

SPECIFICATION NO. HRDI 41 B (HOUSE KEEPING)

1.0 0 SCOPE OF WORK FOR HOUSEKEEPING AND ROOM SERVICE:

- (I) Details of premises for housekeeping are given at Annexure –A to this Bid. Tenderers are advised to visit the areas before filling in the tender.
- (II) The nature of jobs to be carried out and frequencies shall be as listed at Annexure –B.
- (III) All housekeeping jobs shall be carried out as per the requirement of the owner by professionally experienced persons who are well versed in such jobs. Successful bidder shall submit list of their persons as per annexure D prior to start of work.

The Contractor shall render himself to regular quarterly inventory inspections of all material / items supplied by the owner. He shall have to make up for any loss of such items at market rates. This shall also cover any other damages that may be due to his/her employees' negligence.

The contractor shall maintain two separate crews – one for housekeeping/room attendance and the other for cleaning/toilet services. **The room attendant will be responsible for dusting and cleaning of furniture, wardrobes etc., making the bed and cleaning of flask, tumbler, coaster etc. He will also provide and maintain water in the flasks in the hostel rooms. Sweeper will be responsible for cleaning the toilets of the hostel rooms & office as well as sweeping and mopping of floors and other areas indentified at Annexure A of this specification.**

- 1.0.0** The contractor will ensure that housekeeping staff/room attendant are not used as cleaning staff and vice versa. **For satisfactory services, the Contractor shall continuously maintain suitable manpower strength consisting of room attendant, sweeper , main gate receptionist and supervisor cum hostel receptionist etc. and which the contract may supplement at times without extra cost to the owner as required to cope up with the requirement as arisen for satisfactory services to the owner.**

1.1 TIMINGS:

Attending to rooms and room service shall be round the clock. The sweeping, cleaning and mopping work shall be done before 8.00AM every day and after working hours of HRDI. Occupied Hostel rooms however will

be cleaned after 9.00AM (in the forenoon) when the occupants leave the rooms and before 5.30PM (in the afternoon) before participants enter into the rooms. Additional cleaning as when required shall be done by the contractor.

1.2 PROVISION OF STITCHED UNIFORMS BY BIDDER:

All the workmen engaged by Bidder shall be provided with uniforms at the cost of the contractor as specified below. The colour scheme of uniform will be different from the catering staff .

For Summer :

1	Room Attendants	Terrycot stitched uniforms of good quality With good quality shoes and socks.
2	Cleaning staff (eg.Sweepers)	Cotton Dungaree, non leather shoes and socks
3	Supervisors cum Receptionist	Terrycot stitched shirt and trousers, shoes and socks

For Winter (for all above categories): (Additionally)

Close necked coat or pull over of good quality.

The above uniform materials and shades will be approved by the owner.

1.3 MATERIALS:

All consumable material used for day-to-day housekeeping work shall be as given in Annexure –C.

1.4 CONDITIONS OF WORK:

- (I) Work shall be carried out by the contractor as per the conditions of the contract.
- (II) The contractor shall engage well-trained supervisors/House Keepers/Room Attendants and Sweepers . The contractor shall ensure that not even one of his employee is without the proper uniform while on duty displaying identity card.
- (III) The receptionist should be full conversant with English and should have working knowledge of PC.

- (IV) Efficiency, promptness, quality service, good behaviour and politeness of the Contractor and his staff along with upkeep and cleanliness are the essence of the contract.
- (V) The contractor shall furnish in writing the details of his personnel (on Annexure-D) along with photograph to the Owner for his consent before they are brought into the HRDI premises for providing various services. The owner or his authorized representative reserves the right to refuse admission to one or more of the Contractor's men if their conduct or efficiency are found to be unacceptable. The decision of the Owner or his authorised representative in this matter shall be final. Identity cards shall be provided by the contractor to his workers once they are allowed to be engaged by the Owner which will be displayed on their uniform while on duty.

The contractor shall engage only such persons who are medically fit and free from all communicable, contagious, infectious and other diseases and are disciplined. The contractor shall not employ any person below the age of 18 years. If any of the contractor staff is found to be suffering from such disease or he commits any misconduct or misbehavior, the contractor shall remove and immediately replace such staff without questioning the decision of the owner or his authorized representative.

It shall be the duty and responsibility of the contractor to ensure that persons engaged by him for the said service donot have criminal background. The contractor shall get the police verification done of these persons and produce the record to the owner as and when demanded.

