registration required)	Rs. 500.00	Note- GYM charge will be applicable as below- 1. Peak hours 5am to 10am & 5pm to 9pm – Gym charges will be as per schedule and no discount will be applicable. 2. Happy hours 10am to 11am & 4pm to 5pm- 70% discount will be applicable on schedule GYM charges.
2.3	Monthly	Rs. 1500.00	
2.4	Half Yearly	Rs. 7,500.00	
2.5	Yearly	Rs. 12,000.00	
3	Swimming Pool		
3.1	One time Registration Fee	Rs. 2,000.00	Valid for one year
3.2	Trail Week (No Registration Required)	Rs. 1,000.00	This will run in supervision the O&M agency.
3.3	Monthly	Rs. 2,000.00	
3.4	Half Yearly	Rs. 10,000.00	
3.5	Yearly	Rs. 20,000.00	
3.6	Per Tournament	Rs. 30,000.00	Rs. 10,000.00 per day & maximum Rs, 30,000.00 for more than 2 days and maximum for 3 days.
4	Cricket, Football & Athletics Ground		
4.1	All types of fees for association play activities and Government play activities	Free but one time electricity charges will be levied as per mutual consent with concerned association and O&M	

		agency but no manpower and other special facilities will provide by the O&M agency	
4.2	Per Tournament other than association activities and Government play activities	Rs. 5,000.00 per day & maximum Rs, 10,000.00 for more than 2 days and maximum for 3 days.	
5	Lawn Tennis		
5.1	One time Registration Fee	Rs. 1,000.00	De-scoped/Suspended
5.2	Trail Week- 7 days (No Registration Required)	Rs. 500.00	
5.3	Below 18 Years age		
5.3.1	Monthly	Rs. 1,000.00	
5.3.2	Half Yearly	Rs. 5,000.00	
5.3.3	Yearly	Rs. 10,000.00	
5.4	Above 18 Years age		
5.4.1	Monthly	Rs. 2,000.00	
5.4.2	Half Yearly	Rs. 10,000.00	
5.4.3	Yearly	Rs. 20,000.00	
5.5	Per Tournament	Rs. 15,000.00 per day & maximum Rs. 30,000.00 for more than 2 days and maximum for 3 days.	
6	Badminton		
6.1	One time Registration Fee	Rs. 1,000.00	For one year
6.2	Trail Week- 7 days (No Registration Required)	Rs. 500.00	All types of play equipment charges will be borne by players/user and for students Identity Card issued by District Sport Officers is mandatory.
6.3	Students		
6.3.1	Monthly	Rs. 1,000.00	
6.3.2	Quarterly	Rs. 2,500.00	
6.3.3	Half Yearly	Rs. 5,000.00	
6.3.4	Yearly	Rs. 10,000.00	
6.4	For General other than students		
6.4.1	Monthly	Rs. 2,000.00	
6.4.2	Quarterly	Rs. 5,000.00	
6.4.3	Half Yearly	Rs. 10,000.00	
6.4.4	Yearly	Rs. 20,000.00	
6.5	Per Tournament	Rs. 10,000.00 per day & maximum Rs. 25,000.00 for more than 2 days and maximum for 3 days.	
7	Basket Ball		
7.1	One time Registration Fee	Rs. 1,000.00	
7.2	Trail Week- 7 days (No Registration Required)	Rs. 500.00	
7.3	Monthly	Rs. 1,000.00	
7.4	Quarterly	Rs. 2,500.00	
7.5	Half Yearly	Rs. 4,500.00	
7.6	Yearly	Rs. 8,000.00	
7.7	Per Tournament	Rs. 5,000.00 per day & maximum Rs. 10,000.00 for more than 2 days and maximum for 3 days.	

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8	Volley Ball	
8.1	All types of fees for association play activities and Government play activities	Free but one time electricity charges will be levied as per mutual consent with concerned association and O&M agency but no manpower and other special facilities will provide by O&M agency.
8.2	Per Tournament other than association activities.	Rs. 2,000.00 per day & maximum Rs. 6,000.00 for more than 2 days and maximum for 3 days.

