

**Integrated Indoor landscape management and gardening services
for a period of five years at IGI Airport**

SCOPE OF SERVICES AND PERFORMANCE STANDARDS

Sl. No.	Description
Part A	Scope of Services
Part B	Service Areas
Part C	Performance Standards
Part D	Performance Assessment and Management
Part E	Machinery, Equipment and Vehicles
Part F	Safety, Health and Environmental Requirements
Part G	Records and Reports

PART A SCOPE OF SERVICES

1. Responsibilities of the Service Provider:

The responsibilities of the Service Provider shall include, but not limited to the following: -

2.1 Take-over of the Facilities:

2.1.1 All the existing planters, plants, plant display area and all related material, machinery, tools-tackles (“**Facilities**”) pertaining to the gardening services available in whole of the Service Areas including all facilities at the DIAL nursery shall be handed over to the Service Provider on the Effective Date under this Agreement irrespective of the quality and condition of the Facilities at the time of hand-over for further maintenance of the Facilities by the Service Provider as per this Scope of Services. The handover takeover of all the Facilities shall be carried out jointly between the representatives of the Service Provider, existing maintenance agency and DIAL. The exhaustive list of all Facilities being handed over shall be prepared and signed off by the representatives.

2.1.2 Notwithstanding the responsibility of the Service Provider to achieve the desired Performance Standards, the Service Provider shall properly takeover and if necessary, make good the condition of the Facilities up to desired Performance Standards within two weeks of the Effective Date and cost towards the same is deemed to be included in the Contract Sum.

2.2 Maintenance of the Facilities:

2.2.1 Routine Maintenance Services:

The Service Provider shall carry out routine maintenance works on a daily or regular basis in accordance with the requirements of DIAL to meet the Performance Standards. The list of such routine maintenance works shall include but not limited to the following:

2.2.1.1 Plant Display and Landscape Maintenance:

- i. Daily and scheduled plant replacement, rotation, adjustment of plants and planters, plants display area and all related materials (lights, water features, stone blocks, artificial plants, drift wood, pebbles, etc.).

- ii. Daily removal of yellowing and dead plant parts (fading flowers, yellow and damaged leaves, stems etc.).
- iii. Watering of plants inclusive of misting of ferns and checking as well as filling up water in self-watering planters and hydro culture systems.
- iv. Cleaning of leaf surfaces inclusive of removal of dust, spider webs and pest control with the approved chemical as and when needed.
- v. Removal of plants from planter and group arrangement, cleaning of base tray and re-arrangement of plants and other landscape features.

2.2.1.2 Pot and Planter maintenance:

- i. Replacement/ repairing of damage pots and planters.
- ii. General cleaning of the planters.
- iii. Relocation of planters.
- iv. Painting of cement, earthen pots or other planters.

2.2.1.3 Maintenance of Hardscape features:

- i. Maintaining interior water features including operation, cleaning, topping up of water etc. Repairing and replacement of any of the faulty/ damaged electro-mechanical equipment, accessories or spare parts of the water feature such as submersible water pumps, filter, sump pump, solenoid valve, electrical control panel and so on.
- ii. Maintenance & cleaning of landscape material like pebbles, rocks, sculptures, cinders, drift wood, fence etc.
- iii. Maintenance of green wall.

2.2.1.4 Management & Maintenance of DIAL Horticulture Nursery:

- i. Management and maintenance of the entire plants materials in the DIAL Nursery.
- ii. Propagation, repotting, reconditioning and conversion of plants and maintenance of all related landscape materials.
- iii. Routine cleaning and regular maintenance of all infrastructures including but not limited to all open areas, buildings, poly houses, net houses, plant holding areas, office, drains, rainwater harvesting pits, toilets, road, lighting, fencing store, services and equipment etc. in DIAL Nursery.
- iv. Maintenance of the whole irrigation system inclusive of repair and replacement of damaged, worn-out pipes, QCV, sprinklers, foggers, solenoid, valves, pumping system, filtration system, electric point and accessories. This includes cleaning of UGR (irrigation water tank) at least once a year.
- v. Procurement, supply, storage and use of all the necessary consumable such as manure, fertilizer, pesticide, fungicide, growing media etc., as may be required for proper growth and for maintaining healthy condition of all the plants and other infrastructure at DIAL Nursery and for all plants/ planters placed in the Service Areas. The Service Provider shall ensure that adequate stock/ inventory of all the required consumables is made available all the times during the Term for smooth

maintenance activities. DIAL representative shall, from time to time, inspect such inventories/ stock levels and if necessary, give instructions to the Service Provider to augment/ procure more materials/ consumable which are falling short of the stock levels. The Service Provider shall comply with such instructions without any extra cost to DIAL. The cost of consumable shall be reimbursed to the Service Provider based on actual quantities procured/ supplied at the unit rates set out in the Agreement.

- vi. Carrying out experimental planting for the purpose of subsequent planting and display at Airport.
- vii. Propagation of plant varieties.
- viii. Development of seasonal & perennial flowering pots.
- ix. Floriculture: Cultivation of season wise cut flower plants in greenhouses/ open fields.
- x. Operation of vermi compost unit

2.2.2 Periodic Maintenance Services:

- i. Installation and maintenance of new group arrangement of plants and other landscape features as per direction of DIAL representative from time to time.
- ii. Installation and maintenance of additional planters inside and around the Service Areas.
- iii. Shifting of planters and plants arrangement from one location to other location.

2.2.3 Supply and Maintenance of additional area, plants and planting materials:

DIAL may, during the course of the Agreement, require additional plants or plantation items/ materials for various purposes such as felicitations, decoration, beautification or any other purpose of the Service Areas including DIAL guest houses (Delhi/NCR) inside or outside premise of IGI, Delhi from time to time. The Service Provider shall supply and maintain (in nursery) such additional plants as and when DIAL issues an instruction to the Service Provider.

PART B SERVICES AREAS

- 1. The Service Areas include the following:
 - 1.1 Passenger Terminal Building 3 (T3), including all its areas but not limited to all floors/ levels of the T3 i.e. departure forecourt, check-in hall, international and domestic security hold area (SHA), retail areas, canyon, international and domestic piers (departure and arrival level), baggage reclaim area (international and domestic), arrival forecourt, sky bridge (connecting to MLCP and metro station) , various lounges, offices, terrace garden, wash-rooms, external ramp, north and south VIP area.
 - 1.2 Passenger Terminal Building 2 (T2), including all its areas but not limited to all floors/ levels of the T2 i.e. departure forecourt, check-in hall, security hold area

(sha), retail areas, canyon, baggage reclaim area arrival forecourt, various lounges, offices, wash-rooms, external ramp.