- (VI) Without the prior knowledge of the Owner, the contractor shall not engage any person for any job within the HRDI premises. In case the Contractor decides to change one or more of his men, this shall be brought in writing to the notice of the Owner, and got consented before such substitution is given effect to.
- (VII) The contractor's men shall not loiter in the HRDI premises and also not normally move out of their specified areas. Persons other than those who are required to work or visit the specified premises shall not be allowed into such places.
- (VIII) The contractor's men shall not indulge in entertaining their guests/outsideers in the HRDI premises.
- (IX) The Contractor shall ensure proper cleanliness of the Admn. Block. Hotel Block. Academic Block, Galleries, Passages, Lounges, all Roof terraces and solar panels etc. and regular sweeping / mopping of the floor with disinfectants, dusting of the furniture etc.,

- (X) The contractor shall arrange laundry service for the participants at the rates mentioned in the schedule of rates. Services should be for 24 hours and prompt. The contractor will charge directly from the participants before their departure/check-out and no claim in this regard shall be entertained by owner.
- (XI) The supervisor cum receptionist shall provide services required in the hostel block which would take care of room reservations, check-in, check-out and also have total control of all housekeeping activities as mentioned in **Annexure –B**. This shall also include maintaining a complete record of owner's materials/equipments and items that are under his control. The contractor shall organize the total working system in consultation with the Owner.
- (XII) The contractor shall provide Receptionist at the Main Reception during the day(9.30 am – 5.30 pm) , and the supervisor cum receptionist for Hostel should be available round the clock- Suitable Male/Female Receptionist may be deployed. However, no female shall be employed from 1800 hrs. of the day to 0800hrs. of next day. The receptionist at main reception shall be required to maintain details of all the programme/ courses being conducted at HRDI and regulate/ direct all visitors accordingly.
- (XIII) HDRI, will not be responsible for salaries/wages, etc. payable by contractor to his employees and they will not be treated as BHEL employees. However, the proof of payment to his workers employed against this contract will be made available to BHEL every month.
- (XIV) Contractor shall not undertake any alteration/addition in the premises provided by the owner.
- (XV) Contractor shall not take out any material/equipment out of Owner's premises without prior written approval by the Owner or its Authorised Representative. Even in case of taking out any equipment for repairs, whether belonging to the Contractor or provided by the Owner, prior approval from the Owner or his Authorised Representative would be necessary.
- (XVI) All cleaning equipments required shall be arranged by contractor at his costs.
- (XVII) Contractor shall be responsible for day to day maintenance/repair of fixtures like mirror, sanitary paper roll stand, liquid soap dispenser, towel rail fixture/fittings, venetian blinds, curtain fixtures, door closures, locks of doors and furniture's etc. provided in the hostel and office block.
- (XVIII) Contractor shall be responsible for the safety and security of all equipments, fittings, gadgets, personal belongings of the

participants/guests. Any loss/damage due to negligence on part of the contractor shall be to his account.

(XIX) The contractor shall personally visit at least once a fortnight or/and as many times as required to HRDI and meet authorized HRDI persons to apprise of the services provided by him under the contract &/or obtain feedback on his service so that complaints ,if any are promptly attended to the satisfaction of HRDI.

(XX) In case of any water supply problem BHEL will arrange the water and the contractor will make necessary arrangements to provide 2 buckets of water in each room of the hostel block.

1.5 INSPECTION AND TESTING BY THE OWNER:

The Owner shall be entitled at all times, at the risk of the Contractor, to inspect by himself or through any of his representatives or an independent agency the status of housekeeping in the premises under by the Contractor and raw materials being used and / or stored.

If any material, item or component intended to be used for the work is found to be not in conformity with the contract, the contractor shall replace such material forthwith. The decision of the Owner or his authorised representative in this matter shall be final and binding.

1.6 DEFAULT DEDUCTIONS FROM CONTRACTOR'S BILLS:

The Contractor shall be liable to make good the loss or damage caused to Owner's premises, equipment, fittings, fixtures, furniture etc.

In case the Contractor fails in his contractual obligations at any time for any reason whatsoever including his own labour problem, he shall be liable for penalty to the extent as the Owner deems fit as well as to compensate for the excess expenditure incurred by the Owner, by way of providing maintenance and housekeeping services from any other source, which will be done at the cost, risk, expenses and responsibility of the Contractor. The above will be without any prejudice to any other action, which the Owner may take.

If the above or any failure on the part of the contractor necessitates, shifting the venue of the training programme from HRDI to any other place, the Owner shall be entitled to get the services done at the shifted venue at the cost, risk and responsibility of the contractor notwithstanding anything in this respect contained in the contract and without any prejudice to the other action the Owner may take including imposing penalty or termination of contract.

