



Institute of Hotel Management & Catering Technology
DR, B.B.A.POLYTECHNIC CAMPUS, SRV NO. 137/P, KARAD-SILVASSA-
396230

U.T. ADMINISTRATION OF DADRA AND NAGAR HAVELI.

Tel:0260-268001

ihmsilvassa@gmail.com www.ihmsilvassa.in

(Affiliated to National Council for Hotel Management & Catering Technology, NOIDA)

No.IHM&CT/68/HOUSEKEEPING/2010/Part-II/

Date: 30/05/2019

e-Tender (Online) Invitation Notice

The Principal & Member Secretary, Institute of Hotel Management & Catering Technology, Karad (D.P), Silvassa, invites online tender on <https://dnhtenders.gov.in>, by 2 bid system from eligible Contractor/ Supplier for Housekeeping/Cleaning & other Miscellaneous Services to be provided in the Institute of Hotel Management & Catering Technology, Silvassa

Sr. No.	Particulars	EMD (Earnest Money Deposit)	Tender Fees (Non-Refundable)	e-Tender ID No.
1	Outsourcing of Staff for providing Housekeeping /Cleaning & other miscellaneous services for the Institute	₹.60000/-	₹.2000/-	2019_UTDNH_4065 _1

Online document downloading Start Date: 31/05/2019
Downloading End Date : 20/06/2019 17.00 Hrs.
Last Date & Time for receipt of Bid : 20/06/2019 17.00 Hrs.
Opening of Technical Bid : 20/06/2019 11.00 Hrs
Opening of Price Bid : 21/06/2019

Bidders have to submit price bid and Technical bid in Electronic format only <https://dnhtenders.gov.in> website till the last date and time for submission. **Technical Bid and Price Bid in Physical format shall not be accepted in any case.**

Only tender fees and EMD should be submitted in original to be sent to the above mentioned address by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tender received in hard copy will not be accepted.

1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of Demand Draft/Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Silvassa.
3. The EMD will be accepted in form of FDR or Bank Guarantee from any Nationalized or Scheduled Commercial Banks payable at Silvassa in favour of under signed.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. Tender can be downloaded from <https://dnhtenders.gov.in>

In case bidder needs any clarification on the process of bidding for participating in online tender or for further details, correspondence can be made on e-mail: ihmsilvassa@gmail.com ,Website: www.ihmsilvassa.in

Sd/-
Principal
Institute of Hotel Management & Catering
Technology, Silvassa
E-mail id: ihmsilvassa@gmail.com

Copy to :-

- 1) Chief Publicity Officer Dadra & Nagar Haveli, Silvassa for wide publicity in leading News Papers.
- 2) Director (I.T),Secretariat,, Dadra & Nagar Haveli, Silvassa with a request to publish in Website www.dnh.nic.in.
- 3) Copy to all H.O ,Dadra and Nagar Haveli for wide publicity

**TERMS AND CONDITIONS FOR OUTSOURCING OF STAFF FOR PROVIDING
HOUSEKEEPING/CLEANING & OTHER MISCELLANEOUS SERVICES FOR THE
INSTITUTE OF HOTEL MAANGEMENT & CATERING TECHNOLOGY, SILVASSA**