- 1.3 Passenger Terminal Building 1 (T1), including all its areas but not limited to all floors/ levels of the T1 i.e. departure forecourt, check-in hall, security hold area (sha), retail areas, node, piers, baggage reclaim area arrival forecourt, various lounges, offices, wash-rooms, external ramp.
- 1.4 New Udaan Bhawan Building (NUB), including all its areas but not limited to all floors, reception area and entrance hall. Roof top and other floors of Project Office/Digital Bhawan is also included. The terrace garden at the 3rd Floor of the NUB building is also included in the scope.
- 1.5 ASB, including all its indoor areas, all floors, reception area etc.
- 1.6 The DIAL horticulture nursery (Approx.10 Acre area) is located at northern side of hanuman Temple near aerocity at IGI Airport.
- 1.7 Plantation and landscape areas at and around the peer baba located behind the cargo terminal at the airside operational area of the IGI Airport.
- 1.8 Any such area as may be specified by DIAL from time to time.

PART C PERFORMANCE STANDARDS

1. General

- 1.1 The Service Provider shall fully co-operate with, and take instructions from DIAL's representative, or his/her delegates, as necessary.
- 1.2 The Services shall be provided in a safe and efficient manner at all times and shall not cause any interruption to terminal operation inside the terminal & auxiliary buildings.
- 1.3 The Service Provider shall provide Services to keep the Service Areas in a clean, safe, hygienic and operationally acceptable condition. Furthermore, all work areas shall be kept clear of objects, surface dirt and waste.
- 1.4 Due to other real time operational considerations, there may be instances when performance of the Services is not permitted or is required to be temporarily suspended. DIAL's representative will advise the Service Provider in advance of any restrictions that will be applied and the Service Provider shall comply strictly with such instructions given by DIAL.
- 1.5 All vehicles and mobile equipment used by the Service Provider shall comply with access, safety and security requirements at the Airport.
- 1.6 The Service Provider shall not leave any equipment or materials or any other items in areas that are not specifically designated by DIAL for such purpose, if any.
- 1.7 The Service Provider shall report defects and damage of building finishes, fixtures and facilities to DIAL's representative forthwith upon discovery of the same or upon occurrence of the incident causing the damage, especially if the damage was caused by the provision of the Services and/or by the Service Provider's operation of any equipment.

2. Indoor Plant display

a. Display of Potted Plants:

- a) Plants display shall be healthy, fresh, colorful & attractive and replacements shall be made at regular intervals depending on plant species requirements or as & when directed by DIAL's representative. DIAL reserves the right to reject any plant which in its opinion does not comply with the Agreement's specifications.
- b) All plants displayed shall be bushy and compact, without any yellowing, dried or faded foliage and flowers.
- c) All displayed plants shall be in clean and unstained pots.
- d) Any plant removed from any display area shall be replaced immediately. No planter or planter troughs or landscape areas shall be left void of plants.
- e) Appropriate sized plants shall be used for display in plant containers, planter troughs or other landscapes. These plants shall be of a proportionate size and of suitable scale or quantity for any given landscape display area.
- f) All plants displayed shall be correctly positioned to be stable and aesthetically pleasing.
- g) If spread of the plants is not large enough to fill the total width of planter troughs, alternate or staggered arrangements shall be adopted to create a luxuriant and bushy effect.

- h) All exposed pots in any landscape display area shall be properly concealed with LECA, pebbles, coco-chips, groundcover plants or any other approved material.
- i) No plants in broken and leaky pots/planter boxes are to be used for display.
- j) No empty, unused pots are to be left lying in landscape display areas. All such pots should be removed immediately.
- k) No plants or plant parts shall cause obstruction to CCTV, signs, travellers, passengers' pathway, etc.
- l) Time to time all the plants arrangement at PTB will be replaced with new arrangement from nursery plants.
- m) For watering plants in terminal, water canes shall be filled only from the janitors identified by DIAL's representative from time to time.
- n) All the trollies (plant shifting/ watering) & hydraulic hand pallet truck shall be aesthetically designed with proper mounting system complete with rubber based wheel in order to minimize any unwanted noise and scratches over the floors.

b. Display of Seasonal flower pots

Seasonal flower pots to be displayed in an aesthetic manners at strategic locations in the vicinity of various building as per directions of DIAL's representative.

c. Display of Prickly plants

The Service Provider shall take precautionary measures to prevent the public from being injured by the display of plants with sharp thorns or any harmful parts. Approval shall be sought from DIAL for the use of prickly plants.

3. Adjustment in landscape displays:

- a. Regular adjustments shall be carried on landscape display areas that become disturbed between scheduled plant changes.
- b. All plants and other landscape materials like pebbles, rock, lights etc. shall be kept within the designated display areas.

4. General Hygiene:

- a. The Service Provider is responsible for the cleanliness of all landscape display areas.
- b. Regular trimming or removal of browned / damaged portion of leaves. Replacements shall be made for badly damaged plants.

5. Integrated pest & disease management:

- a. No pest infested or diseased plants shall be displayed in the terminal & NUB buildings.
- b. When necessary, all plants must be properly quarantined and adequately sprayed in DIAL Nursery to eliminate any stray pest from being brought into the terminal & auxiliary buildings.
- c. The Service Provider shall do regular checks to ensure that the displayed plants and plant materials have insect and pest free. There shall be no spraying of pesticides inside the

terminal buildings unless approved by DIAL. Any plants attacked by pest or diseases shall be removed and taken off site for treatment or destruction if the infestation is severe.

- d. In the event of any suspected pest attack on any plants, the Service Provider may treat the affected plants on site with a suitable pesticide after prior approval from DIAL.
- e. The Service Provider has to thoroughly clean and sterilize the plant display area, in case of severe infestation occurrence and provide replacement plants approved by DIAL. The cost of such replacement shall be borne by the Service Provider as it's a case of negligence during maintenance work.
- f. The Service Provider shall treat the affected area with an approved pesticide as often as is required to eradicate the disease or insect attack. The use of all chemicals shall be in accordance with the manufacturer's instructions.

6. Replacement of plants

- a. The Service Provider, at his own cost, shall provide changes for plants that die due to negligence of his services.
- b. Replacement of plants (either dead or unhealthy), displayed at site, shall immediately be done from the healthy stock at nursery.
- c. Replacements shall be of similar size and species of plants.
- d. All plants taken out during routine changes or for whatever reasons shall be replaced immediately.
- e. Time to time all plants arrangement at PTB will be replaced with new varieties available in Nursery or shall be procured as per pre-approved rates under SOR.
- f. All the plant replacement work inside the terminal building shall be done without disturbing the passenger movement.

7. Installation & maintenance of general landscape areas

- a. The Service Provider shall ensure that planter troughs and floor areas around landscape areas are clean and dry at all times. The Service Provider shall provide adequate protection to marble / granite finish planter trough, floor tile and carpeted areas.
- b. All voids in master troughs and individual containers shall be filled with coco-chips/LECA or approved substance.
- c. If coco chips/LECA is laid, the water mark in the troughs and individual containers shall not rise above the LECA / mulch to prevent mosquito breeding.

