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Dolabari
P.O. Kaliabhomora
Tezpur - 784 027,
Assam (India)



**NORTH EASTERN REGIONAL INSTITUTE OF
WATER AND LAND MANAGEMENT (NERIWALM)**

An Institute under the Ministry of Water Resources, River Development
& Ganga Rejuvenation, Govt. of India
(Registered under the Societies Registration Act, 1860)

NO:NRWM/THGH/16/2016-17/

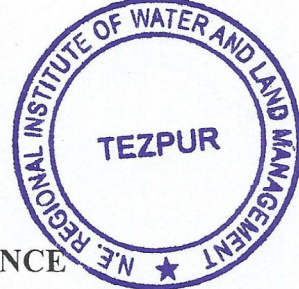
Dated 18.04.2018

NOTICE INVITING e-TENDER

e-Tenders are invited in double envelope system by the Director, NERIWALM, Tezpur from appropriate registered Firms/Contractors/Individuals having extensive experience in similar nature of work as given and uploaded in the website. The last date for submission of filled in tender is **09.05.2018 upto 5.00 PM** and will be opened at **1100 hrs of 10.05.2018** in the conference room of the institute in presence of the tenderer or their authorized representatives, if any. In the event of **10.05.2018** being declared a holiday, the tender will be opened on the next working day at the same time and place.

The Tender alongwith terms and condition may be viewed and downloaded from the institute's website. www.neriwalm.gov.in.


Deputy Director (Admin)



**TENDER NOTICE FOR CATERING, HOUSE KEEPING AND MAINTENANCE
SERVICES OF TRAINEES' HOSTELS AND GUEST HOUSE**

Form:

DD No. _____
Date: _____
DD Amount _____
Bank _____
Issued to _____
Signature _____

GENERAL GUIDELINES FOR SUBMITTING TENDER DOCUMENTS

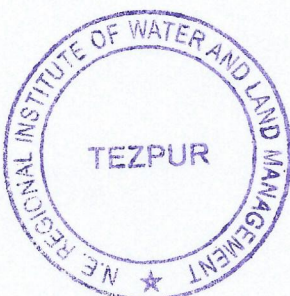
1. e-Tender in double envelope system are invited by the Director, NERIWALM, Dolabari, Tezpur for "Catering, Housekeeping and Maintenance oh Trainees' Hostel and Guest House at NERIWALM".
2. The first envelope should contain the Technical Bids and the second envelope the financial bids.
3. Each page of the tender documents, terms and conditions etc. should be signed with seal by the tenderer.
4. Demand draft or banker's cheque of the value of 2% of quote amount only drawn in favour of the Director, NERIWALM, Tezpur of any nationalized bank towards earnest money to be submitted off line along with the pass phrase and should reach the O/o Director NERIWALM before opening of the bids. **"DD for earnest money and Pass Phase for Catering, Housekeeping and Maintenance of Trainees' Hostel and Guest House at NERIWALM"**
5. Tenders not accompanied by the aforesaid earnest money shall be summarily rejected.
6. Photostat copy of the following testimonials/ documents to be attached along with the tender documents:-
 - (i) Registration certificate of the firm/agency.
 - (ii) PAN card.
 - (iii) Up-to-date Income Tax return of the last year.
 - (iv) GST Registration number.
 - (v) Experience certificate in similar nature of work from Govt./ autonomous/ undertaking/ reputed private organization.
 - (vi) PF and ESIC registration.
 - (vii) Labour Licence.

The tender may be rejected in the absence of any of these documents.