1. The authority concern may relax entry fee for the participant in sports competition to be organized in the premises of Sandy's Compound and / or Jay Prakash Udyan.
2. In order to maintain crowd of sports participant, their trainer and viewers authority concern shall not allow to organize more than two sports competition at same day. The authority concern shall provide safety and security personnel for crowd management to achieve peaceful law and order.
3. The event organizer shall take permission from the authority concern for broadcast and display of any audio / video content. The event organizer shall maintain proper housekeeping after completion of their event before handing the premises to the authority concern. This shall be followed without any deviation.
4. One Stand by Silent Gen Set of sufficient capacity for sport complex components will provide by successful bidder with fuel and operator if required.

5) Group-B Manpower Deployment for Operation & Maintenance of Sport Complex:

Sr. No.	Detail of manpower	No. of Personnel deployed by successful bidder
1	Security Guard	6
2	Sweeper/Cleaner for all components	4
3	Compounder/Nurse/Medical staff for first add	1
4	Support Staff	3
5	Coaches for Gym + Swimming Pool + Badminton+ Cricket+ Volley ball+ Cricket + Football + Athletics	8
Total		22 Nos.

Note- Manpower Deployed for Operation & Maintenance of Sport Complex components and entire area under Group-B will perform their duties & responsibilities under supervision of Bhagalpur Smart City Limited or Authority Concern.

SPECIAL CONDITION OF CONTRACTS FOR GROUP-B

**Mandatory common points: to be followed successful bidder/
contracting agency/contractor/organizer**

1. All types of damages, repairs & maintenance (civil, mechanical, electrical & horticulture etc.) in scope of service provider/ successful bidder/contractor.
2. Successful bidder agency will maintain in accordance with scope defined in the agreement and maintenance record shall be maintained by the successful bidders.
3. All type of electricity charges (bills) will pay by successful bidder/service provider to concern department.

4. A stand by power backup/generator with sufficient capacity will provide by O&M agency with fuel and operator if needed.

5. Setting up minimum internal infrastructure such as administrative office with furniture, almirah, stationaries, computer, printer, tools and tackle, consumable items with sufficient skilled manpower etc. in respect to perform daily routine work.

6. **Bhagalpur Smart City Limited**/Authority Concern may permit for any sport to promote the development of sports in Bhagalpur under within the sport complex area.

7. An additional fee will be taken from the event organizer for cleaning which is mentioned in SOP or prior approval of authority.

8. O&M agency will submit duly signed check lists & man power deployment register at the end of month to BSCL office at the end of month to BSCL office.

9. **Bhagalpur Smart City Limited or Authority Concern will have full authority to revised SOP/charges for components/collect sport complex entry ticket and free to take any administrative decision without any prior information to successful bidders/ service provider/contract agency. The Bhagalpur Smart City Limited reserves the right to any changes/ amendments and it shall be final.**

Note- Weekly Off- Sport Complex Components (Group-B) & Open Space (Sandys Compound) (Group-A) Monday will be closed after 10.00 A.M.