8. Cleaning & usage of horticulture material

- a. The Service Provider shall be responsible for changing or cleaning soiled/dirty marble chips, pebbles, LECA, planter boxes, trays and any other related materials.
- b. Cleaning Aids:
 - a) The Service Provider shall be required to provide broom, dust pans, mops, garbage bags and all other necessary equipment for the proper cleaning of landscape areas.

- b) The Service Provider shall be required to dispose-off litter and other waste materials after carrying out the display and maintenance works.

9. Ongoing landscape display

- a. The Service Provider shall ensure that all works are carried out with minimum inconvenience and nuisance to all airport users.
- b. The Service Provider shall allow for taking all necessary precautions to protect the public from injury.
- c. The Service Provider shall note that in the course of the contract, there may be renovations or improvement works at the terminal buildings. For those landscape areas affected by these works, the Service Provider shall remove the plants and containers and all necessary materials to other sites as instructed by DIAL. The plants shall be reinstated in the terminal & NUB buildings upon the completion of these works.

10. Repair of pots and planters

- a. The Service Provider shall make good the planters displayed in the terminal. The scope of work shall include making good the dented surfaces, re-spraying and replacement of accessories. Cost of repainting/polishing of planter shall be paid as per SOR.
- b. When plant containers are mishandled by the Service Provider, the cost of making good such planters containers, shall be borne by the Service Provider.
- c. All the plastic, cement and earthen pots available at PTBs and Nursery (empty or with plant) will be handed-over to Service Provider. As these pots are not repairable hence all the damage quantity will be replaced with fresh pots as per pre-approved rates under SOR (if instructed by DIAL). However any damage due to mishandling to be recovered from Service Provider. DIAL may also procure pots & planters from other sources.

11. Security

- a. Service Provider shall depute necessary security guards at the DIAL nursery and it shall be responsible for security of all the materials and assets including but not limited to plants, planters, equipments and accessories etc. at the DIAL nursery.

12. Timely performance of services/ works

- a. Upon receipt of instructions from DIAL or otherwise, the Service Provider shall ensure that all individual works or services shall commence immediately and carried out expeditiously in an agreed timeframe. The Service Provider shall report to DIAL upon completion of works.

13. Horticulture events – Additional Scope

- a. From time to time and on special occasions, DIAL may require specific flower arrangements or horticulture events to be presented/ organized at various locations within the Service Areas or at other locations at IGI Airport or outside, in addition to the normal maintenance of the existing plants/ services.
- b. Upon receiving any such additional requirement from DIAL, the Service Provider shall provide a team of workers for the installation of plants for all the horticulture event displays at the Service Areas or any other locations.

- c. The staff deployed for these works shall have the relevant experience in plants/ornaments display and floral arrangement.
- d. Events design:
 - a) The Service Provider shall support the DIAL's team for designing theme-based garden displays at terminal building and its surrounding areas during various events/ festivals. Design may be based on contemporary events , major festivals and any other theme as suggested by DIAL.
 - b) Proposed event display shall differ from the day to day plant displays or floral arrangements in the terminals.
- e. Events implementation:
 - a) Service provider shall ensure quality and timely execution of the theme garden arrangements as per approved design by deploying skilled resources, materials , equipment and accessories.
 - b) No ornaments, structures, props, etc. of sub-quality or poor workmanship will be accepted and will be rejected by DIAL.
 - c) DIAL also reserves the rights to reject any ornaments, structures, props, etc. that do not satisfy the design intent or is very different from the approved proposal.
 - d) All the available resources and material will be used for the planning and execution of event display. However, any additional materials, services and resources required to complete the above-mentioned work will be paid as per SOR.
- f. Events display period:
 - a) The display must be set up, completed and approved by DIAL 1 week prior to the event and dismantled 1 week after the event. (or as per directions of DIAL.
 - b) The following days shall be earmarked for event display, however DIAL may revise the list at a later stage with prior written notice to the Service Provider. X-mas, New Year, Holi, 'Eid, Diwali, Republic Day, Independence Day.
- g. The Service Provider is not allowed to use the terminals for the fabrication or major assembly of ornaments, structures, props, etc.
- h. The Service Provider must adhere strictly by the specific timelines proposed by DIAL for implementation, completion and removal of all the event displays.
- i. The Service Provider shall camouflage the event display area with aesthetic barricading during installation work.
- j. The Service Provider must ensure that the sites are always clean and tidy during the course of work.

14. Nursery management

- a. The Service provider shall maintain entire DIAL Nursery and its all infrastructures up to 100% serviceability & housekeeping. He shall apply best horticultural practices required for maintenance of all kinds of plants in DIAL Nursery.

- b. The materials, facilities and services available at DIAL Nursery are to be maintained and used only for the purpose of providing horticultural services to DIAL.
- c. The Service Provider shall be responsible for the proper growth of plants in DIAL Nursery, as well as for the provision of all other plants required as directed by DIAL.
- d. The Service Provider shall employ experienced and qualified full time staff and gardeners to manage the DIAL Nursery.
- e. The Service Provider shall provide all tools - tackles and machinery for the smooth and efficient operation of DIAL Nursery.
- f. All plants brought into or produced, including all necessary growing medium, containers, chemicals and other related horticultural materials, plant inventory records and other records in the DIAL Nursery will become the property of DIAL.
- g. Propagation of plants:
 - a) The Service Provider is required to propagate different species of plants of suitable size and quality acceptable and approved by DIAL for instant use. In the event the Service Provider is unable to meet the propagation targets and if the propagated plants do not meet the quality and standard required by DIAL, the Service Provider has to make provision to bring in established plants from outside market to make up the targets.
 - b) The Service Provider shall work closely with DIAL to determine the types and quantity of plants to be propagated every month.
 - c) All plants propagated by the Service Provider shall be for:
 - i. Replacement of damaged, dying, dead plants resulting from any causes (not due to the Service Provider's lack of maintenance), including accident and damage by unknown parties.
 - ii. Routine replacement works, plants changes, replacement of spent and old plants.
 - iii. New landscaping works.
 - d) The Service Provider has to propagate a minimum of 2,00,000 plants (in soil and in soilless mixture) every year. These plants can be propagated in DIAL Nursery or brought in from the Service Provider's own source. Established and stable plants of the quantities and categories listed shall be provided each month:

No.	Type of plants	Quantity required every year	Remarks
1	Foliage	80000	Only healthy, established and stable plants of the required categories and quantities will be accepted. Certain plants may be provided in different stages of growth. But all plants shall be properly rooted, leafy and stable before they can be accepted. Newly divided plants, rooted cuttings or other propagates will not be considered propagated stock'.
2	Palms & cycads	20000	
3			
4	Seasonal including Chrysanthemum & other species, Bulbous plant	80000	

5	Perennial Flowering plants	20000	
	TOTAL	2,00,000	

Note: The quantity indicated in each category in the table is only a guideline. It will be updated and revised as and when it is deemed necessary. The Service Provider is required to purchase or bring in established plants from his own source and at its own cost if he is unable to propagate the necessary quantities of plants required as per contract. Due to climatic conditions of Delhi it may not be possible to propagate the equal quantities every month hence propagation schedule may be preponed or postponed subject to approval from DIAL's representative but total propagation quantity of the year should not be less than the quantity mentioned under contract i.e. 2,00,000/year.