❖ **Instructions to Bidders :**

- 1) The rate should be quoted online in the financial bid in the prescribed form given by the department; **the rate should be valid for the period of one year from the date of tenderization and the contract will be valid for the period of Three Years depending upon performance of the contractor. The rate should be not less than minimum wages prescribed by the UT Administration of Dadra and Nagar Haveli. The rate hike shall be equivalent to the rate hike in minimum wages from the 2nd year onwards.**
- 2) All/Taxes/Duties/Royalties Charges payable on the sales/transport etc. Within and/or outside the state/UT shall be paid by the Service provider.
- 3) The decision of the Tender Inviting Officer for acceptance/rejection shall be final.
- 4) Bid security also known as Earnest Money Deposit (EMD) **Rs. 60000/-** be in form of Fixed deposit receipt or Bank Guarantee from any Nationalized or Schedule Commercial Banks payable at Karad/Silvassa in favour of “The Principal, Institute of Hotel Management & Catering Technology, Karad” is required for the works should invariably be enclosed along with the tender documents. The tender received without EMD will be summarily rejected.
- 5) The technical and financial bid should be submitted online on **<https://dnhtenders.gov.in>** in two bid system. EMD and Tender Fee (In form of DD) has to be submitted in Tender Box and should super scribing on the envelope as “providing Housekeeping/Cleaning & other miscellaneous services for the Institute of Hotel Management & Catering Technology, Silvassa”
- 6) The right to accept or reject any tender partly or fully without assigning any reason thereof is reserved with the Principal, Institute of Hotel Management & Catering Technology, Silvassa and his decision on all matters relating to acceptance or rejection of the tender in whole or in part will be final and binding to all.
- 7) No applications/clarifications shall be accepted from the tenderers once tenders are received by the Department.
- 8) The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 10% of the total value of Order, as the amount of security.

- 9) Non receipt of the Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.
- 10) **The rate should be valid for the period of One Year from the date of tenderization and the contract will be valid for the period of Three Years depending upon the performance of the contractor. The rate should be not less than minimum wages prescribed by the UT Administration of Dadra and Nagar Haveli. The rate hike shall be equivalent to the rate hike in minimum wages from the 2nd year onwards.**

Key Date :-

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Conditions of Contract :

- 1) The bidder should have a License from Labor & Enforcement Officer, Dadra and Nagar Haveli, Silvassa.
- 2) The tenderer shall have to upload supporting documents like List of work executed in various Govt., Semi Govt. organizations, School, College, University, Municipalities etc.
- 3) The successful tenderer shall have to engage staff/employees required for providing Housekeeping/ Cleaning & other miscellaneous services for the Institute in sufficient number required for this job.
- 4) In case of any accident with staff/employee of contractors/bidders during the Course of execution of the agreement/work, the Institute shall not be responsible for any kind of accident with labors engaged for this job
- 5) The Contractor shall be responsible for any the damage done by the Contractor or his staff to the property of the Institute. The cost of damage of property shall be recovered from the contractor/agency.
- 6) The contractor at his own risk and cost shall have to grant benefit of leave plus pay emoluments to the employees as per the law in force. In case of any loss to the Department authority due to the breach of any conditions of the labour license/act on the

part of the contractors, such losses shall be recovered from the contractors. If required the same can be recovered by the Institute authority from the contractors as a recovery of land revenue.

- 7) The Principal/ HOD, IHM&CT shall oversee the operation of works carried out by the contractors and contractors shall be bound to obey all the instructions of the superior authority.
- 8) In case of breach of any of the conditions of the contract by the contractor or if the work of the contractor is found unsatisfactory by the Department, such contract shall be terminated by the Departmental authority. The Principal, Institute of Hotel Management & Catering Technology, Silvassa shall be the authority for arbitration and the decision of the Principal, IHM&CT will be final and binding to all.
- 9) The agency should be having labour contract license under the provision of Labour Laws and any other Law shall be eligible for getting this work.
- 10) The selected agency shall have to provide the services with whom agreement is made and this cannot be entrusted to any other agency or sub-agency. If it is found so, their Security Deposit will be forfeited and the agreement will be cancelled.
- 11) No residential facilities shall be provided by the institute. It has to be arranged by the agency.
- 12) The below mentioned post shall have the minimum educational qualification and at least minimum wages be given to each individual as per detail below:-
- 13)

Sr. No.	Particulars	Education qualification required	Minimum salary to be paid per person per month in hand	No. of staff
For Institute of Hotel Management & Catering Technology, Silvassa				
1.	Housekeeping Supervisor	<ul style="list-style-type: none"> • Diploma or Degree in Housekeeping / Hotel Management with one year related and regular work experience (minimum) in a reputed institute/guesthouse/hotel. OR Any Graduate with atleast Three year related and regular work experience in a reputed institute/guesthouse/hotel. 	At least minimum wages prescribed by UT Administration of D&NH	01