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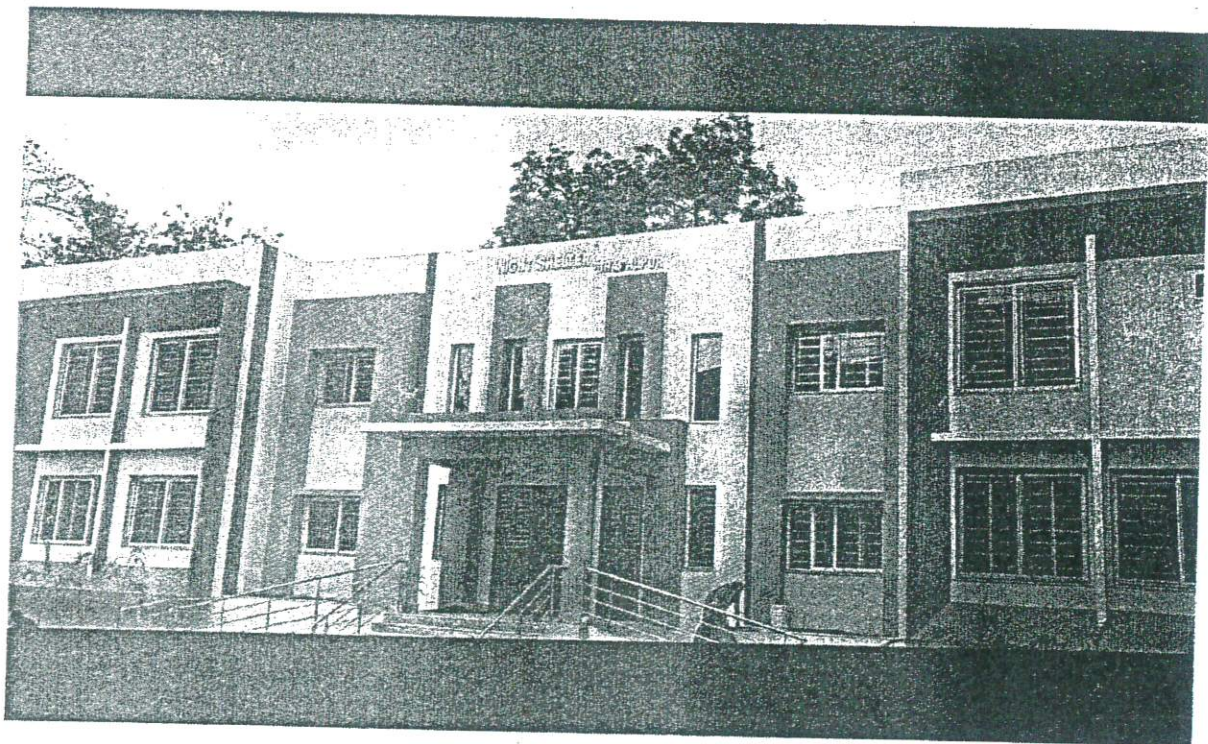


Bhagalpur Smart City Limited

Construction of Night Shelter
(100 Bedded Hospital Annex)

at Mayaganj

(Standard Operating Procedure)



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1. BACKGROUND

- 1.1 Government of India (GoI) through Ministry of Housing & Urban Affairs (MoHUA) launched 'Smart Cities Mission' in the year 2015 with an objective to promote cities that provide core infrastructure and give a decent quality of life to its citizens, a clean and sustainable environment through the application of smart solutions. The Smart Cities Mission is a bold, new initiative. It is meant to set examples that can be replicated both within and outside the Smart City, catalyzing the creation of similar Smart Cities in various regions and parts of the country.
- 1.2 The purpose of the Smart Cities Mission is to drive economic growth and improve the quality of life of people by enabling local area development and harnessing technology, especially technology that leads to Smart outcomes.
- 1.3 To bridge the gap and provide a society in line with the vision of inclusive growth the smart city mission has been launched in India. Bhagalpur Smart City as part of its vision and "Strategic Direction" Drive Socially Inclusive Growth: Up-gradation of Slum Infrastructure with basic facilities. Socio-economic transformation of slums by focusing on sanitation, healthcare, education, and skill development. Improving the infrastructure for the Informal sector and hawkers through formal vending zones. Improve Quality of Health, Education, and Safety to enhance quality of life for children, old and differentially abled and Smart City Goals under "Sarvabhoomik Vikas, Proposes to implement the development of **Night Shelter near Mayaganj**.

2 OBJECTIVE

- 2.1 BSCL wishes to address the issue of Urban homeless, visitors, and near and dear ones of the patients at Jawahar Lal Nehru Medical College and Hospital, Bhagalpur through provision of a suitable and affordable staying facility, while patients are admitted to the hospital. The facility shall provide safe, secured, hygienic accommodation for urban homeless, visitors to the city, and relatives of patients at Mayaganj Hospital at an affordable price. Night shelters will be helpful in accommodating the urban poor, and homeless during extreme weather conditions, and times of distress in addition to the envisioned objective of shelter for visitors to the hospital patients.