- e) In addition to above given propagation schedule service provider may be asked for the propagation of additional seasonal flowering potted plants / outdoor sapling as per the DIAL's requirement. Service Provider shall not be entitled to claim any extra payment for the same.
- f) In case Service Provider fails to propagate the annual quantity of plants and also by outside procurement, then DIAL may procure the plants from other sources at the sole risk and cost of the Service Provider. In such an event, all the associated cost incurred by DIAL plus 25% of such costs towards DIAL administrative charges shall be deducted from the Service Providers due payments.
- g) The Service Provider shall also be required to convert plants growing in soil medium to soilless medium as part of plant support for terminal buildings use. Such conversion of planting medium shall not constitute plant propagation.
- h) The Service Provider shall employ proper, efficient and accepted horticultural practices for maintenance and propagation of soil and soilless / hydro culture plants. This shall include:
 - i. Proper handling, transportation and storage of plants in appropriate Net houses and plant storage areas.
 - ii. Potting, repotting and essential maintenance of plants.
 - iii. Hardening and proper acclimatization
 - iv. Preparation and conditioning of plants.
- i) The Service Provider shall provide all necessary materials for the works mentioned, including pots, growing receptacles, growing medium and other materials as per SOR. These materials shall be of good quality and acceptable to DIAL.
- j) The Service Provider may be required to carry out experimental planting for feasibility studies. All materials such as planting medium, setting up materials such as cables and strings etc. must be provided to facilitate the trial. Cost of consumable material will be borne by DIAL.
- k) Service provider shall develop the seasonal flowering potted plants through seedling, polybag plants & seeds in DIAL Nursery as per following schedule
 - i. Winter season flowering pots- 45,000 no./year
 - ii. Summer & rainy season flowering pots- 15,000 no./year

- l) Installation & operation of Tissue culture laboratory- Service provider may also set-up a Tissue culture laboratory for plant propagation within Nursery premises subject to following conditions-
- I. Service provider will not claim any extra expenditure from DIAL for setting-up and operation of Tissue culture lab.
 - II. Existing available facilities & infrastructure may be used for the same including use of green houses for hardening of plants
 - III. Electricity for Tissue culture laboratory will be provided on paid basis (Not applicable to jointly usable greenhouse/hardening unit). Water to be provided free of cost.
 - IV. DIAL will not provide any consumable material for operation of Tissue culture lab including growing media & pot.
 - V. 20 % quantity of ready plants (hardened plants) to be used at Delhi Airport without any cost and balance 80% quantity can be taken out by service provider for his own use / to sell in market. These 20% plants are not part of plant propagation quantity mentioned in item -Plant Propagation (d)
 - VI. Service provider may also use existing green house facility for hardening of tissue culture plants (without setting-up laboratory in nursery premises). In that case also 20% ready plants to be used at Delhi Airport without any extra cost.
 - VII. Service provider may collaborate with any experience technical agency for installation & operation of Tissue culture lab (or only hardening of tissue culture plants)
 - VIII. A written approval from DIAL representative is required for the same and DIAL has the authority to either accept or reject the proposal.

15. Maintenance of plants in DIAL nursery

a. General:

- m) The Service Provider shall maintain all existing plants and plants brought into the DIAL Nursery. All plants must be kept healthy, weed-free, pest and disease free.
- n) The Service Provider shall ensure that all materials brought into DIAL Nursery are clean and free of any contaminants or pests. The Service Provider shall ensure that all necessary precautions quarantine or pest control methods are employed to prevent the infestation or spread of any such diseases.
- o) During Term, DIAL may procure some extra plants from other sources. These plants will be handed over to Service Provider for maintenance in DIAL Nursery, Service Provider shall not be entitled to claim any extra payment for the same.
- p) Any plant mortality due to negligence of service provider should be replaced with fresh procurement of plants (same variety & specification) without claiming any charges from DIAL.
- q) If Service Provider fails to replace these plants mortality (only due to his negligence) within time frame given by DIAL representative than DIAL may get it procured from other sources at the sole risk and cost of the Service Provider. In such an event, all the associated costs incurred by DIAL plus 25% of such costs towards DIAL's administrative charges shall be recovered from the Service Providers due payments.

b. Watering:

- a) All plants shall be watered either by the automatic irrigation system or manually as per requirement. The Service Provider shall ensure that no plants shall suffer from water stress or appear wilted or flaccid at any time of the day.

- b) The Service Provider is allowed to use the existing water source in the DIAL Nursery. Service Provider has to maintain existing water sources including pump and other electrical & mechanical system. Same have to be repaired or replaced without claiming any extra cost from DIAL.
 - c) The Service Provider shall note that irrigation system has been installed in most areas of the DIAL Nursery. Existing Irrigation system, submersible pump, booster pumps, solenoid valves, foggers, sprinklers etc. shall be operated and maintained at their best quality. In case of any damage/fault in any of the system, equipment & accessories, service provider has to repair or replace the same at his own cost. The Service Provider shall carry out manual watering at areas where there is no irrigation system and areas beyond the reach of the irrigation water.
 - d) In the event of watering being carried out manually, water shall be applied with an approved hose and sprinkler head so as not to cause compaction or washout of the soil or loosening of plants. The Service Provider shall immediately make good any such damages.
- c. Replanting, Repotting and Re-bagging
- a) The Service Provider shall ensure that all plants to be used for display are properly planted and grown in clean and sturdy pots approved by DIAL.
 - b) All plants designated for planting may be grown in black plastic bags specified by DIAL.
 - c) The Service Provider shall ensure that all receptacles, containers, pots, bags approved by DIAL provide sufficient support and contain the root ball and growing media completely. Any broken, unstable or sagging pots or bags shall be repotted or re-bagged in DIAL Nursery. Routine repotting and re-bagging of plants shall be carried out to replace damaged, defective receptacles.
 - d) Routine repotting of plants shall be carried out to prevent plants from being pot bound and to change broken, damaged and old pots. Old and spent growing media shall be replaced with fresh media each time a plant is repotted. The Service Provider shall work out a schedule for this work.
 - e) The Service Provider shall also be required to replant existing plants in polythene bags or repot plants in small pots to bigger pots or vice versa as required by DIAL.
 - f) The Service Provider shall ensure that all repotted / replanted / re-bagged plants are stabilized or trained with the necessary amount of approved staking.
 - g) In the event that the repotted plants fail to establish, the Service Provider shall replace such plants of similar size and height at his own cost.
- d. Maintenance of DIAL Nursery premises including all assets
- a) DIAL Nursery office, toilet and other buildings - structures of all building shall be checked regularly, cleaned and maintained in a clean & hygienic condition including services of water cooler with Inbuilt Aquagaurd RO purification + UV (Blue star). Housekeeping of all the facilities should be of highest standard at all times. Service provider has to ensure AMC/CMC of the RO/ water cooler for trouble free operation.
 - b) Poly House and Net house - The Service Provider shall ensure proper repair and maintenance of Poly houses and Net houses. In case of any damage to Poly house and Net houses due to any reason, Service Provider has to repair the same without claiming any additional cost from DIAL. Only replacement of covering materials (Poly/Shadenet/),

without any fittings and accessories, shall be payable from Schedule of rates. At the expiry/termination of the Agreement all structures will be returned to DIAL in good condition.

