

## **SCOPE OF WORK**

### **Annexure-1**

House Keeping Service in BHEL Guest House consists of following activities:

| Sl. | Activities   | Periodicity  |
|-----|--|--|
| 1   | <p>a) Vacant rooms, balconies, corridors to be made ready for allotment within 2 hrs. after intimation by reception; Housekeeping supervisor has to maintain hourly liaison with reception regarding the allotment;</p> <p>b) Thorough cleaning &amp; maintenance of rooms &amp; toilets<sup>#</sup> including change of linen as per norms of Guest House*; (Bathroom &amp; Toilet accessories are of high quality and costly, hence shall be cleaned with appropriate cleaning materials. Inappropriate cleaning material like acid use may lead to damage of items which will attract penalty in form of particular item cost.)</p> <p>c) Individual room records for all cleaning activity (As per chart to be approved by Guest House Incharge) to be maintained at every room.</p> | <p>a) Every day from 0800 Hrs. to 1200 Hrs. and as &amp; when rooms are vacated.<br/>(Round the clock service)</p> <p>b) Daily.<br/>(Round the clock service)</p> <p>c) Daily.</p> |
| 2   | <p>a) Mechanized cleaning of all premises of Guest Houses* Kitchen, Rooms, Lounges, Banquet Halls, Lobbies, foyers, stores and other adjacent common areas, etc.;</p> <p>b) To maintain clean housekeeping desk and area;</p> <p>c) To define all such operations as per approval of Guest House Incharge.</p>   | Every day at mutual convenient time. Report to be submitted in prescribed format approved by Guest House Incharge.   |
| 3   | Collecting fresh Linen from store in clean mobile trolleys or cotton bags or plastic baskets for replacements in Guest Houses* and return used ones in similar fashion. Records to be maintained.  | Every day at mutually agreed time. Report to be submitted in prescribed format approved by Guest House Incharge.   |
| 4   | Cleaning of Kitchens & Dining Halls of Guest Houses*.  | Every day after Breakfast, Lunch & Dinner; Thorough cleaning in the night  |
| 5   | Cleaning, drying up & proper storing and stacking of Utensils, Crockery & Cutlery. All breakages/loss are liable for penalty as decided by Guest House Incharge.   | Daily after Breakfast, Lunch & Dinner  |

|    |  |   |
|----|--|---|
| 6  | Arranging appropriate Cleaning Materials, Tools and Equipment for cleaning & housekeeping (list as per annexure – 4 but not limited to it).                    | These shall be stocked, minimum quantity being as per annexure-4, to ensure ready availability and which shall be verified every month. |
| 7  | Effective and proper supervision to ensure complete and clean House Keeping as per charts decided along with Guest House Incharge.                             | Throughout during 1 <sup>st</sup> & 2 <sup>nd</sup> Shifts for close supervision  |
| 8  | Proper record keeping for effective management. All records to be properly maintained and shared with Guest House Incharge for feedback and corrective action. | Report to be submitted every month in prescribed format approved by Guest House Incharge.   |
| 9  | Monthly inventory shall be submitted by the contractor at the end of every month, payment to contractor shall be released subject to this submission.          | Monthly.  |
| 10 | To take 3 rooms under weekly maintenance and to carry out proper and thorough upkeep. Records to be maintained and approved by Guest House Incharge.           | Weekly  |

**Note :**

**(A) \*Guest Houses mean following premises of BHEL Bhopal Unit:**

1. Sanchi Bhawan : 12 Rooms with attached toilets, Corridors & Balconies, 1 VIP Lounge with Waiting lounge, 2 Common toilets, all Lobbies & foyers, 2 Dining halls including 1 VIP dining hall, 1 Store, 1 Kitchen with Pantry annexed and Reception area & Office of Sanchi Bhawan Incharge;
2. Narmada Bhawan : 2 Suites, 43 Rooms with attached toilets, Corridors & Balconies, 2 Big rooms, 1 Lounge, 3 Common toilets, 2 Banquet halls (Ahilya & Darbar Hall with Pavilion), 2 Covered Pathways, 4 Corridors, All lobbies & foyers, 1 Dining hall, 1 Store, 1 Cloak room, Office of Guest House Incharge & adjacent change room and 1 Kitchen.
3. Narmada Bhawan Extension: 9 Rooms with attached toilets, Corridors & Balconies, 1 Common toilets, All galleries.
4. Guest House Annexes' 1 and 2: Kitchen, All the rooms, Lobbies, Sit-outs and adjacent common areas.
5. Kshitij Bhawan : 120 rooms with attached toilets, 16 Corridors, 7 balconies, 1 Gym, 1 Conference Hall, 1 Dining hall, 1 Hall, 4 General toilets, 3 Wash Area, 1 Guest lounge, Reception, Lobbies, Porch & All common area.