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3 NORMS OF NIGHT SHELTER

- 3.1 The Space in Night Shelter is also used for running health care centers in Pandemic situations like COVID-19.
- 3.2 Night Shelter at Mayaganj shall be Maintained and Operated by Bhagalpur Municipal Corporation.
- 3.3 Alcohol or controlled drugs must not be consumed on the premises or on the grounds by any guest or attendants.

4 LOCATION OF NIGHT SHELTER

- 4.1 Night Shelter located at Mayaganj opposite to Jawahar Lal Nehru Medical College & Hospital (JLNMCH).
- 4.2 An effort should be made to mark the locations of the Night Shelter through GPS on maps so that location of the Night Shelter is available on city maps, travel guide maps, online maps, etc. published by various agencies for easy access to the Night Shelter.

5 FACILITIES AT THE NIGHT SHELTER

- 5.1 The shelter will be permanent, running throughout the year; and open round the clock. Following facilities/amenities may be provided at the shelters for dignified living:
 - a) Provision of Two-Bedded rooms with attached toilets.
 - b) Provision of Dormitory with beds having a common toilet.
 - c) Water arrangements for Potable drinking and sanitation.
 - d) Handicap toilet for differentially abled people.
 - e) Kitchen & Dining space with 3-time meal facilities.
 - f) Facilitation for convergence with other services/entitlements like COVID/Pandemic situation.
 - g) Ample Parking & Open space.
 - h) Rain Water Harvesting.
 - i) Provision of helpdesk.
 - j) First Aid Kit

6 ADMISSION AND REPATRIATION

- 6.1 Immediately After the arrival of the person in need, their names along with address, age, occupation, etc. should be entered in the register maintained by the in charge of Night Shelter.
- 6.2 After necessary entry in the register, he/she should be given proper accommodation with basic facilities like bed & bedsheet with mattress, pillow with cover, mosquito net, quilt or rug in (winter season).
- 6.3 There must be a separate provision of accommodation for males & females in the Night Shelter.
- 6.4 Arrival & Departure time with date shall be recorded in the concerned register for persons availing accommodation facilities.
- 6.5 The person availing facilities should not be allowed to leave the Night Shelter premises without prior permission during night time.
- 6.6 The socio-demographic particulars of the individuals should be collected by the Shelter staff in the prescribed form (Annexure-3) at the time of admission to the shelter along with valid ID proof of Visitors.

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SCOPE FOR OPERATION & MAINTENANCE OF NIGHT SHELTER

- 7.1 The O&M Agency shall provide new items as mentioned in Annexure-1.
- 7.2 The O&M Agency shall have the following minimum full-time staff for looking after daily management, upkeep, cleanliness, and discipline at the shelter.(Annexure-2)
- 7.3 The staff shall be resourced through O&M agencies responsible for operating the shelters.
- 7.4 The salary cost for the above positions shall be as per the minimum wages act.
- 7.5 The following registers will be maintained by the O&M agency at Night Shelter; –
- (i) Shelter Asset Inventory Book
 - (ii) Accounts Register/Cash Book to monitor day-to-day expenditure & receipts
 - (iii) Attendance Register
 - (iv) House Keeping & Maintenance Register
 - (v) Complaints and Suggestion Register
- 7.6 The agencies shall hand over the Night Shelter building along with premises in the same condition in which it was given to the agencies. A proper video recording shall be done before and after handing over at the beginning and end of the contract duration.
- 7.7 Electricity charges shall be paid by the O&M agency as per tariff.
- 7.8 Generator rental shall also be paid by the O&M agency.
- 7.9 All types of damages, repair & maintenance (Civil, Mechanical, and Electrical) shall be borne by the O&M agency.
- 7.10 Horticulture maintenance shall be done by the O&M agency on regular basis.
- 7.11 All required stationery, office expenditure, etc. shall be borne by the O&M agency.
- 7.12 All housekeeping items like chemicals, acid, broom, paper soap, floor cleaner, wiper, mop, etc. shall be procured by the O&M agency at their own cost.
- 7.13 All items as mentioned in Annexure-1 shall be in proper condition and in case of wear and tear they shall be replaced by the O&M agency.
- 7.14 The dustbin should be emptied every day & it should be cleaned at least once a day.
- 7.15 The rooms shall be cleaned twice a day with a broom and mop with floor cleaner.
- 7.16 Toilets, Urinals & Washbasins shall be cleaned once a day with toilet cleaner/acid.
- 7.17 The O&M agency shall ensure that restock of toiletries, cleaning items, etc. before they get exhausted well in advance.