Sr. No.	Particulars	Education qualification required	Minimum salary to be paid per person per month in hand	No. of staff
2	Multi Tasking Staff	S.S.C with 01 year experience working in the reputed Hotel/Institute	-Do-	20 (15 Male & 05 Female)
3	Electrician	S.S.C or ITI with 01 year experience working in the reputed Hotel/Institute	-DO-	01
4	Plumber	S.S.C or ITI with 01 year experience working in the reputed Hotel/Institute	-DO-	01

Note: Minimum salary per month proposed above is excluding all taxes & Service Charges. The tenderers should give a detail breakup of the minimum salary, taxes and charges with deductions and employer's contributions to be levied by the agency for the posts mentioned as per the breakup chart given.

Breakup Chart
Wages Rate per Employee
Basic + Special Allowance
HRA
Conveyance
Other Liabilities
PF Amount
Work Compensation Policy
Bonus
TOTAL
Service Charge
Billing Rate per Month
UTGST 9%
CGST 9%
Gross Amount Per Person

14) In case the successful tenderer stop the work/operation either partly or fully during the agreement period, the institute authority reserves the right to get such works/s/operation executed through any other sources at the risk and cost of the defaulted contractor. The Security Deposit of the defaulted contractor shall be forfeited. Any additional payment

which has to be paid to execute the work under such circumstance for such works/operation shall be recovered from the pending bills/deposit/any other works of the default contractors and/or shall be recoverable as an arrears of land revenue.

- 15) If the employee of the bidder is found to execute any offensive work/activities not covered in the contract agreement/conditions, instructions, the proportionate amount of such works shall be recovered as penalty from the running bill payable to the contractor.
- 16) The employee of the bidder shall have to take all care during the course of works/operation so that the any articles of the department cannot be damaged and shall also not create any hindrance to the institution authorities. The successful bidder shall get approved work schedule from the institute so as to avoid any dispute during the course of operation/ services period.
- 17) The successful tenderer has to start the works/operation as per the tender terms & conditions and specification within 15 days on receipt of the work order.
- 18) As per Minimum Wage Act the copy of Provident Fund challan paid should be attached with monthly bill submitted to the department.
- 19) Any dispute of civil or criminal nature shall be within the jurisdiction of the local Court of Dadra & Nagar Haveli (U.T.)
 - (a) The contractor shall have to offer unconditional bid/tender in the tender form itself. Any bid/tender with condition/s shall be summarily rejected.
 - (b) Any change in the administrative procedure/rules of the institute Authority time to time which is suitable to the institute for smooth operation of works shall have binding to the contractor/s and for that the contractor shall have to give his willingness in writing.
- 20) In case of any dispute in terms of interpretations of agreement/contractor, the decision of the Principal, IHM&CT in such cases shall be final and binding to all.
- 21) The successful tenderer shall have to take all care to avoid any accident during the course of work/operation for which all required precautions/steps are to be taken upon works site at the cost of the contractor. It shall be the duty of the contractor to handle such cases at his own cost and pay the damages/compensation payable, if the Court or any other competent authorities may decide/order in this regard. The Institute authority shall not be responsible for such cases/incidents or for payment of any damages/compensation which may occur on such incidents.

- 22) The contractors shall have to produce all required evidence in respect of individual proprietor, partnership deed in case of partnership/firm and copy of the Memorandum and Article of Association in case of registered company.
- 23) The works/operation assigned is a part of essential service of Institute, hence the contractor shall not postpone or close/stop such works in any circumstances/on any pretext. If such day to day works is not found satisfactory, then the penalty at the following rate shall be charged from the running bill or as per the condition of the contract.
- 24) If the contractor fails to execute the works, the tender inviting authority will impose penalty appropriately. The contractor shall have the opportunity to place his grievances if any regarding the penalty imposed within seven days to the Principal, Institute of Hotel Management & Catering Technology, Silvassa who will hear both the parties and his decision will be final and binding to both the parties.
- 25) The contractor shall have to undertake all works during all festivals like Holi, Makar Sankranti, Navratri, Ganesh Visharjen, Taja, Chandani Padwa, Diwali, Christmas even in vacation period also invariably failing which double penalty shall be charged from the contractors for not undertaking the work on such days. However the Contractor will be given an opportunity to be heard as per the procedure mentioned in Clause No.(19) above.
- 26) The penalty shall not be charged in case the work is closed due to curfew, flood and flood like situation, cyclone, riots and during any natural calamities, but the Contractor shall carry out all the work with extra time and staff if needed, during post – calamity.
- 27) The timing for the employee of the contractor for all the work/operation/service shall be as follows: **they will have to perform shift duties if needful or they will do general duties.** However in case of examination, seminar, exhibition, annual day, national festivals, special events, emergency and/or any sort of urgency this period can be extendable with the prior permission of the Department authority.
- 28) The contractor shall have to obey strictly the provision of Minimum Wage Act Child Labour Act any other relevant Act/Rules. The responsibilities on violation of these acts shall be of the contractors. The Administration shall not be responsible for any litigation in this regard.