- c) Nursery Compound - The Service Provider shall ensure that the whole of the nursery compound is in neat, tidy and free from unwanted growth, garbage, horticulture wastes and other debris at all times. The Service Provider shall be responsible for cleaning of all choked drains, rain water harvesting chambers, removal of silt in drains and clearing of all rubbish in the Water Tank and all other areas with the DIAL Nursery at regular interval. All dead and unused plants, broken pots, garbage, rubbish and other forms of wastes and unwanted material must be collected and disposed-off from Nursery regularly. All wastes and unwanted material may be kept in waste collection bins.

- e. Storage of Plants
 - a) All plants are to be stored in their designated Net houses or plants holding areas. The Service Provider shall not store or keep any plants in any area of the DIAL Nursery without the approval of DIAL.
 - b) The Service Provider shall ensure that all plants are arranged in an orderly manner, according to their respective plants species, size and stages of growth. The Service Provider is not allowed to remove any plants out of the Nursery without DIAL's approval.
 - c) All plant movement, in and out of the DIAL Nursery must be properly documented. The Service Provider shall ensure that regular and up-to-date records are kept about the movement and storage of plants. Such records must be made available to DIAL at any time.

- f. Use of premises, facilities & materials
 - a) The Service Provider shall not misuse the DIAL's facilities, materials, plants and non-plant stocks.
 - b) No modifications or adjustments or alterations must be made to these without written approval from the DIAL.
 - c) The Service Provider must not use any of the DIAL's premises, facilities and materials for any other contract/project.

- g. Inventory stock & record keeping
 - a) The Service Provider shall conduct regular checks and keep regular up-to-date records of all plants and non-plant materials that are moved in and out and within the DIAL Nursery.
 - b) The Service Provider shall update DIAL about any changes in the physical inventory of all plants and non-plant stocks.
 - c) DIAL must be notified and all necessary / required procedures are followed whenever stocks are brought into the DIAL Nursery. The Service Provider is responsible for ensuring that the Physical Inventory of material matches with the Stock Inventory in the record.
 - d) DIAL's representative will carry out routine surprise checks on individual stocks stored in the Nursery from time to time randomly. Stock checks of the entire stock will also be carried out at the discretion of DIAL. The Service Provider shall cooperate and ensure proper execution of the stock check.

- e) The Service Provider is responsible for making good any arrears in the stock inventory. All arrears detected during the stock check and all loss of stocks due to any other reason except natural aging, shall be borne by the Service Provider and any missing stocks shall be replaced at the Service Provider's own cost as and when directed by DIAL.
- f) There shall be no storage of the Service Provider's non-plant materials in DIAL stores. The Service Provider's stocks shall be kept separate from DIAL stocks.
- g) Service Provider has to procure and operate relevant software approved by DIAL for material management. All the charges of the same shall be borne by the Service Provider.
- h. DIAL Nursery Security
 - a) The Service Provider shall ensure that DIAL Nursery Security is maintained at all times through strict compliance with all airport regulations.
 - b) The Service Provider or any approved security personnel shall conduct regular checks of all personnel, vehicles and property leaving and entering the DIAL Nursery premises. All movement of staff, vehicles and property shall be recorded in the security log book.
 - c) Plants and non-plants material entering and leaving the DIAL Nursery must be authorized by DIAL and all such movements shall be accompanied by the relevant approved documents to be prepared for DIAL's approval at the Service Provider's own cost.
 - d) The Service Provider or any approved security personnel shall ensure that no security breaches occur at any time of the day. All breaches of security, such as improper issuance of stocks, entry of unauthorized personnel and damage to the security fences shall be documented and immediately reported to DIAL.
 - e) DIAL may also depute security personnel to check the system being followed by Service Provider but responsibility of security lies with Service Provider.
- i. Irrigation System
 - a) Existing irrigation systems at DIAL Nursery are controlled by battery and/or electricity powered timers. The Service Provider is responsible to maintain the system and ensure that the system is operational and efficient. In the event that the Irrigation System is faulty, the Service Provider shall take immediate action to rectify the defects and quickly obtain water source at his own cost to water the plants until the system is rectified. The Service Provider has to report such faults to DIAL immediately. The service provider has to supply all the spare parts of irrigation / filtration system including foggers, sprinklers, valves etc. at his own cost.
 - b) The Service Provider is encouraged to propose and extend the existing irrigation system to areas without the automatic irrigation system. However, the Service Provider has to seek prior approval from DIAL for any alterations or extensions to the existing system. The Service Provider shall fund all such extensions at his own cost.
 - c) Maintenance of the Irrigation System
 - i. The Service Provider shall at his own cost, be responsible for maintenance of the irrigation system under the DIAL Nursery in a functioning and operating order.
 - ii. The Service Provider shall ensure that all valves, special features, and controls/safety components standards are maintained for the necessary, efficient and safe operation of the system.

- iii. The Service Provider shall make good all defective parts including but not limited to irrigation booster and submersible pump, foggers, sprinklers, solenoid, valves, QRC, pipes, automation controller, pumps, electrical panel and accessories etc. at his own cost and ensure that replacements are of the original specified materials and type.

16. Mechanization of Horticulture Operations

- a. The Service Provider shall use mechanized operations unless otherwise stated by DIAL. The Service Provider shall mechanize any other work operations that DIAL may identify and so instruct to be mechanized from time to time.
- b. All machines and mechanical equipment used for the operations must be approved by DIAL and non-motorized equipment or tools may not be used unless with the prior approval of DIAL.

17. Operation and Management Interface

- a. The Service Provider shall provide a telephone response Services twenty-four (24) hours a day, seven (7) days per week. The Service Provider shall promptly report to DIAL as a result of a hot line call to address an immediate maintenance situation.
- b. For the purpose of monitoring the Services performance standard of the Service Provider, the Service Provider shall before the Commencement Date submit a Self-Monitoring Scheme to DIAL for approval. The Self-Monitoring Scheme shall include but not limited to the provision by the Service Provider of the plans and records to DIAL as instructed by DIAL.