For any deficiency in services, the contractor shall be verbally informed firstly to take corrective remedial measure. The contractor shall have to make the correction immediately. In case he takes appropriate action to the satisfaction of the owner or his authorized representative, the case shall be deemed as closed. Under exceptional circumstances , if waiver is accorded by the owner against a particular default , the same shall neither be taken as precedence in future nor the same can be construed as automatic waiver of any other default.

If the contractor fails to take corrective action to the satisfaction of owner or his authorized representative, owner reserves the right to take any &/or all of the following action(s).

- (a) Issue warning letter for the default
- (b) Levy penalty of Rs 1000/- (Rupees One Thousand) per default
- (c) Levy penalty of Rs 2000/- (Rupees Two thousand) per default, if same default is repeated for third time.

If it is found that default(s) are of permanent nature/recurring or the contractor backs out before the completion period of the contract, owner or his authorized representative reserves the right to take any and/or of the following action(s):

- a) Termination of the contract and forfeiture of Security deposit
- b) Putting the party on hold for business or blacklisting the party from future business.

The contractor may note that penalty is a deterrent against non performance and the intent of the contract is to have satisfactory services from the contractor as per activities details laid down in the contract.

1.7 SCHEDULE OF RATES:

Bidder may note that lumpsum monthly rate may be quoted for the entire scope of work under this specification and also considering for Ann-A, B, C of this specification. The schedule of rates shall be deemed to include and cover all costs, expenses, liabilities and salaries of every nature and description whatsoever and all risks whatsoever (foreseen or unforeseen) to be taken or which may occur in relation to the execution of the work, like the cost of purchase of materials, transportation, labour cost, cost of equipment etc. and maintenance of specified premises as mentioned in the bid document.

Price schedule part of the tender document , Ann-III may be referred in this regard. Bidder is advised to note that only rates/prices of item no.1 of the annexure will be considered for price evaluation. Item no.2 of the annexure will be part of the contract but shall not be taken into consideration for evaluation .

- 1.7.1 The bidders are advised to obtain first-hand information about the location of HRDI Building, at Sector 16-A, Noida, its premises where services are to be rendered, Nature of services they are required to render, the continuity and periodicity of the programmes, the prevailing market rates of different commodities involved, the timing of such services, the modes of transportation available in the area and also other exigencies whatsoever.

1.8 QUANTUM OF WORK:

Brief Details of the premises for House Keeping and nature of the job are attached as annexure A & B to this specification. These are indicative and approximate only and may vary in the course of execution. The bidder is, therefore, advised to acquaint with the site and quote very carefully. No claim for compensation from the contractor shall be entertained due to any variation in the quantities of the various items or work or deletion of any items(s) of work.

1.9 SERVICES FOR SPECIAL OCCASSIONS, ETC:

If at any time during the existence of the contract the owner desires to utilize the services of the contractor for any special parties or otherwise, the contractor shall arrange the same at the rates to be mutually agreed upon (provided the items, are outside the rates of the items already agreed to). Similarly, in case the Owner desires to include any new item in the contract for housekeeping, this will be negotiated with the contractor. The final decision will rest with the owner.

2.0 SPECIAL INSTRUCTION TO BIDDERS:

The schedule of rates includes items comprising sub items. Rate quoted shall be for each item only (Covering the sub items) which shall be written in figures as indicated in the schedule of rates. The grand total of the bid , wherever called for, shall be written at the end of the schedule of rates both in figures and words.

All disputes shall be subject to Delhi Court jurisdiction.

2.1 SPECIFIC TERMS AND CONDITIONS:

- 2.1.1 In matters of dispute regarding the quality of housekeeping services, quality of material, utilization of the premises and of the facilities made available by HRDI, decision of the owner or its authorized representative shall be final and binding.

- 2.1.2 The contractor shall give vacant possession of the premises and return all furniture, fixtures, equipment, linen and blankets and make good all the inventory items etc. In good condition after the contractual period is over or if the contract is terminated mid-course. Handing over the vacant possession of the premises and equipment etc., shall be effected within 4 days of the completion of the period of the contract or termination of the contract whichever is earlier. If the contractor fails to do so, the Owner will be free to take possession of the premises by opening lock(s), if necessary, and made an inventory of all the furniture material and equipment and will be free to deduct from the contractor's pending bills(s), security deposit, any amount which falls short of the replacement cost of the material/equipment , furniture , linen , blanket etc. given to the contractor by the Owner.

2.2 POWER, WATER & OTHER FACILITE:

- 2.2.1 The owner shall provide power and water supply at limited points free of charge. Contractor shall take suitable steps for further distribution, if any, and ensure no wastage of any kind. Bidders are advised to physically check the location of such points before filling the bid.