- 29) The contractor shall provide at his own risk and cost all required uniforms, Boots, gumboots hand gloves, raincoat etc to the laborers engaged on management of sweeping work. The contractor shall have to get such uniforms approved in advance from the IHM&CT authority.
- 30) The concerned agency shall have to obtain the information regarding number of personnel's to be deployed for the below said work from the Principal, Institute of Hotel Management & Catering Technology, Silvassa
- 31) The agreement for providing personnel's shall be valid for One year at the prevailing rates.
- 32) The personnel's deployed by the agency found not obeying, dishonest, unhealthy, non co – operative in such cases the instructions of the Principal, Institute of Hotel Management & Catering Technology, Silvassa, the immediate replacement or transferred shall be binding to the agency and will do so without any pretext.
- 33) If any personnel's are found in drunk position or other unsocial activities like gambling etc. they shall have to be relieved from the duties immediately in such matter decision taken by the Principal, Institute of Hotel Management & Catering Technology, Silvassa shall be final and binding to all.
- 34) The Government employees who were either dismissed or removed from the Government job cannot be appointed by the agency for the above said work.
- 35) The agency shall have to maintain muster roll, payment sheet, identity cards etc. and same shall have to be produced before the Principal, Institute of Hotel Management & Catering Technology, Silvassa when it is demanded.
- 36) At the time of changing the shift personnel's shall have to sign the register of handed over, taken over charge with detail entry therein.
- 37) The Principal, Institute of Hotel Management & Catering Technology, Silvassa shall release bill of the agency every month on successful and satisfaction performance of the duties by the agency as well as submission of information regarding the personnel deployed by the agency like attendance register, details of payment done to the personnel in the preceding month, etc.
- 38) The satisfaction duties performance certificate shall have to be obtained by the agency from the Principal/ Head of Department, failing which the agency shall not be entitled for the payment of such period. In such case, the Principal, Institute of Hotel Management & Catering Technology, Silvassa shall not be responsible for any pending payment of personnel's provided by the agency for such period.

- 39) Tenderer are advised to inspect and examine the site/area/premises/campus of Institute for the above said work and satisfy themselves before submitting their tender and obtain all necessary information as to risks, contingencies, accommodation, sanitation facilities which may influence or affect their tender.
- 40) A tenderer shall deem to have full knowledge of the site/area/campus/buildings of the above said work whether he inspects it or no, the extra charges consequent on any misunderstanding or otherwise shall be allowed.
- 41) The right to accept or reject the tender without assigning any reason thereof is reserved with the undersigned.
- 42) No residential facilities shall be provided by the institute to the agency. The staying/tentage arrangement shall have to be managed by the Agency itself at this own risk and cost for all the personnel's deployed for the purpose for the above said work.
- 43) The agency shall have to provide the services of healthy personnel's with sound physical condition. Their names, passport size photographs, nationality, address, identity cards, fingerprints, police verification etc. have to be provided to the Principal, Institute of Hotel Management & Catering Technology, Silvassa for records.
- 44) The agency and staff should give full Co-operation of Police in case of inquiry regarding damage caused to the property of the institute.
- 45) The agency shall be responsible for the payment of salary/wages and deduction of PF and Insurance premium / bonus etc. as per the provision under the minimum wages Act. The department shall not be responsible for any type of payment to the staff.
- 46) The agency shall have responsibility of compliance of all applicable labour law

Sd/-
Principal
Institute of Hotel Management & Catering
Technology, Silvassa
E-mail id: ihmsilvassa@gmail.com

The above terms, conditions and specification are accepted by me.