**(B) # Maintenance of rooms and toilets includes following:**

- Bed making.
- Changing of drinking water in cool cages of all rooms.
- Cleaning of room amenities.
- Vacuum cleaning of curtains, sofas, chairs etc.
- Dusting of entire room.
- Check for all civil, electrical, telephone, cable, A.C. points of each room on daily basis & keeping records for the same. Rectification of any deficiency found in above points through concerned department.
- Resolution of complaints received from guests.
- Removing nets, cleaning of window glasses.
- Washing of walls of toilets.
- Cleaning of Commode, wash basin, mirrors.

## TOTAL GUEST HOUSE FLOOR AREA

| Sl. No.    | Location                              | Nos. | Area/Number (Sqm) | Total area (Sqm) |
|------------|---------------------------------------|------|-------------------|------------------|
| <b>1.</b>  | <b>Sanchi Bhawan</b>                  |      |                   |                  |
| a          | Room                                  | 12   | 34.24             | 410.88           |
| b          | Reception                             | 1    | 13.69             | 13.69            |
| c          | Waiting hall                          | 1    | 22.24             | 22.24            |
| d          | Lounge                                | 1    | 76.97             | 76.97            |
| e          | Kitchen                               | 1    | 92.06             | 92.06            |
| f          | Dining Hall                           | 1    | 72.69             | 72.69            |
| g          | General toilet                        | 2    | 3.12              | 6.24             |
| h          | Gallery in front of rooms             | 2    | 42.34             | 84.68            |
| <b>(A)</b> | <b>Grand Total</b>                    |      |                   | <b>779.45</b>    |
| <b>2.</b>  | <b>Narmada Bhawan</b>                 |      |                   |                  |
| a          | Room                                  | 44   | 34.24             | 1506.56          |
| b          | VIP Rooms & Dormetry                  | 4    | 97.68             | 390.72           |
| c          | Reception                             | 1    | 70.53             | 70.53            |
| d          | Dining Hall                           | 1    | 92.5              | 92.5             |
| e          | Hand Wash Area                        | 1    | 9.03              | 9.03             |
| f          | Kitchen                               | 1    | 127               | 127              |
| g          | Devi Ahilya Bai Hall                  | 1    | 124.54            | 124.54           |
| h          | Darbar Hall                           | 1    | 84.96             | 84.96            |
| i          | Store                                 | 1    | 114               | 114              |
| j          | Pavellion                             | 1    | 96.42             | 96.42            |
| k          | Passage/Corrodor                      | 1    | 448.9             | 448.9            |
| l          | Gallery in front of rooms             | 4    | 96.42             | 385.68           |
| m          | Common Toilets                        | 1    | 17.2              | 17.2             |
| <b>(B)</b> | <b>Grand Total</b>                    |      |                   | <b>3468.04</b>   |
| <b>3.</b>  | <b>Kshitij Bhawan</b>                 |      |                   |                  |
| a          | Room                                  | 120  | 16.2              | 1944             |
| b          | Dining Area with hand wash and Pantry | 1    | 171.9             | 171.9            |
| c          | Lounge                                | 2    | 56.996            | 113.992          |
| d          | Common Toilet                         | 2    | 12.15             | 24.3             |
| e          | Lobby                                 | 1    | 9.98              | 9.98             |
| f          | Gym/Indoor Game Area                  | 1    | 178.21            | 178.21           |
| g          | Hall                                  | 1    | 241.69            | 241.69           |
| h          | Reception Area                        | 1    | 107.97            | 107.97           |
| i          | Porch                                 | 1    | 23.36             | 23.36            |
| j          | Total Gallery Area                    | 3    | 329.69            | 989.07           |
| <b>(C)</b> | <b>Grand Total</b>                    |      |                   | <b>3804.47</b>   |
| <b>4.</b>  | <b>Annexe</b>                         |      |                   |                  |
| a          | Annexe –I                             | 1    | 123.29            | 123.29           |
| b          | Annexe –II                            | 1    | 246.58            | 246.58           |
| <b>(D)</b> | <b>Grand Total</b>                    |      |                   | <b>369.87</b>    |