The contractor shall be responsible to provide, within the scope of work, all facilities/materials/consumables/tools etc. necessary for performance of work.

- 2.2.2 The owner shall provide to the contractor the following appliances / equipment free of charge: on loan basis for the tenure of the contract.

(I) *Linen Trolley : Two nos.*

- 2.2.3 The exact inventory of the items shall, be recorded by the owner at the time of handing over. Any other material / equipment including repairs required by the contractor for his day-to-day working shall be arranged and made available by him at his own cost.
- 2.2.4 It shall be obligatory on the part of the contractor to maintain all equipments and items supplied by the Owner and also keep the premises neat and tidy and free from any damage. For any breakage, thefts, loss of damages to the premises, fittings, fixtures and equipments, recovery at market rate shall be affected from the Contractor's bills and materials / items replaced at his cost.
- 2.2.5 Failure of the contractor to provide any material and facilities which are not to be provided by the Owner however, will not absolve the contractor and he shall make alternative arrangements on his own.

- 2.2.6 The contractor shall be responsible for and ensure proper utilization of the facilities like equipment, water, electricity or anything else provided by the Owner, without any manner of abuse or excess use.
- 2.2.7 Any misuse of the premises, equipment or faculties extended to the contractor by the Owner will attract penalties as may be decided by the Owner including termination of the contract. The amount of such penalties shall be decided by the owner or authorized representative and his decision shall be final and binding. The amount of such fines/penalties shall be recovered/deducted from the contractor's bills/security deposit.
- 2.2.8 The owner shall provide the storage space for keeping all the inventory items related to Housekeeping.

BRIEF DETAIL OF PREMISES FOR HOUSEKEEPING

A) ACADEMIC BLOCK:

(Including lecture/conference/ meeting hall ---- 04 nos, in all
library and computer lab) ---- 01 no. each

B) HOSTEL BLOCK:

- (I) Single **bedded** rooms – 32 nos.
- (II) Double **bedded** rooms- 14nos.

C) ADMINISTRATIVE BLOCK:

(Including Offices of on HRDI side on all the three floors & Stores)

D) CIT BLOCK (on second floor) (includes halls and cabins)

E) CORRIDORS & STAIRCASES:

(on all the floors on HRDI side)

F) PORTICO & ROOFS

Floor in Portico area and Portico roof (inside –outside)

G) Inside Glass Panels (On all floors in HRDI side for (A) to (E) & (H) to (I) (Upto height of 10-12' from glass base level)

H) Lift

I) Reception Area (Ground Floor)

ANNEXURE –B

NATURE OF JOBS FOR HOUSEKEEPING AND ROOM SERVICE

SN	DESCRIPTION/NATURE OF JOB	FREQUENCY
1.	Sweeping, dusting, cleaning and wet mopping (using phenyl) of floors, corridors, hostel rooms, offices, library, bathrooms , lobbies, lounges, passages, staircases, railing , and other contiguous areas .	Twice every day (forenoon & afternoon)
2.	Dusting and cleaning of all furniture and other domestic and utility items (e.g. telephone & computers, etc.) in hostel rooms & offices including wash basin & mirrors of bathrooms	Once every day
3.	Vacuum cleaning of electronic items/equipments, upholstered furniture, pelmets etc. including furniture curtains of Dining Hall & Hostel. Contractor to provide his own heavy duty vacuum cleaners	Once in a quarter.
4.	(a) Cleaning of Hostel toilets with phenyl/disinfectant. (b) Cleaning of office toilets with Harpic/ Phenyl/disinfectant. (c) Providing & Maintaining liquid soap in all dispensers & sanitary cubes in toilets. (d) Cleaning and polishing of Brass surfaces including door locks artifacts & brass lamps etc	Once daily 04 times daily (8 am, 11a.m,1.30p.m,3.30p.m) Continuous Once a quarter
5.	(A) Providing clean washed: a) Hand towel, Bath towel, bed sheet, pillow cover, blanket cover b) Bed cover, Blanket sheet. (B) Dry-cleaning of Curtains, blanket sheet, bed cover Venetian blinds of hostel rooms C) Laying of beds in hostel rooms Note: linen & curtain items in BHEL scope. Cleaning with detergent &/or dry cleaning of above items as required & ironing thereof in contractor scope.	With check in & alternate days thereafter With check-in. Once a month. Daily (around 10 a.m)
6.	a) Providing shampoo sachet (8 ml-1 no), toilet soap- 20gm(2 nos), in hostel toilets b) Providing & maintaining toilet paper c) Thread/needle/buttons.	With check-in & every day Continuously To be maintained by the contractor always.
7.	Carrying out pest control for rodent , cockroach, lizards, etc	Once a month
8.	Providing mosquito repellent machine & maintaining with liquid in every hostel room and GM/HRDI Office , conference halls, tea room, library. The contractor shall provide spray at these location at suitable intervals to ensure mosquito free environment.	Continuous
9.	Spraying of room fresheners in all the hostel rooms, offices (including lecture halls and library and 16 AHU rooms).	Once every day
10.	A) Providing & maintaining thermos flasks for water, coasters, tumblers, waste paper basket with plastic cover in the hostel rooms & conference rooms B) Cleaning and placement of thermos flasks, coasters , tumblers, waste paper baskets in the Hostel rooms /Conference Halls	Continuous Once every day.

