

NOTICE INVITING TENDER

**For
Housekeeping Services
at
Civil Services Officers' Institute,
Vinay Marg, Chanakyapuri, NEW DELHI.**

CSOI invites sealed offers under two-bid system (Technical & Financial) from reputed and experienced agencies for providing Housekeeping Services in CSOI at the above address.

The tender document containing eligibility criteria, scope of work, terms & conditions can be purchased from CSOI on any working day between 11a.m to 6 p.m. from February 8, 2012 till February 29, 2012 on payment of Rs.2000/- only (by cash) or can be downloaded from CSOI website and enclose an additional DD for Rs 2000/- (towards the cost of tender form) in favour of the Civil Services Officers Institute and payable at New Delhi along with their tender bid in the Cover-I "Technical Bid.

- a) Date for Sale of Tender Documents in CSOI : **February 08, 2012 to February 29, 2012**
- b) Last Date and Time of Submission : **5 p.m on March 01, 2012(Thursday)**
- c) Pre Bid Meeting : **11 a.m. on February 27, 2012 (Monday)**
- d) Address : **Civil Services Officers Institute**
M.S. Apartments,
Kasturba Gandhi Marg,
New Delhi – 110 001,
Ph. 011-23383438/23383572,
Fax 011-23381779

BRIEF INTRODUCTION OF CSOI.

The Civil Services Officers' Institute is presently functioning at Kasturba Gandhi Marg, New Delhi as a registered body, set up in 1998 to provide welfare, recreational and entertainment facilities to the officers of Group 'A' All India Services and the Central Government and their families viz. IAS, IFS, IPS, IRS, IES, ISS, etc. **The second complex of CSOI at Vinay Marg, Chanakyapuri, New Delhi will be operational shortly.**

Members of the Institute are of the grade of Deputy Secretary and above to the Government of India. There will be about 5000 members in the Institute at Chanakyapuri. Institute will provide various facilities to include 10 Guests Rooms, two Specialty Restaurants, Lounges, Party venues, Card Room, Billiards Room, Auditorium, swimming pool and a modern Gymnasium and Health Club with Spa facilities. On weekends there shall be a movie show for the members and a Tambola session in the evening. Besides above, various other events will also be organized for entertainment of members viz. New Year Eve, Diwali Mela, X-Mas Eve, Holi & Baisakhi festivals which is attended in large numbers by the members along with their family and guests.

On an average 600 members may visit the Institute daily with families and their guests to avail various facilities.

BID SUBMISSION:

The Tenders should be submitted, in sealed covers, as under:

Part I (superscribed “Technical Bid for providing Housekeeping Services in CSOI at Vinay Marg, New Delhi”).

Part II (superscribed “Price Bid for providing Housekeeping Services in CSOI at Vinay Marg, New Delhi”).

The above covers may then be Lac-sealed and put in a common cover, superscribed **“Housekeeping Services in CSOI at Vinay Marg, New Delhi” addressed to:**

**Civil Services Officers’ Institute,
F-116, M.S.Apartment,
K.G.Marg,
New Delhi-110001.**

Acknowledgement Form.

1. I _____ son / Daughter of Shri _____ am a Proprietor/Partner/Director of _____ and am competent to sign this declaration and execute this tender document.

2. I have **carefully read and understood all the terms and conditions of the NIT** and hereby convey my acceptance of the same.

3. The information / documents furnished along with the above declaration are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any vague / false information / fabricated document that would lead to **rejection of my bid at any stage besides liabilities towards prosecution under appropriate law.**

Signature of authorized person

Date:

Full Name:

Place:

Company's Seal:

N.B. The above declaration, duly signed and sealed by the Bidder/ Agency in token of their acceptance, should be enclosed with Technical bid.