18. Service Providers Staff/ Manpower

- a. Training
 - a) All of the Service Provider's operatives assigned to perform the Service Provider's obligations under this Agreement shall be properly trained, including but not limited to landscape services training and trained to safely maneuver all equipment required to be used in the Service Areas. During the Services Period, these operatives will be required to receive recurrent training on a regular basis. Details on all training programmers including contents and attendance shall be submitted to DIAL for record.
- b. Appearance and Attitude - Service Provider is required to monitor the appearance and attitude of its staff by ensuring:
 - a) All staff should be dressed in Service Provider's uniform and Personal Protective Equipment pre-approved by DIAL, which should be clean and pressed with relevant identity badges and/or permits clearly visible. Staff appearance, work ethics, capability and supervision also play an important role in DIAL's evaluation of Service Provider's performance.
 - b) Staff should be responsive, polite and co-operative to all Airport employees and users. A positive, enthusiastic and professional attitude is a must.
 - c) All frontline Maintenance staff ranked supervisors and above should be able to communicate satisfactorily.
- c. Staffing Requirement
 - a) All the staff will be interviewed by DIAL representative and will be engaged after approval.

- b) The Service Provider shall at its own cost maintain the necessary level of staff for the provision of the Services to the standards required by DIAL. The Service Provider shall discuss with and seek approval from DIAL on the deployment of the staff, including but not limited to, the location and duty of works. DIAL reserves the right to change such deployment to meet safety, security, operational, contingency or emergency needs.
 - c) As Airport is operational 24x7 hence Service Provider will depute the necessary level of staff 24x7 at PTB with sufficient tools-tackles and machinery.
 - d) Service Provider has to depute well experienced staff for plants maintenance & arrangement, material management, administrative work and maintenance of facilities etc.
 - e) Service Provider will install biometric attendance system (with finger print scanner at minimum 3 locations viz. Nursery, T3 & T1) within 3 months of starting of new contract without any extra cost to DIAL.
- d. Airport Entry Permit - Service Provider is responsible to arrange Airport Entry Permit for seeking entry of its manpower, material, tools and equipment into the restricted areas of the Airport Terminal and other Service Areas, as necessary, from the relevant security agencies. All cost towards the same is deemed to be included in the Contract Sum. DIAL shall provide reasonable assistance to the Service Provider in obtaining such entry permits from BCAS or other relevant authorities.

Part D Performance Assessment and Management

1. Performance Assessment

- 1.3 DIAL and the Service Provider shall conduct joint inspections of the Service Areas, and, where appropriate such other locations at the Airport, to assess the performance by the Service Provider in the provision of the Service in accordance with the Service Performance Standards mentioned herein below.
- 1.4 Unless otherwise specified by DIAL, joint inspections will initially be carried out once a week. The joint inspection frequency will be reviewed and adjusted from time to time by DIAL.
- 1.5 DIAL shall, during each joint inspection; record any of the sub-standard performance as per the assessment items of Service Performance Standards mentioned herein below. DIAL shall advise the Service Provider of instances where sub-standard performance is observed and the associated Default Scores deducted as per below:

Sr. No.	Service Fault	Default Points
PTB Interior Landscape Maintenance		
1	Failure to ensure that plants displayed are in healthy, vigorous, condition, free from pests and diseases infestation: i. Specimen Plants ii. Secondary Plants iii. Filler plants	20/plant/day 15/plant/day 10/plant/day
2	Failure to maintain display plants (including artificial plants) free from dust and cobwebs. i. Specimen Plants.	20/plant/day 15/plant/day

	ii. Secondary Plants iii. Filler Plants	10/plant/day
3	Failure to clean the Planters: i. Fixed Granite Planter ii. Movable Granite Planters iii. Other Planters (FRP/Wooden etc.)	20/planter/day 10/planter/day 10/Planter/day
4	Dry, wilted leaf and flowers not removed from plants i. Specimen Plants ii. Secondary Plants iii. Filler Plants	20/plant/day 10/plant/day 5/plant/day
5	Failure to change damaged / missing / deteriorated / unapproved plants within 12 hours or as instructed.	10/plant/occasion
6	Failure to ensure that pots of all plants are properly concealed.	10/area/occasion
7	Failure to maintain landscape display areas and surroundings dry, clean and silt / algae-free at all times.	20/area/day
8	Failure to remove litter and other debris in landscape display areas.	20/area/day
9	Water overflow onto the floor	20/occasion
10	Failure to replenish garden materials e.g. pebbles, Coco-chips, Leca balls, marble chips etc in the landscape areas.	10/area/day
11	Failure to take necessary measure to protect carpeted and tiled areas	10/area/day
12	Failure to clean soiled carpet or tiled area to the satisfaction of DIAL.	20/area/day
13	Use of defective materials /tools-tackles & machinery	10/occasion
14	Failure to clean the fountains	10/ Location/Occasion
15	Failure to repair electro-mechanical parts of the fountains	10/Location/ Occasion
16	Obstruction / inconvenience to other airport users / Service Providers while carrying out horticulture works.	20/occasion
Nursery Management		
15	Failure to clean/repair/maintain DIAL Property in Nursery	20/Area/Day
16	Failure to carry out/complete repotting, acclimatization, conversion, conditioning and other essential works as scheduled or as instructed	50/occasion
17	Failure to maintain Net house, Poly house (including cooling, shade net/polythene), plant holding areas etc in a clean, dry and algae-free condition.	50/occasion
18	Unauthorized use of premises/material/plants for other works/project than those stipulated herein.	20/occasion
19	Failure to provide Security Guard at Nursery.	50/day
20	Failure to ensure cleanliness of nursery compound/drains	20/area/day
21	Failure to repair machinery	20/machinery/day

22	Failure to repair /replace/provide necessary tools-tackles	20/day
23	Use of DIAL properties such as water and electricity for other contract / works.	20/occasion
24	Plants mortality due to negligence	10/plant/occasion
25	Plants are not properly planted in clean, sturdy plastic pots/bags	10/plant/occasion
26	Pilling of debris outside designated area.	10/occasion
27	Failure to Repair / replacement of irrigation system, pumping system, submersible pump, filtration system, RO	20/ occasion
Management and Administrative Function		
28	Failure to respond to DIAL instructions within 15 minutes.	50/occasion
29	Failure to submit summary of attendance within 4 hours of commencement of working day	10/occasion
30	Lateness for work or leaving worksite early without information.	10/occasion
31	Failure to keep proper documentation of all horticultural operations	10/occasion
32	Failure to update stock of consumable material.	10/occasion
33	Failure to submit schedule of all works 1 month before work commencement or as instructed.	10/occasion
34	Failure to update / upkeep up-to-date Stock Inventory of Plants	10/occasion
35	Failure to submit reports / other submissions	10/occasion
36	Use of contracted manpower / materials for other works/ project not stipulated in the Agreement.	10/occasion
37	Failure to comply with instructions	10/occasion
General Management		
38	Failure to deploy four wheeler	10/Vehicle/Day
39	Misrepresentation of attendance	20/occasion
40	Poor management	20/occasion
41	Poor discipline or undesirable / antagonistic behavior of staff	10/occasion
42	Failure to provide / wear clean, proper & approves working attire for all workers	10/staff/occasion

1.6 In addition to the joint inspection assessment in paragraph 1.3 above, DIAL uses the ASQ Survey organized by Airport Council International as passenger satisfaction survey to benchmark the airport performance globally. The ASQ Survey is conducted

monthly and provides scores of one (1) to five (5) for poor to excellent rating on different airport service attributes. The monthly ASQ scores of the following airport service attributes shall form part of the performance assessment of the Services as below:

ASQ Service Attributes	Minimum Score	Default Points for every 0.01 below Minimum Score
Ambience of the airport	4.50	-50

1.7 DIAL shall compile a monthly performance record showing the total Default Points accumulated in each calendar month.

1.8 At any time during the Term, DIAL shall be entitled to deduct from the Contract Sum an amount calculated in accordance with the formula set out below.

$$D = T \times R \div 3460$$

Where

D is the amount to be deducted from the Contract Sum

T is the accumulated Default Points (in absolute number) within a calendar month;

R is the Contract Sum (Month).