	C) Filling and maintaining the flask with drinking water D) Providing & maintaining garment hangers (Aluminium -4 nos) in the cupboards of each hostel rooms/GM-HRDI Office). Note: All materials in contractor scope.	Always Continuous.
11.	Supplying of one English national daily newspapers as suggested / recommended by BHEL-HRDI for each participant/guest	Every day morning
12.	Disposal of garbage during the day to an identified Noida authority dumping point outside the premises. Note: Mechanical means for this purpose including transport in the contractor scope.	Once every day
13.	Making suitable arrangements for get-togethers- parties/meetings	As and when required.
14.	Cleaning internally of Glass walls/partitions/doors of accessible areas (Refer Ann-A) of Offices, Main reception, internals of rooms, toilets etc.	Once a month.
15.	Cleaning of bath room wall tiles, room walls and ceiling, ceiling fans, doors.	Once a month
16.	Lift floor	Twice daily (FN,AN)
17.	Cleaning of taps by suitable cleansing agent (Scale removing)	Once a month
18.	Shifting of furniture/equipment from one location to another inside HRDI building.	As & when required
19.	a) Cleaning & dusting of floor mats/ doormats b) washing the mats with water	Daily Alternate day or as and when required.
20.	a) Switching off TV from mains & switching off A.C from mains	As soon as participants leaves the rooms.
21.	Cleaning of Solar Panels on roof top	Once a quarter
22.	Cleaning of roof top	Once a quarter
23.	Cleaning, dusting, wet mopping of Stores	Once a month
24.	Cleaning of ceiling of hostel /office rooms (e.g. Cobweb etc.)	As & when required
25.	Stores cleaning, dusting& wet mopping	Once a month
26.	Dusting of bookshelves, racks & books in the library	Daily
27.	Cleaning of bookshelves & individual books	Once a quarter
28.	Routine repair and maintenance of plumbing in hostel rooms leakage in taps, choked drain, replacement of taps/shower etc. and sanitary fixtures (including commode seat cover). Parts/ materials in Owner scope.	As & When Basis. Emergency/Unavoidable Work to be attended immediately

Note:

- a. The above are only the minimum requirements. Contractor shall however ensure that frequency of activities are maintained in a manner as required to keep clean and hygienic environment round the clock and look after the comforts and needs of the Participants at all times.
- b. **All the consumables like those listed at Annexure- C of this specification and other consumables items cleaning items such as dusters, thread, screws, washer, safeda etc. required for housekeeping are in contractor's scope. The contractor shall provide and maintain suitable inventory of such items to have uninterrupted discharge of service.**

Annexure –C

SPECIFICATIONS FOR MATERIALS TO BE USED IN HOUSEKEEPING

1. Phenyl : Trishul, cleanso,phenol
2. Napthalene balls : Trishul
3. Deodorant Tablets /Sticks : Odonil
4. Mosquito repellant tablets: Good-knight, Morteen,
Night Queen, All Out
5. Soap for participants : Mysore Sandal / Rexona / Hamam / Lux
6. Shampoo **sachet** for participants : Pouches of Chick, Nyle,
Clinic, Halo, **sunsilk**
7. Room Refresher : Yarlay, Paragon , Premium
8. Liquid Soap : Homocol, Femme
9. Toilet Paper Roll : Premium
10. **Brass Cleaning** : **Brasso**
11. Flask (1 litre) : Milton/Cello/Eagle

All materials listed above are in the scope of the contractor and are to be provided by him to keep the entire premises clean and hygienic round the clock. Any other materials for housekeeping not listed above but required for this service shall be in the scope of the contractor and will be provided free of charge. Such materials/items shall also be of standard makes and would be used with prior approval of owner.

Annexure –D

Details Of Employees

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