PART - I TECHNICAL BID:

- i) The bid document should be submitted in original. All pages, duly signed and stamped, in support of pre-qualifying requirements.
- ii) Acknowledgement of all terms and conditions of the tender.
- iii) Earnest Money Deposit (**Rs. 25,000/-**).
- iv) Contract labour License (copy attached) and registration with ESI & PF.
- v) Annual turnover of Rs. 40 lacs: per annum. Submit Certified Balance Sheet of last three Years with ITR or a copy of valid ID proof of owner/proprietor.
- vi) Check list of submitted documents.
- vii) Details of Manpower proposed to be deployed in CSOI.
- viii) Organization details with hierarchy.
- ix) Procedure to be adopted for the daily cleaning job work in CSOI.
- x) List of manpower, suitable cleaning materials & equipments to be deployed / provided in CSOI.
- xi) List of the House Keeping work done/contracts (for an amount of Rs. 3 lacs monthly) in similar Hospitality sector / PSU / MNC with satisfactory completion certificate from the clients in **the last five years**.
- xii) Other details, if any.

NOTE:

- (i) A detailed agreement (SLA) will be signed with the selected /approved firm.
- (ii) Attach sheets for details, if necessary with numbering and signature on all the documents submitted for consideration.

PART II: FINANCIAL BID

HOUSEKEEPING SERVICES IN CSOI AT Vinay MARG, NEW DELHI

Sub: Provision of Housekeeping Services in CSOI at **Vinay Marg**, New Delhi.

I/We hereby agree to provide Housekeeping Services in CSOI at **Vinay Marg**, New Delhi within 7 days from the date of issue of Letter of Approval.

My/Our financial bid is as under: -

Statutory Obligations	Amt(Rs.)Per House Keeper	Amt(Rs.)Per Supervisor
Basic Wages		
PF @ 13.61% on Basic		
ESIC @ 4.75%		
Cost to the contractor per Housekeeper/supervisor		
		Monthly Charges from CSOI
Statutory Payments for 28 house keeper & 4 supervisor		
Monthly consumables – material for cleaning		
Laundry charges of Room linen (per room per day, if used) Bed sheets, pillow covers, Towels ,etc provided by CSOI		
Charges for providing toiletries in the Ten rooms.(shampoo sachet. tooth brush, shaving kit, soap, shower cap,etc)		
Contractors Fee/ Profit		
Service Tax		
Total		
Charges for additional worker on daily basis, if required in CSOI (for any miscellaneous works)		

Note: In case of discrepancy in the amount quoted in figure and words, the amount written in words will be taken into consideration.

- i) Please enclose the copy of the latest Govt Order on Minimum Wages.
- ii) No other charges would be payable by CSOI.
- iii) There would be no increase in rates during the Contract period

Signature of the authorized signatory

Name & Designation:

Name of the Firm/Company:

Date:

Evaluation of Technical Bid:

1. The technical proposals will be verified with respect to the eligibility criteria.
2. Eligible proposals shall be evaluated by the Selection Committee with respect to the following parameters:

S.no	Parameters	Marks
1	Understanding the scope of work	10
2	Approach & Methodology of job work	25
3	Experience – 1. Number of years in operation with the profile and scope of work undertaken with satisfactory completion.	25
4	Proposed Manpower	15
5	Resources of the firm to be provided in CSOI	25
	Total	100

NOTE: All bidders securing 60 marks or more will have to give a presentation before the Selection Committee on Plan of operations for providing house keeping services in CSOI.

After the presentation the Committee will decide on the bidders eligible for Financial Bid opening.

INSTRUCTIONS FOR THE BIDDERS

The period of contract under the scope of work shall be for 24 months, which can be further extended by mutual agreement on yearly basis up to 36 months depending on performance of the Bidder and at discretion of CSOI.

2. The interested agencies are required to submit the 'technical and financial bids separately in the format enclosed. The bids in sealed Cover-I containing "Technical Bid" and sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "Tender for Housekeeping Services" to reach CSOI **before 5 P.M on or before March 05, 2012**. The bids shall be opened at a later dated (bidders will be informed) in CSOI in presence of the bidders or their authorized representatives who choose to remain present.