- In case contractor fails to depute minimum gardeners as per agreed manpower deployment then; INR 800/Gardener/day (Man-days) to be deducted from monthly maintenance payment. Minor day to day variation is acceptable and calculation of minimum gardeners' deployment to be done on monthly basis.

1.9 The Service Provider acknowledges and agrees that the amount so deducted in Paragraph 1.6 represents only the pre-estimated cost to DIAL as liquidated damages for the extra resources required by DIAL to monitor, supervise and manage the Service Provider due to the Service Provider's failure to comply with the Service Performance Standards and the deduction shall in no way prejudice any of DIAL's rights to take remedies or to recover DIAL's any other loss, cost or damages arising out of the Service Provider's default.

1.10 In the event that the Service Provider fails to perform the Services or supply the plants and materials to the required standard or timeline as determined by DIAL, DIAL shall have the right to take remedies to rectify the situation at the Service Provider's cost plus 25% of such costs towards DIAL's administrative charges.

1.11 In the event that the Default Points accumulated in a calendar month exceed 338, the Service Provider will be in Default of severe breach of the Agreement and DIAL has the sole discretion to terminate the Agreement.

PART E MACHINERY, EQUIPMENT AND VEHICLES

1. Service Provider's Equipment

- 1.1 The Service Provider shall at its own cost and expense provide, deploy and maintain all such equipment, machinery/tools-tackles which are required for the smooth and efficient performance of the Services. List of machinery, equipment & vehicles is given below.
- 1.2 It is clarified that the hiring charges of JCB and Crane, which may be required from time to time, shall be reimbursed by DIAL.
- 1.3 The Equipment shall be kept available for use at all times throughout the Term.
- 1.4 The Service Provider shall ensure that the Equipment is not used by any unauthorized person.
- 1.5 Operational and Repairing & maintenance cost of all Machinery and vehicles including fuel shall be borne by Service Provider.
- 1.6 Service Provider has to provide vehicle to concerned DIAL staff for visiting the Service Areas as per requirement.
- 1.7 All the machinery and tools tackles should be well maintained and usable all the times. Any out of order machinery or tools-tackles same should be repaired/ replaced immediately.
- 1.8 Vehicles deputed under contract may also be used for transportation of consumable materials and additional supply (SOR) items procured locally (within NCR) without hampering the necessary routine work.
- 1.9 At the end of the Term, the Service Provider shall be allowed to take way / demobilize all its Equipment, Vehicles, Tools and tackles.

LIST OF MACHINERY, EQUIPMENT & VEHICLES

Sr. No.	Name of Equipment	Details and Brand/Model	Qty. (No.)
1	Manual hydraulic fork stacker	CUSTOMIZED lifting height, Lifting capacity 250kg to 3 Ton, Fork Width:600 mm (adjustable fork 300mm-700 mm), Fork Length 900mm 1150mm Brand: Godrej/ HI POWER HYDRAULICS/ HT / Fulcrum/ Pronix or equivalent	1
2	Lawn Mowers (Motorized Walk behind)	Minimum 150 cc/ 6HP engine. Make:Toro/ Jacobsan / Husqvarna / Hayter/ Honda/ Stihl/ Bosch/Oleo-mac/Stiga /Yamaha /Kawasaki/ Mitsubishi	1
3	Lawn Mowers (Manual)		1
4	Brush Cutter (Motorized)	Toro/ Jacobsan / Husqvarna / Hayter/ Honda/ Stihl/ Bosch/ Hitachi/ Komatsu/Oleo-mac/ Stiga /Yamaha/ Kawasaki/ Mitsubishi/ California Trimmer	1
5	Hand pallet truck (small fork-lift) with rubber wheel	Lifting capacity 2500kg , Fork Width: 685 mm-540mm, Fork Length 1150mm-1220mm Brand: Hulk / Godrej/CBPRO/Nutronics or equivalent	10

6	Maintenance Trolley	with rubber wheel	18
7	Motorized Sprayer with tank fitted on trolley	50-60 litre capacity , minimum 2 stroke engine with 26-35cc displacement, min 30M hose pipe , Neptune/Kisan Kraft/Aspee/Shakti/ Honda or equivalent	1
8	Fogging Sprayer	Electric, Cold Fogging	1
9	Knapsack sprayer	16 Litre, Battery operated. Aspee/Shakti/Neptune/Balwaan or equivalent	10
10	Tempo (With permit for 24 hours' no entry zone	Tata 407/Mahendra Load-king/Eicher Canter/Mitsubishi Canter or equivalent In CNG	2
11	Multi-utility vehicle	Toyota Innova/Mahindra Scorpio/ XUV 500/ Maruti Ertiga /XL6/ Invicto Tata Harrier or equivalent	1
12	Suction Sweeper machine	For fountain cleaning. Including pump and other accessories	1
13	Welding machine	250 Amps, single phase	1
14	Drilling machine	electric, with bit sets	1
15	Grinder machine	electric, with grinder disc set	1
16	Paint sprayer/Spray gun	Electric, minimum 750 W, Container-0.9-1.0 litre	1
17	Cycle Rikshaw	Thela with heavy duty frame and tyres	2
18	Telescopic pole with leaf net bag	Fountain cleaning. Make-Pentair/Astral	1
19	Plumbing Tool kit	Taparia/Bosch/Stanley/Equivalent	1
20	Garden Shear	Falcon/Passi/Sharpex/equivalent	5
21	Pruning saw	Falcon/Passi /Sharpex/ equivalent	2
22	Manual hacksaw	with blade for iron cutting	15
23	Hand sprayer	1 litre	30
24	Spade	with handle	35
25	Secateurs	including bonsai cutter. Falcon/Passi/Sharpex/equivalent	90
26	Wheelbarrow		5
27	Watering drum (plastic/stainless steel)	150-200 Litre Watering drum (with wheels and handle) should be covered with ACP sheet in case of plastic drum.	8
28	Watering can	Plastic	25
29	Khurpi / Garden Trowel		20
30	Ladders (aluminium)	Different Sizes	3
31	Lux Meter		1

32	Soil Testing Kit	Digital	200
33	Water PH & TDS meter	Digital	1
34	Duster	Cloth	LS

PART F RESOURCES DEPLOYMENT

Please find below the details regarding minimum human resource deployment at site. Service provider/contractor shall be fully responsible for carrying out all the detailed scope of services as mentioned in the tender document. Therefore, in order to carry out detailed scope of works, the contractor has to deploy additional manpower and resources if required, at any point of time during the contract period, without any additional cost to DIAL.