|            |                                 |   |       |               |
|------------|---------------------------------|---|-------|---------------|
| <b>5.</b>  | <b>Narmada Bhawan Extension</b> |   |       |               |
| a          | Big Rooms                       | 2 | 48.31 | 96.62         |
| b          | Medium Rooms                    | 4 | 21.37 | 85.48         |
| c          | Small Rooms                     | 3 | 17.1  | 51.3          |
| d          | Gallery I                       | 1 | 36.79 | 36.79         |
| e          | Gallery II                      | 1 | 43.48 | 43.48         |
| f          | Bathroom                        | 6 | 9.2   | 55.2          |
| g          | Common Washroom                 | 1 | 33.45 | 33.45         |
| <b>(E)</b> | <b>Grand Total</b>              |   |       | <b>402.32</b> |

Total Guest House Floor Area (Sanchi + Narmada + Kshitij + Annexe + NB Extension) = A + B + C + D + E = **8824 Sqm**

Considering average 80% of total floor area to be cleaned every day (depending upon room occupancy, uses of common area/ halls/ lounges and frequency of cleaning of such areas). **Net Floor Area to be cleaned every day = 50% of 8824 Sqm = 4412 Sqm**

**DAILY DEPLOYMENT OF WORKERS FOR WORKS OTHER THAN FLOOR/TOILET  
CLEANING**

| PARTICULARS  | NO. Of<br>Workers |
|--|-------------------|
| <b>First Shift - Narmada Bhawan, Sanchi Bhawan, Guest House Annexe-1</b> |                   |
| Room Boy (Bed making, Room maintenance)                                  | 1                 |
| <b>First Shift (Narmada Bhawan)</b>                                      |                   |
| Utensil Washing  | 1                 |
| <b>Second Shift - Narmada Bhawan, Sanchi Bhawan</b>                      |                   |
| Room Boy (Bed making, Room maintenance, Utensil Washing)                 | 1                 |
| <b>Night Shift (Narmada Bhawan &amp; Sanchi Bhawan)</b>                  |                   |
| Room Boy (Bed making, Room maintenance, Utensil Washing)                 | 1                 |
| <b>First Shift (Kshitij Bhawan) - A Wing, B Wing</b>                     |                   |
| Room Boy (Bed making, Room maintenance)                                  | 1                 |
| <b>Second Shift (Kshitij Bhawan) - A Wing, B Wing</b>                    |                   |
| Room Boy (Bed making, Room maintenance)                                  | 1                 |
| <b>Night Shift (Kshitij Bhawan) - A Wing, B Wing</b>                     |                   |
| Room Boy (Bed making, Room maintenance)                                  | 1                 |
| <b>TOTAL NUMBER OF WORKERS ( UNSKILLED)</b>                              | <b>7</b>          |

### **DEPLOYMENT OF SUPERVISORS**

| <b>Sl. No.</b> | <b>Work, Shift &amp; Location Particulars</b>      | <b>Shift</b>  | <b>No. of persons considered</b> |
|----------------|--|---------------|----------------------------------|
|                |  |               | Semiskilled                      |
| <b>1</b>       | <b><u>NARMADA, SANCHI &amp; KSHITIJ BHAWAN</u></b> | <b>First</b>  | <b>1</b>                         |
|                |  |               | Semiskilled                      |
| <b>2</b>       | <b><u>NARMADA, SANCHI &amp; KSHITIJ BHAWAN</u></b> | <b>Second</b> | <b>1</b>                         |
|                |  |               |                                  |
|                | <b><u>TOTAL NUMBER OF SUPERVISOR</u></b>           |               | <b>2</b>                         |
|                |  |               |                                  |

**Note:**

- 1. Cleaning of Floor/Toilets will involve manpower other than above mentioned manpower.**
- 2. Minimum 12 no. of workers (including supervisors) will be required on daily basis to carry out all Housekeeping work.**
3. Supervisors have to oversee all the activities of Housekeeping his persons are carrying out and also ensure quality of work by carrying out daily inspection.