3. All the pages of the tender document should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.

4. To assist in the analysis, evaluation and computation of the bids, the CSOI may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by CSOI shall decide about the Bidder to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the competent authority of CSOI shall be final and binding on all the bidders.

5. Bid offer shall be inclusive of any other taxes, whatsoever, imposed by the State, Central Government or any local body or authority on the agency providing housekeeping services. CSOI will not be liable to pay extra taxes, if applicable.

6. To furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the CSOI from time to time.

7. The quoted rates shall be as per the minimum wages of Govt. of Delhi and shall include all statutory obligations. The rate quoted should indicate service tax, Employer EPF contribution, ESI contribution etc, and any other applicable statutory contribution. The bidder will obtain necessary license, permit, consent, sanction, etc., as may be required or called for

from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to CSOI, whatsoever it may be.

8. CSOI reserves the right to accept or reject any or all bids without assigning any reasons. CSOI also reserves the right to reject any bid which in its opinion is non responsive/poor performance in the past or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process. The bid shall be valid and open for acceptance of the Competent Authority of CSOI for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.

Note: A pre-tender meeting for briefing all the applicants will be organized in CSOI K.G. Marg New Delhi on February 27, 2012 at 11 a.m. for clarifications/ doubts, if any.

EMD (BID SECURITY)

The bidder shall pay Bid Security (EMD) of Rs 25,000/- (Rupees twenty five thousand only) along with the technical bid by Demand Draft in favour of "CSOI" drawn on any Nationalized Bank/Scheduled Bank and payable at New Delhi. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage.

The bid security (EMD) shall be returned to all unsuccessful bidders after finalization of contract without any interest.

PERFORMANCE GUARANTEE

As a guarantee towards due performance guarantee (without interest) and compliance of the contract work, the successful bidder (Bidder) will deposit a security deposit amounting to **Rs. 4 lac (four lac)** towards Security Deposit by cheque in favour of "CSOI" drawn on any Nationalized Bank / Scheduled Bank.

The EMD amount shall be forfeited, if the successful bidder:

(a) Fails to deposit the amount of Security Deposit of **Rs. 4 lac (four lac)** within 10 (ten) days after the issue of letter of award of work.

(b) Does not comply with other requirements for start of the contract. The security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In case of any change of constitution of the Agency, the rights of CSOI will not suffer.

Liability and Indemnity

The bidder **agrees to indemnify**, defend, and hold harmless CSOI and their respective officers and employees (collectively the “Indemnified Persons”) from and against any and all claims, actions, damages, expenses, costs (including legal costs) and other liabilities actually incurred by the indemnified parties arising as a result of any negligence, breach of contract, or any other wrongful act or default on the part of the Bidder, its employees, agents, representatives, including prosecutions under the legislation affecting the use of any of its sub- contractors or agent any of its warranties, undertakings and obligations set out in this Agreement.

The tender document is not transferable under any circumstances.

Any changes with respect to this tender will be notified through **website (www.csoi.org.in)**. All cost incurred in connection with submission of bids like preparation, submission, any personal visits for seeing the location, submitting the bids personally, subsequent processing etc shall be borne by the bidder. CSOI will not be responsible / liable for the same regardless of the outcome of the tendering process.

Eligibility Criteria:

1. The Bidder may be a proprietary firm / Partnership firm/ Limited Company legally constituted, who possess the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender.
2. The Bidder shall have excellent track record of past experiences and satisfactory credentials of providing Housekeeping Service for last **5 years** ending 31st March 2011 in organizations relating to PSU / Autonomous Bodies/ MNC/ hospitality industry. **Submit a list** of NAME, ADDRESSES AND TELEPHONE NUMBERS OF CLIENTS FOR WHOM YOU'RE COMPANY HAS RENDERED SERVICES IN THE PAST FIVE YEARS. CSOI reserves the right to CHECK THE REFERENCES LISTED BY THE VENDORS and carry out the capability assessment of the Bidders. CSOI decision shall be final in this regard.
3. The bidder should have the License by the Labour Commissioner for contracting Labour under the contract labour act (documentary evidence to be attached with technical proposal)

4. Financial Turnover during the last 3 years, ending 31st March 2010 should be at least Rs 40 Lac per year. Documentary evidence to be provided duly attested by CA. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (affidavit to this effect to be attached with technical bid).