Manpower Category/ Designation	Educational Qualification (Minimum)	Past years of Experience in related fields	Proposed Role/ Responsibility	Minimum number of Manpower proposed on regular basis (throughout the Contract									
				Terminal 3	Terminal 2	Terminal 1	ASB	NUB	Herbal Garden	Nursery	Peer baba Dargah	TOTAL	
Project Manager	Graduate in Agri/ Horti.	10	Plants & non-plants material management in nursery								1	1	
Planning Manager	Graduate in Agri/ Horti.	10	Plants management & planning for terminals.	1								1	
Horticulturist	Graduate in Agri/Horti	6	Plants nurture/ placement & upkeep in terminal & nursery. 3 years experience exclusive for Open & Protected Cultivation of cut flower under control environment (greenhouse).	1		1					1	3	
Floriculturist	Graduate in Agri/Horti	6	Plants arrangement & plant propagation in nursery.								1	1	
Horticulture Supervisor	Diploma in Ag./ Horticulture or 10 years relevant	5	All office management, HR & Approval of AEP.	2	1	1					2	6	
Office/admin	Graduate	5	Store management, Plant Inventory management, billing & Plants maintenance.								1	1	
Accountant/ Store	Graduate specialised in inventory management.	5	Cut flower arrangement & maintenance								1	1	
Gardeners	8th pass	4	House-keeping work	24	4	18	1	3	1		28	2	81
Florist	High-school	4	Vehicle operation.					1					1
House-keeping	8th pass	4	Electrical works at Nursery and Fountains								1		1
Drivers	High-school	5	Plumbing works at Nursery and Fountains			1					3		3
Electrician	Intermediate/ITI	4	24x7 Security of nursery								1		1
Plumber	Intermediate/ITI	4	Total								4		4
Guards	High-school	6											106

- The number of gardeners mentioned in the above table will be deputed every day (30/31 days) in a month.. Therefore, Service Provider has to hire extra gardeners as reliever to compensate weekly off and leaves. Maximum 20% (Plus/minus of total number of gardeners as mentioned in the above table)) day to day variation is permissible; however, at the end of the month, total man-days of gardener should not be less than minimum deployment of gardeners mentioned above. If variation on any day is more than 20% due to some extra ordinary/unforeseen circumstance than agency will provided proper explanations for the same. The same shall not be applicable to managerial / supervisory staff, drivers and other workers. Hence in the case of Managerial / supervisory staff, Driver and other workers, reliever/compensatory deployment may not be necessary on weekly off/short leaves.
- In case Service Provider fails to depute minimum gardeners as per above-mentioned details; Liquidated Damages of INR 800/Gardener/day (Man-days) to be levied on the Service Provider. The same condition is also applicable to Security guards.

- All Vehicles will be operational all days in a month. Supervisor/mechanic or other supporting staff with valid driving license can drive vehicle during weekly off/short leave of driver.
- Maximum 8 holidays per year may be allowed to the Service Provider. The Service Provider will submit his holiday calendar on the Effective Date.
- Maximum 27 Leave /year are allowed for each person otherwise LD of INR 1000/person /day to be levied on the service provider.
- All personnel of Service Team shall wear proper uniform approved by DIAL; otherwise a liquidated damages of INR 50/worker/day to be levied on Service Provider. Same will be applicable after one month from Effective Date and a newly joined person will be exempted for next one month.
- In case ,any staff/worker resigns from the service , then replacement must be joining within 15 days from relieving of the separating staff. Else, Liquidated damages of INR 1000 /person/day to be levied on the service provider for next one month and it will increase up to INR 2000/person/day afterwards. Gardeners are exempted from this condition.

PART G SAFETY, HEALTH AND ENVIRONMENTAL REQUIREMENTS

1. General Obligations

The Service Provider shall, and to the best of its endeavors ensure that each of its employees, agents, representatives, sub Service Providers and directors shall:

- 1.1 Comply with all applicable safety, health and environmental laws, legislation and regulations, as amended, passed by any competent authority, relating to the airport and the conduct of the Service Provider's business at the airport,
- 1.2 Abide by all safety, health and environmental policies, procedures and requirements as stipulated by DIAL and as may be distributed to the Service Provider from time to time,
- 1.3 Not breach or permit to breach any safety, health and environmental laws or regulations relating to the airport and the conduct of the Service Provider's business at the airport,
- 1.4 Accept that the Service Provider has no right to independently handle and dispose of recyclable materials regardless of ownership,
- 1.5 Not tamper or interfere with, damage or remove any safety signage, fixtures, fittings or equipment,
- 1.6 Not compromise the safety and health of people and/or property at the airport,
- 1.7 Not direct, order or require a person to plan, commit or carry out an unsafe act either by act or omission,
- 1.8 Provide access for all of its employees to participate in the safety, health and environmental training as specified and required by DIAL from time to time,
- 1.9 Participate and abide by the recommendations of the safety, health and environmental committees as established by DIAL.

- 1.10 Provide such information and data as is necessary for DIAL to develop safety performance measurement statistics and metrics,
- 1.11 Not transport, handle or store any dangerous or hazardous goods, articles, substances or materials in or on the airport unless it is an approved and authorized activity within the Service Providers business,
- 1.12 Accept that waste generation is to be minimized by the limitation of packaging and wrapping of the goods that the Service Provider receives, handles or processes as part of their business activity,
- 1.13 Provide at their own cost suitable and operational fire extinguisher(s) at DIAL Nursery of their facilities and activities.

PART H RECORDS AND REPORTS

1. Records

1.1 The Service Provider shall prepare and maintain full records of all the Scope of Services being performed by it under this Agreement throughout the Term.

1.2 The Records shall include, but not limited to the following:

- a) Incident and accident records.
- b) Log book of vehicles.
- c) All repair and maintenance records for the machinery and vehicles.
- d) Records evidencing compliance with Applicable Laws.
- e) Reports and records for joint inspections with DIAL.
- f) Material movement details.
- g) Stock Register.

1.3 The records shall be made available for inspection by DIAL at all reasonable times and shall not be conveyed to any third party without the prior written consent of DIAL. The Service Provider shall provide copies of all such reports in hard print or in electronic form, as and when requested by DIAL representatives, without any extra cost.

2. Reports

2.1 The Service Provider shall, throughout the Term, submit the following reports to DIAL within the prescribed time limit:

- a) A monthly report for the performance of the Services to DIAL's Representative, or his/her delegates, within 7 days of the succeeding calendar month;
- b) Plant maintenance program (Yearly) for maintenance of plants in the Service Areas for maintenance, daily, weekly and monthly.
- c) Maintenance Plan of nursery structure, irrigation & cooling system and landscape feature, quarterly plans.