Signature & Rubber Stamp of the Agency

ANNEXURE - I

The bidders have to attach the following documents

Sr. No.	Particulars	Uploaded and Enclosed (yes/No)
1.	Licence from Labor & Enforcement Officer, D&NH, Silvassa	Yes/No
2.	The bidder must have their representative Office in the U.T. of D&NH, and submit the Complete address proof of the same.	Yes/No
3.	The tenderer shall have to upload supporting documents like List of work executed in various Govt. Semi Govt. organizations, School, College, University, Municipalities, corporate with proof.	Yes/No
4.	PAN Card No.	Yes/No
5.	GST No.	Yes/No
6.	PF Number allotted by the Government	Yes/No
7.	Police Registration from Dadra and Nagar Haveli.	Yes/No
8.	GST payment statements.	Yes/No
9.	Terms and Condition documents of tender duly stamped and signed	Yes/No
10.	ANNEXURE-I & II duly stamped and signed	Yes/No
11.	Average Annual Turnover of Rs.15.00 Lacs in Last three financial years.	Yes/No
12.	Last three years Income Tax return	Yes/No

Signature & Rubber Stamp of the Agency

Sd/-
Principal
Institute of Hotel Management & Catering
Technology, Silvassa
E-mail id: ihmsilvassa@gmail.com

Housekeeping Contract for all the Institute Premises at Institute of Hotel Management & Catering Technology, Karad, Silvassa

Housekeeping contract for providing services on daily basis to all the Institute premises in the IHM&CT, Karad, Silvassa.

Total land area of the IHM&CT Silvassa Campus: 8 acres (approx)

Sr. No	LOCATION	WORK DETAILS/ SCOPE OF WORKS	AREA in Sq. meters. (Approx)
1.	Institute Building & Campus	<p>1. Ground Floor-</p> <ul style="list-style-type: none"> • Daily Cleaning of all kitchen , Mess, Mess Kitchen, Restaurant, Bakery,etc. • Daily Cleaning of all equipments in kitchen • Daily cleaning of common toilets, WC's washbasins & urinals • Daily Cleaning of conference rooms • Daily Cleaning of Admin office, Principal Office and all other similar offices. • Daily Cleaning of all common area • Daily Cleaning of all fans, other electrical fitting ,all the glasses and wooden frames • Daily cleaning of all room, furniture ,door, windows. • Weekly scrubbing of all rooms. • Maintenance of plumbing system, electrical system/appliance and fixtures in proper working condition and to be repaired within a short and time bound schedule. 	3000
		<p>2. First Floor-</p> <ul style="list-style-type: none"> • Daily Cleaning of all class room • Daily Cleaning of Principal Office, HOD Office, Front office lab, Computer lab, Library, Audio and Video Room and Training Guest room, Housekeeping lab and Training & Placement Cell. • Daily Cleaning of all vacant class rooms. • Daily Cleaning of all common area on 	3000

		<p>the floor.</p> <ul style="list-style-type: none"> • Daily cleaning of common toilets, WC's washbasins & urinals • Daily Cleaning of all fans, other electrical fitting, all the glasses and wooden frames • Daily cleaning of all room, furniture, door, windows. • Weekly scrubbing of floors • Maintenance of plumbing system, electrical system/appliance and fixtures in proper working condition and to be repaired within a short and time bound schedule. 	
2.	Boys Hostel	<ul style="list-style-type: none"> • Daily Cleaning of corridors of Hostel building and all common areas / pathways. • Daily Cleaning of all toilet and bathroom, wash basins at Hostel. • Weekly Cleaning of all Hostel room, furniture, door, windows. • Weekly Cleaning of all fans, other electrical fitting ,all the glasses and wooden frames • Weekly scrubbing of vacated room and Entire area, Toilet, Bathroom, balcony, windows, and furniture. • Maintenance of plumbing system, electrical system/appliance and fixtures in proper working condition and to be repaired within a short and time bound schedule. 	7500
3.	Girls Hostel	<ul style="list-style-type: none"> • Daily Cleaning of Flats, corridors of Hostel building and all common areas / pathways. • Daily Cleaning of all toilet and bathroom, wash basins at Hostel. • Weekly Cleaning of all Hostel room, furniture, door, windows. • Weekly Cleaning of all fans, other electrical fitting ,all the glasses and wooden frames • Weekly scrubbing of room and Entire area, Toilet, Bathroom, Kitchen, balcony, windows, and furniture. 	500