5. The bidder to have all the necessary permissions, licenses and clearances from appropriate authorities as required for providing these services (proof to be attached in the Technical Bid):

- a) Contract Labour Regulation and Abolition Act, 1970
- b) Minimum Wages Act, 1948
- c) Payment of Wages Act, 1936
- d) ESI Act, 1948
- e) EPF Act, 1952
- f) Valid License, issued by Regional Labour Commissioner, Govt of India.

General Terms & Conditions:

The Agency shall be responsible for the following:

1. Proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, etc in CSOI premises(including Ten guest rooms).
2. Maintain clean conditions with all safety measures at its own cost.
3. Devotion or full attention to the work of housekeeping work only for CSOI and shall discharge its obligations under the agreement most diligently and honestly.
4. Providing cleaning instruments and approved materials in sufficient quantity, which will include the following: a. Glass Cleaners b. Vacuum Cleaner etc. c. Polishing /shampooing Machines d. Brasso / Silvo/ Polishing Material e. room fresheners f. tissue rolls, face napkins, folded napkins in the toilets g. floor disinfectants, etc. Drycleaning of the upholstery and cleaning of the furniture and fixture in the rooms without causing any damage or dislocation to it the grills of the air conditioners should be vacuum cleaned and the electrical appliances dusted daily to keep it clean.
5. Providing two sets of summer and winter uniforms, identity card and safety items to his employees, as required under the law at his own cost in consultation with CSOI. All personnel of the Agency will wear the same in clean condition while on duty(if any staff is found without uniform or dirty uniform a penalty of Rs.800/- per person per day shall be recovered from

the contractors monthly bill). CSOI shall not pay any extra charges to the Agency against these items.

6. Bidder shall comply with all statutes/rules/regulations including but not restricted to the following Acts and regulations with regard to the vendor representatives:

- a) Contract Labour Regulation and Abolition Act, 1970
- b) Minimum Wages Act, 1948
- c) Payment of Wages Act, 1936
- d) ESI Act, 1948
- e) EPF Act, 1952
- f) Any other laws, as applicable.

The successful bidder will Provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from time to time. The agency will also be responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at CSOI or for any accident caused to them and the CSOI shall not be liable to bear any expense in this regard.

The agency shall pay to the persons engaged minimum wages as approved under Minimum Wages Act of NCT Delhi. The entire responsibility of payment as per Minimum Wages Act shall be of the contractor. Institute will have no responsibility in this regard. The CSOI will not be liable to pay any amount other than settled in the contract. Any payment under provisions of ESI Act, 1948, workman Compensation Act , 1923 Payment of Gratuity Act, 1948 and Employees Provident Fund Act, 1952 or any other statutory liability shall be made by the agency and challan/receipts must be enclosed with the monthly bill.

The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the CSOI for whatever reason. Also to be responsible for the insurance of its personnel and compliance of various Laws/Acts and their reenactments/amendments/modifications

7. Desired level of cleanliness in the entire complex of the CSOI and for this to provide all materials / instruments / tools etc. The supervisor to attend to complaints on urgent basis (on the time/ day of the receipt of the complaint).

8. The Agency shall ensure cleaning of the Ten guest rooms, all Public areas and toilets including restaurants, bar, coffee shop, all party venues ,conference room, card room, billiard room, Library, squash court, table tennis room, doctors room, Health Club, Gymnasium, Auditorium, lawns, car parking, basement, administrative offices in the building, roads, pavements, footpath, etc area inside the Institute complex by 10 a.m. daily.the contractor shall ensure all the drains/washbasin/toilets are kept choke free and are cleaned daily.