- 7.18 Doors, Windows, Grills, etc. shall be cleaned twice a week.
- 7.19 Kitchen & Dining Space shall be cleaned thrice a day after every meal.
- 7.20 A separate dining space shall be provided with appropriate provision of sitting arrangements for doctors, nurses & medical students at the Ground Floor.
- 7.21 Entire premises area shall be cleaned properly once a day.
- 7.22 Hygiene & Sanitation records shall be maintained in the housekeeping register.
- 7.23 All records of visitors shall be provided to the Police officials on demand and other records shall be given to the authority in hard & soft copy whenever required.
- 7.24 Parking Register shall also be maintained by the O&M agency on daily basis.
- 7.25 CCTV record shall be maintained & should be provided on demand.
- 7.26 Security staff shall be on duty round the clock in three shifts.
- 7.27 The O&M agency shall ensure proper storage & cleaning of the water tank at regular intervals.
- 7.28 All fitting & fixtures of light, water, submersible pump, etc. shall be borne by the O&M agency.
- 7.29 The O&M agency ensures that alcohol or any other prohibited items shall not be sold/used within the premises.
- 7.30 Any changes made in the process/services/items at Night Shelter shall be done only after the approval of the Authority.
- 7.31 Any other eatables/beverages/cuisine may be sold out at M.R.P/Minimum Price.
- 7.32 All the fees & charges shall be levied as mentioned in the SOP.
- 7.33 First Aid Kit box with all items shall be provided by the O&M agency.
- 7.34 In case of any default/discrepancies found in Operation & Maintenance of Night Shelter penalties will be imposed such as at the first incident penalty of Rs.2,000/-, at 2nd instance penalty of Rs.5,000/- and at 3rd instance penalty of Rs.10,000/- and after that, the Authority may decide to revoke the agreement.

Amrith *Narayana* *ad* *for* *KSP* *J*

8 USER FEES

a) User Fees for Illustrative Purpose: -

S. No.	Components	Nos.	Amount
1	Rent of Bed (Dormitory)-04 Nos.	45 Beds	Rs. 75/- Per Bed Per Day (24 hrs.)
2	Rent of Separate Room with attached toilet (2 Bedded)-20 Nos. (General)	40 Beds	Rs. 250/- Per Room Per Day (24 hrs.)
3	Rent of Separate Room with attached toilet (2 Bedded)-09 Nos. (Special with AC)	18 Beds	Rs. 1250/- Per Room Per Day (24 hrs.)
3	Parking 2-wheeler	75 Nos.	Rs.20/- Per Vehicle/Two hrs. Rs. 50/- Per Vehicle/Per Day
4	Parking 4-wheeler	24 Nos.	Rs.30/- Per Vehicle/Two hrs. Rs.100/- Per Vehicle/Per Day

Note:- Separate Coolers and Heaters are also available on extra charges in summer and winter with minimum amount.

b) Meal Charges: -

S.No.	Meal	Item	Rate
1	Breakfast	Poori-4 Piece Sabzi-01 Plate Dahi-100 gm	Rs.30/- Per Meal
2	Lunch	Chawal- 01 Plate Roti- 04 Piece Dal-01 Plate Sabzi-01 Plate Bhujjiya-01 Plate Alu Chokha Dahi-100 gm	Rs.70/- Per Meal
3	Dinner	Roti-04 Piece Chawal-01 Plate Dal-01 Plate	Rs.70/- Per Meal

		Sabzi-01 Plate	
		Alu Chokha	
		Dahi-100 gm	

Note:- Any other eatables/beverages/cuisine may be sold out at M.R.P/Minimum Price.