		<ul style="list-style-type: none"> • Maintenance of plumbing system, electrical system/appliance and fixtures in proper working condition and to be repaired within a short and time bound schedule. 	
5	Other Public Areas	<ul style="list-style-type: none"> • The entire terrace to be cleaned and maintained on periodic basis and if required on daily basis. • All open spaces within the IHM&CT premises including areas surrounding the Guest House, Staff Quarters, Main Building and all Hostels. • To maintain all the existing and future Plantations by watering, pruning, trimming, and keeping all the large & small plants/trees from drying up. • Up keep and maintenance of all lawns and landscapes in the entire IHM&CT Campus. • Maintenance of plumbing system, electrical system/appliance and fixtures in proper working condition and to be repaired within a short and time bound schedule. 	Within the campus and adjacent periphery of the campus.
6	Pest Control	<ul style="list-style-type: none"> • To be carried out for a minimum of every 30 days interval. • Pest control of every nature including mosquitoes, flies, roaches, rodents, lizards, snakes, etc. • The frequency of Pest control may be increased if required. • Regular Chlorination and quarterly cleaning of all water tanks in the campus including the Well. 	Entire IHM&CT Campus irrespective of location.

Imp Note: The Contractor will have to supply every Human resource, Materials, Mechanical/Electrical and Simple Machinery, All perishable cleaning materials related to House Keeping Services, including Chemicals & equipments related to Pest Control of best quality, equipments pertaining to upkeep of landscaping in the IHM&CT premises.

❖ **Work Detail/ Scope of works:**

- Garbage collection from all floors of above buildings and disposal to the central dump yard.
- Food waste collection from all kitchen and mess areas and converting it into organic manure by the use of Automated Organic Waste Composter (as and when available) or using pits for the purpose at designated areas within the IHM&CT Campus.
- Scope of the bathroom.

Toilet cleaning and mopping work: Scrubbing of the entire floor area, the wall tiles and washing with appropriate chemicals.

- Scope of the corridors cleaning /mopping work: -
Scrubbing of floor and wash proper chemicals.
- Removal of cobwebs from the entire area, cleaning the wall of all corridors and bathroom once a week.
- Cleaning material and equipment's will be provided by the contractor
- **Contract period – initially for two year and extendable for up to three or more years depending upon performance of contractor ,upon mutual agreement but on the absolute discretion of the Principal, IHM&CT, Silvassa.**

❖ **Deployment of manpower & Their Categories (Daily)**

1. Over all Supervisor -1
2. Housekeeping Staff – 20. (5 female staff).
3. Plumbing Skill Staff-1
4. Electrical Skill Staff-1
5. Carpentry Skill Staff-1

❖ **Work Shifts: General Shift (07.30 to 16.30 including a break of one hour)**

❖ **Qualification of contract employee:**

- **Supervisor's Qualification**:- Diploma or Degree in Housekeeping / Hotel Management with one year related and regular work experience (minimum) in a reputed institute/guesthouse/ hotel.

OR

Any Graduate with atleast Three year related and regular work experience in a reputed institute/guesthouse/ hotel.

- Supervisor will also oversee the housekeeping work in the entire campus including all building and public areas.
- The supervisory staff should be deployed/ provided in consultation and with approval of the Principal, IHM&CT.
- IHM&CT reserves the right to reduce or increase the manpower, if required during the period of contract.
- IHM&CT reserves the right to alter the shift timings of the staff when required.
- All staff will have to work in shifts (General). They will be responsible for general upkeep and cleaning of Buildings. The works shift will be assigned by the housekeeping in-charge staff at IHM&CT.