8.1 It will be mandatory for the contractor to provide clean and hygienic conditions in the CSOI complex at all times specially the public areas like toilets(which should be clean and provided with dry towels, napkins, liquid soap, odonil, urinal disinfectant balls) and the presence of staff- male/ female is also compulsory at all times inside the toilets failing which a penalty of Rs. 200/- on each occasion for each person shall be recovered from the contractors monthly bill, if any sweeper is found missing / absent from any toilet, corridor as aforesaid. As far as possible the contractor shall not frequently change the staff deployed on cleanliness, etc.

9) The Agency shall spray room fresheners of the approved quality by 11 am in the all the public areas including reception, lobby, restaurants, bar, guest rooms, party rooms, conference room, library, administrative office, etc.... and subsequently as and when required during the day.

10) The safety of the property of CSOI will also be the agencies responsibility. The Bidder for the purpose may schedule deployment of personnel on flexi time / shift basis in consultation with CSOI.

11) The Agency shall nominate one of its employees/senior representatives as authorized supervisor / representative for regular interaction with CSOI for smooth operation and implementation of the contract.

12) The Agency shall arrange cleaning services round the clock (24x7x365 days). For this purpose Bidder shall deploy sufficient

number of workers (at least 35 workers, including five Lady Sweepresses) and rescheduling their deployment if necessary, in consultation with CSOI. The contractor should also provide a full time sewer man, to ensure there is no blockage of drains in the Institute.

13) The agency will maintain all records/registers as required to be maintained under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of CSOI as and when required. An attendance sheet will be signed by all staff on duty and counter signed by the supervisor in each shift with duty allocation.

14) CSOI reserves the right to increase the manpower for housekeeping, if considered necessary. Good standard of services shall be maintained at all times as indicated. Deploying adequate trained manpower in all facets of Housekeeping work should bear good conduct and is physically fit for the work and not more than 40 years of age and have full knowledge & experience to competently complete the job assigned to them. The Agency will get their antecedents, character and conduct verified.

A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the CSOI.

The Agency shall not deploy or shall discontinue deploying the person(s), if so desired by the CSOI at any time without assigning any reason whatsoever. Any replacement of the personnel, as required by CSOI for any reason specified or otherwise, shall be effected promptly within 24 hours without any additional cost to the CSOI. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with CSOI.

The personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the CSOI/Govt. of India/any State/or any Union Territory.

In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the CSOI due to negligence of personnel in performing his/ her duty and /or absence from the place of duty and/or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by CSOI shall be recovered from the Agencies monthly bill or from his security deposit.

In the event of any person deployed by the Agency being on leave/absent, the Agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the Agency shall make provision for leave reserve with intimation to CSOI.

The CSOI shall pay the agreed amount on submission of monthly bill. No other charges of any kind shall be payable except as under the contract. The agency will maintain daily shift-wise attendance record of the personnel deployed showing their arrival and departure time at CSOI Administrative Block and submit it to CSOI as an attested photocopy of the attendance record with the monthly bill.

Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period. No request for making advance payment on any ground shall be entertained.

Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract. There would be no increase in rates payable to the Agency during the Contract period.

The decision of CSOI in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency. A service level agreement will be signed with the successful bidder on similar terms and conditions.

The Authorized Officer/Committee of CSOI shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.

A storage space will be provided by CSOI which shall store all material and machines required for cleaning in the institute by the contractor.

Penalty:

In case of non-compliance of the terms and conditions of the contract and unsatisfactory performance, CSOI reserves its right to impose penalty every month up to a maximum of 10% of the total monthly charges of contract during the period of operation.

Termination:

The Contract may be terminated with the forfeiture of the security deposit by CSOI in case the agency:

- a) Assigns or sub-contracts any of this service.
- b) Violation/contravention of any of the terms and conditions mentioned herein.
- c) Does not improve the performance of the services in spite of instructions.
- d) Any violation of instructions/terms of agreement or suppression of facts.
- e) On levy of Penalty for three months in a calendar year.