9 MONITORING AND EVALUATION

- 9.1 An Executive Committee under the chairpersonship of the Municipal Commissioner is required to be constituted to manage the affairs of Night Shelter. This EC at the city level will be responsible for the review and supervision of the working of the shelter.
- 9.2 The Committee will constitute a monitoring team to check the quality of services provided in the Night Shelter through a regular visit, and monthly review of the progress reports.
- 9.3 The Committee may check all daily & weekly reports & last meeting compliances if any.
- 9.4 The Committee will check all infrastructural items and fittings to ensure that they are in good condition.
- 9.5 The Committee may check all used/stocked items of cleaning, stationery etc. as required.

Handwritten signatures:
 1. *prakash*
 2. *Manish*
 3. *Devi*
 4. *Be*

Annexure I:

Basic New Items to be Provided by the O&M Agency: -

S.No.	Description of Items	Unit	Quantity
1	A mattress having a size 6'x3'	Nos.	103
2	Bed Sheet having size 6'x3'	Nos.	103
3	Blanket (In Winter Season) having size 6'x3'	Nos.	103
4	Pillow with Cover of suitable size	Nos.	103
5	Stainless Steel Water Mug (2 Litre Capacity)	Nos.	52
6	Stainless Steel Glass (250 ML Capacity)	Nos.	103
7	Plastic Bucket (15 Litre Capacity)	Nos.	58
8	Plastic Mug (1000 ML Capacity)	Nos.	58
9	Curtain	Sqm	265
10	Door Mat having size (2'x1')	Nos.	62
11	Water Cooler with Water Purifier having 25 Litre Capacity	Nos.	02
12	Fire Extinguisher (6Kg) (Standard Quality/ISI Marked)	Nos.	08
13	Dustbins (100 Litre Capacity)	Nos.	10
14	Computer Set with Photo Copy Machine and Scanner	Nos.	01
15	Steel Almirah (6' height having 2 doors cabinet)	Nos.	01
16	CCTV Surveillance System having HD camera 6 Megapixel of standard make.	Nos.	06

Note: - All items shall be of standard quality /ISI mark.

Amish *Arish* *Arish* *Kyp* *Arish*

Annexure 2:

Detail specification of qualification, experience & job responsibility of the staff for Night Shelter

S.No.	Name of the Post	Qualification & Experience	Job Responsibility
1	Security Guard-06	Having at least one-year prior experience	<ul style="list-style-type: none">• To erasure safeguards to the properties of the home.• To remain prompt & attentive towards the assigned responsibilities.
2	Sweeper-04	Able body person	<ul style="list-style-type: none">• Cleaning all the home campus two times a day.• Adapt in housekeeping.

Note: - Electrician & Plumber may be hired on the requirement basis.

for info
Nagesh
Chauhan
20/11/20
20/11/20

Annexure- 3:
REGISTRATION FORM

Name:

Name of Father/Mother/Husband:

Age:

Male/Female:

Education Qualification:

Married/Unmarried:

No. of Children

Personal Identification Marks:

Location:

Occupation/Activity:

Native Place with address:

Check In Time:

Reasons for stay:

Check Out Time:

Remarks/Special Attention

Signature/Thumb impression

Office Use

Name of the Shelter: _____

Location: _____

Ward No. : _____

Name of the ULB: _____

Signature

(Person in-charge of the Shelter)

for master *Manish* *Sign* *10/11* *1/2* *1/2*

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Identity Card

Name:

Name of Father/Mother/Husband:

Age:

Male/Female:

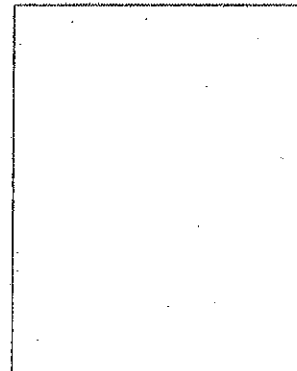
Married/Unmarried:

Personal Identification Marks:

Room No.:

Check In Time:

Remarks/Special Attention



Signature

(Person in-charge of the Shelter)

Amrith *Mary* *Chyn* *10/11/11* *15/11* *16/11*

1150

[Handwritten signature]

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