❖ **Scope of works in details**

The cleaning & Housekeeping of building should be carried out daily by adequate number of trained personnel and by using machineries & Equipment's. The contractor may have to use the suitable cleaning & Washing Detergents/ Reagents Etc. Or as specified by IHM&CT.

1. Different type of floors provided for buildings shall be kept in neat & tidy condition by using Wet & Dry cleaning methods with adequate trained personnel, machines & equipments. The Eco friendly disinfectants detergents/ liquids shall be used. The machines /equipments& Disinfectant detergents /liquids should not destroy the surface of flooring. Cleaning & Housekeeping operations shall not cause any damage to the Buildings, Equipments, personnel etc.
2. Different type of finishes like mosaic tile, ceramic tiles, kota stone, granite stone, acrylic polyurethane enamel paint applied on wood or metal works etc. shall be cleaned daily by using wet & dry cleaning methods with adequate trained personnel & cleaning equipments. While cleaning no damage should occur to the provided finishing.
3. Different type of glass doors/windows with wooden frame has to be cleaned daily.
4. Galvanized steel sheet doors, fire rated door etc. shall be cleaned by suitable (wet or dry or both) cleaning methods as per frequency. No scratches or damages shall occur on the surfaces being cleaned.
5. The Glass surface shall be cleaned gently with wet/dry cleaning methods daily. While cleaning the high raised glass surface proper care should be taken so that no cracks/ breakages occur. Suitable detergent/reagents to be used for cleaning.
6. Stainless steel / mild steel/PVC hand railing provided to the stair cases/balconies etc. to be cleaned along with the balusters by wet/dry cleaning methods. While cleaning no damage shall occur to the cleaning surfaces.
7. The mirrors should be cleaned neatly with suitable methods. The due care should be taken about the breakage of Stainless steel / mild steel/PVC hand railing provided to the stair cases/balconies etc. to be cleaned along with the balusters by wet/dry cleaning methods. While cleaning no damage shall occur to the cleaning surfaces.
8. The mirrors should be cleaned neatly with suitable methods. The due care should be taken about the breakage of mirror or deterioration of its glassiness.
9. The different types of equipments available in Pump room are to be cleaned by suitable methods & equipments. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel .Any accident if occurs, shall be the sole responsibility of the contractor. No equipment should be damaged due to cleaning
10. The portable fire extinguishers, smoke detectors, Fire detectors wherever available in the building area are to be kept in neat condition.
11. Computers and its accessories like CPU; UPS; Printer, Keyboard Monitor etc. are to be cleaned daily by suitable method. No data should be deleted or functioning of computer with held due to cleaning operations.
12. Different types of Signage boards/Notice boards etc. provided in buildings are to be cleaned daily by suitable methods. The said boards should be kept neat & clean always.
13. The different type of furniture provided in all rooms /offices of building are to be cleaned daily by suitable methods
14. Different types of office equipments like Almirahs, Bookshelves, and Racks etc. are to be cleaned daily.
15. The Bathrooms & Toilets provided in the premises are to be cleaned and to be kept neat & in hygienic condition. Necessary disinfectant is to be used for cleaning of toilets/ urinals/wash basins & flooring. Liquid soap, toilet tissues, de-odorisers etc to be provided on consumable basis as & when required at the cost of contractor. These items

should be made available in the adequate quantity at various places in the Bathrooms & Toilets etc. The handwash/ sanitiser to be provided in all the toilets at the Institute.