On termination of the contract, it shall be the responsibility of the agency to remove his men and materials immediately or on the date specified by CSOI. CSOI shall not indemnify any loss caused to the agency by such termination, whatsoever it may be.

Arbitration:

In case of any dispute between the Contractor and the CSOI, the matter shall be put up to the President of the Working Committee of the CSOI and his decision shall be final and binding on both the parties. Notwithstanding the provision of this clause, in case either party seeks judicial intervention or any matter whatsoever, Delhi courts alone will have Jurisdiction to go into such a matter. In case of any dispute, the jurisdiction shall be the Court at New Delhi.

Scope of Work:**1. General Maintenance:**

The Agency shall provide House Keeping of entire CSOI premises with proper cleaning to maintain hygienic conditions in the Ten guest rooms, all Public areas and facilities including restaurants, bar, coffee shop, toilets, all party venues, conference room, card room, billiard room, squash court, table tennis room, doctors room, Library, Health Club, Gymnasium, car parking, basement Auditorium, lawns, administrative offices, roads, pavements, car parking, footpath inside the Institute by 10 a.m. daily.

- a) The Agency shall ensure daily cleaning of the Institute including providing of room cleaning services twice, sweeping of floor & toilets in the Public areas and all facilities with wet floor cleaning, dusting of walls, doors and windows from inside and outside, ceiling, staircase, venetian blinds,

tables, chairs, cupboards, lawns, corridors and terrace on a regular and as and when required basis.

b) Cleaning shall be done with approved material manually or by using Mechanized equipments like vacuum cleaners, scrubbing machine and carpet Shampooing machine etc., which shall be arranged by the Bidder.

c) Furniture, fixtures, exhaust fans, ceiling fans etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc.

d) Proper and regular care and safe maintenance of fittings, fixtures, electronic equipments, furniture and all other items will be the sole responsibility of the Agency.

e) Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency himself or by any of his employees shall be repaired/replaced/compensated by them at their own cost immediately.

f) The Agency shall arrange all type of cleaning/Maintenance equipment and consumables including floor polishing/ shampoo machines including such of those special equipments and apparatus required for maintenance at their own cost. The contractor will provide sufficient number of pickbins of good quality at strategic points in the Institute for garbage collection. These bins should be properly maintained and cleaned, failing which a penalty of RS.1000/- shall be recovered from the monthly bill of the contractor. It will also ensure that the cleaning material used is appropriate and of good quality so that no damage is done to the Institute property. Any damage caused to Institute property due to unsuitable cleaning material or due to negligence on the part of the contractors men which will be liable to be recovered from the monthly bills or security deposit of the contractor.

g) The total plot area of the Institute is 17,000 sq.mts comprising of basement , ground floor , first floor with facilities.

h) The built up covered area of the Institute building is 70,000 sq.ft.

i) Open area in the Institute campus is 95,000 sq.ft.

j) The list of facilities are at **annexure 1**.

Disposal of Waste/garbage:

a) The Agency shall ensure disposal of the collected waste on a daily basis to the nearest NDMC garbage disposal site. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the CSOI premises. It shall be the responsibility of the Agency to **segregate(dry & wet) and dispose off garbage at least twice in a day** and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms / practice by the local Authority, if any. The bio-degradable/solid waste to be collected and transported/disposed at the appropriate earmarked place by the municipalities at no additional cost to CSOI.

b) Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins by the Bidder at his own cost.

c) The Agency shall keep a Complaint/Suggestion Book at Reception to record complaints/suggestions on services rendered in CSOI and such complaints shall be taken note of and acted upon immediately. All Complaints made by the members must be brought to the notice of CSOI along with details of actions taken.

d) collection of empty liquor /non liquor bottles from all the venues / facilities and stocking them in the earmarked area as per the direction of CSOI. These empty bottles are CSOI property and hence should be handled very carefully by the staff of the contractor. No leakages of the empty bottles will be accepted by CSOI.