16. The blockage in the Sewage/water supply pipes shall be attended immediately. The water leakage in pipe fittings i.e. Taps, Bends, Valves etc. to be attended immediately. The Employer will supply the required fittings or contractor shall make his own arrangements with the approval of the Employer. The blockage / leakage or any type of attention required for sanitary fittings like Washbasins, Cisterns, W.C. pans etc. to be made immediately. The washbasins, cisterns etc. if overflows due to blockage or due to any defects in the fittings should be attended immediately. The over flow in water tanks shall attend immediately. Contractor should take care about no water stagnation in the premises due to leakage of pipes/overflows & spillage of water.
17. Cleaning of Overhead tank water tanks provided in the area shall be cleaned with suitable cleaning agents and fresh water. The necessary arrangements shall be made to empty the water from the underground water tank. The cleaning of water tank shall be done with the approval of Employers authorized representative. No residual of cleaning agents should be left in the water tank after completion of cleaning.

❖ **Penalty for deficient service**

1.	Penalty for poor quality of work	Spot fine Min. Penalty- Rs. 5000/- per day
2.	Penalty for short deployment of manpower	Deducted as per daily wages

The Contractor shall pay any claim made by the Institute for any deficiency (both tangible and intangible) in service. Such amount may also be deducted from bills payable to the Contractor. It may be noted that the Institute shall have the right to forfeit the Security Deposit in full or part for any due/damages caused by the Contractor. If the Security Deposit or outstanding bills of the Contractor is found inadequate, then such monetary recoveries shall be effected from any amount payable to the Contractor against this or any other contract until the dues of the Institute are fully settled. If the claim of the Institute could not be met in this manner, the Contractor shall pay all such claims if a demand is made by IHM&CT, Karad, Silvassa

❖ **Cleaning & Housekeeping Records**

Contractor will have to maintain proper records of cleaning & housekeeping for each activity. Similarly, Contractor will have to make a cleaning & Housekeeping plan. Some of the records to be maintained are as follows:

1. Deployment of Man-power in general shift.
2. Availability of material, tools and plants
3. Stock details and utilization of Chemicals / Reagents.
4. Details of cleaning & housekeeping activities carried cleaning & housekeeping schedule of work.
5. Monthly summary of work carried out.
6. Apart from the above, the manager/supervisor in each shift will have to sign the cleaning & housekeeping monitoring booklets which will be kept in the Principal office.

These booklets will be also signed by the repetitive of the employer. An attendance register will be kept in the control room. All cleaning & Housekeeping personnel including supervisor will have to go to IHM&CT office & Sign in attendance register at the starting of a works.

Contractor shall supply all additional material, tools and plants required for the housekeeping and maintenance works. The contractor shall also maintain the stores at site. The Contractor shall arrange all tools, equipment as well as cleaning reagents and consumables required for the work according to the specifications provided by the IHM&CT authority once the contract is awarded. The contractor shall have to identify sources for supply of all such cleaning reagents and consumable material and get them approved by the housekeeping In-charge before the use. The contractor shall submit the sample to the in charge and shall use only the sample is approved. Nothing extra shall be payable to the Contractors on this account. The contractor should have the capacity to keep the equipment's in good fettle.

ANNEXURE - II

Schedule of Requirement of Staff under Housekeeping/Cleaning & other Miscellaneous work

Sr. No.	Name of the Post	No. of Staff Reqd.
Institute of Hotel Management & Catering Technology, Silvassa		
1.	Housekeeping Supervisor	01
2.	Multi Tasking Staff	20 (15 Male & 05 Female)
3.	Electrician	01
4.	Plumber	01
5.	Carpenter	01

Note :- 1) Rate quoted should be in Gross (i.e. Inclusive of all Taxes).

Signature & Rubber Stamp
of the Agency

Sd/-
Principal
Institute of Hotel Management & Catering
Technology, Silvassa
E-mail id: ihmsilvassa@gmail.com

Break-up Chart

Breakup Chart	Rate
Wages Rate per Employee	
Basic + Special Allowance	
HRA	
Conveyance	
Other Liabilities	
PF Amount	
Work Compensation Policy	
Bonus	
TOTAL	
Service Charge	
Billing Rate per Month	
UTGST 9%	
CGST 9%	
Gross Amount Per Person	

Note :- Kindly fill the breakup chart and upload the same online.

Signature & Rubber Stamp of the Agency

Sd/-
Principal
Institute of Hotel Management & Catering
Technology, Silvassa
E-mail id: ihmsilvassa@gmail.com