Material:

a) The Agency, at their own cost shall also provide the list of suitable necessary cleaning materials from reputed brands including the following toiletries on regular basis as per consumption in the toilets:

- i) Liquid Soap with dispenser, lizol, phenyl, brooms, mops, squeezers, vacuum cleaner, buckets, trolleys, four wheel trolleys for removing garbage, brasso/silvo,
- ii) Paper folded napkins.
- iii) Disinfectant Balls for Urinals and odonil.
- iv) Air Fresheners in Toilets
- v) Toilet Paper Rolls, etc.
- vi) Towels in Toilets.
- vii) Room Freshener / dispenser (Premium, Air wick).

viii) **Room Linen** – as per CSOI specifications (annexure I).

b) The Agency shall use the consumable items/materials of approved quality (environment friendly).

c) The Agency shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The Agency shall also provide to workers required number of caps, aprons, gumboots, rubber hand gloves, brushes, gunny bags and tools and tackles for protective sanitary and general cleaning.

d) The Agency make suitable arrangements for disposing off the garbage beyond the premises up to Municipal bin/dumping yard in two trolleys.

e) The Agency shall also arrange for all other equipments/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services at their own cost.

Daily Services:

i) Removal of waste material.

ii) Cleaning / moping of floor area by detergents, disinfectants, etc dusting of furniture, cup-boards telephone instruments and doors, windows, blinds and glass partition using glass cleaning chemicals.

iii) Upkeep of office, library, reception counter, lobby, staircase etc. Cleaning and scrubbing of toilets, washbasins, and sanitary fittings using detergents, deodorants and disinfectants. Provision of toiletries in all the toilets.

Weekly Services:

i. Mechanical washing, scrubbing and polishing of floor area with detergents, dust removing chemicals and use of mansion polish.

ii. Removal of cobwebs, dusts, termites, insects, pests etc. iii. Windows sponging and cleaning with rubber blade wipers.

iv. Cleaning of ceiling fans, air-conditioning grills, tube lights, etc. dust free.

v. Cleaning of dustbins and buckets with detergents.

vi. Upkeep of partition glasses and panes with utmost care and by application of glass cleaning chemicals.

vii. Detergent cleaning of sanitary wares.

viii. To spray finit / Baygon etc in offices, conference hall, party rooms, dining halls, reception, toilets, etc. to keep all such areas insects free.

ix. Specialized cleaning of computers, peripherals, hardware, telephones, workstations and other sophisticated equipments.

Duty hours on all seven days of the week (regular overtime & stretching of duties beyond 8 hrs. will not be accepted by CSOI for the shortage of manpower deployed).

1. First shift: 07:00 hrs to 3:00 hrs. (16 + 2 supervisor)
2. Break Shift: 6.30 a.m. to 10 p.m. & 4 p.m. to 9 p.m. (2 for Health Club & Gym)
3. Second shift: 3:00 hrs to 11:00 hrs (8 + 1 supervisor)
4. Third Shift: 11p.m. to 7 a.m. (2 + 1 supervisor)

Monthly Services:

- i) Vacuum cleaning/washing of furniture/ sofa seats.
- ii) Polishing & Oiling of door closers, door handles, and other brass.
- iv) Fittings with Silvo/ Brasso/ Lubricants. Dusting & cleaning of Murals, signage boards, flower pots, etc...
- iv) Cleaning of Wall pictures, Photo-frames, idols, etc.
- v) Polishing of taps and other steel fittings in the toilets with Silvo / Brasso.
- vi) Dry-cleaning of Sofas, Chairs, Curtains and Blinds
- vii) Cleaning of Ducts meant for Rain Water Harvesting after Removing Concrete Covers
- viii) Cleaning and maintaining of Clean Sewerage Lines.

NOTE: The Agency shall maintain a register for Daily / Weekly / Monthly Services including quality (Brand) and quantity of the material procured and used for verification by CSOI.