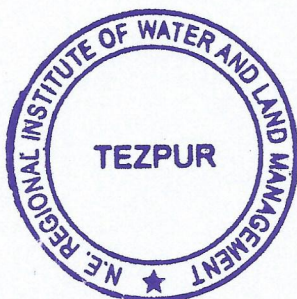
Signature of the tenderer with seal

7. That the Contractor will have to provide necessary insurance cover, EPF etc. in respect of the workers provided by him and such insurance shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act. 1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act 1952; The Payment of Bonus Act, 1965; The Minimum Wages Act. 1948; Employer's Liability Act.1938; Employment of Children Act. 1938 and/or any other rules/regulations and/or statutes that may be applicable to them and shall further keep the NERIWALM, Tezpur indemnified from all acts of omission, fault, breaches and/or any claim, demand; loss; injury and expenses arising out from the non compliance of the aforesaid statutory provision. Contractor's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, the NERIWALM, Tezpur shall be entitled to recover any of the such losses or expenses which it may have to suffer or incur on account of such claims, demands, loss or injury from the Contractor's monthly payments.
8. The Contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at NERIWALM, Tezpur in their respective names before submitting the bill for the subsequent month.
9. That the Contractor shall deploy his persons in such a way that they get weekly rest. The working hours/leave, for which the work is taken from them, do not violate relevant provisions of Shops and Establishment Act. The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs.
10. The Contractor shall take all reasonable precautions to prevent any unlawful riots or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of NERIWALM, Tezpur.
11. The Tenderer must ensure that wages to workers against the contract should not be less than the minimum wages as per the minimum wages Act. 1948 amended from time to time. Payment of wages to the workers must be disbursed in presence of NERIWALM, Tezpur representative(s) latest by 10th day of the subsequent month without waiting for his bill to be cleared/paid by the institute.
12. The persons employed through the Contractor for all purposes will be the employees of the Contractor and cannot claim employment and other benefits from NERIWALM, Tezpur. The persons provided by the Contractor should be physically fit and healthy and below the age of 50 years and above the age of 18 years.

Signature of the tenderer with seal

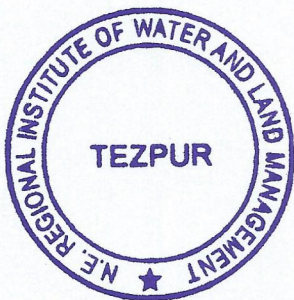


13. The Contractor/Tenderer shall submit details such as names, parentage, residential address, age etc. of the persons provided by him in the office of NERIWALM, Tezpur for the purpose of proper identification of the employees of the Contractor engaged for **House Keeping, Maintenance and Catering of Trainees' Hostel and Guest House at NERIWALM**. That the Uniforms will be supplied by the Contractor at his own cost to the persons deployed for this work which shall include White shirt, Black pant, Shoes, Gum Boots, Rain Coats, Hand Gloves, Protective attires and equipments during work etc.
14. The worker deployed by the Contractor should possess identity card certified by proper signatory of NERIWALM, Tezpur. Attested photographs (2 nos.) of the workers shall be submitted to NERIWALM, Tezpur for identification at the time of disbursement of wages which must be witnessed by the Office-in-charge, Trainees' Hostel, NERIWALM, Tezpur.
15. At any time during the continuation of the contract, if it is observed that the Contractor is not complying with the provisions of the contract or other provisions of various Labour and other Acts applicable, the contract may be terminated by the Director, NERIWALM, Tezpur by giving one month notice.
16. Canvassing in any forms in connection with the tender is prohibited and the tender submitted by the Contractor who resorts to canvassing are liable for rejection.
17. Tenders submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work, validity beyond 90 days from the date of opening shall be by mutual consent.
18. The Security money will be forfeited if the Contractor fails to execute the agreement as per the letter of award.
19. The Contractors/Bidders should certify that there are no any legal disputes against him in any court of law in relation to the labor disputes and he or his agency is not black listed either by Central Govt., State Govt. or by any public/private organization.
20. The last date of submission of on line tender is **09.05.2018** address to, The Director, North Eastern Regional Institute of Water and Land Management (NERIWALM), Dolabari, P.O. Kaliabhomora, Tezpur- 784 027 (Assam).
21. The tender will be opened by a duly constituted Committee at NERIWALM on **10.05.2018 at 11.00 AM** in presence of the tenderes or their authorized representatives.
22. Tenders are not transferable.
23. Must be reputed Caterer/Firm/Organization having proven track record for providing catering/housekeeping and maintenance services. Documents relating to past experiences are to be submitted along with the tender documents.



Signature of the tenderer with seal

24. The tenderer should quote rates on “**Per head**” for catering services, “**Per month**” for Housekeeping and “**Per month**” for maintenance works. Menu for catering service and requirements for housekeeping / maintenance service. However, the **Scope of the works (Annexure-I)** may be seen carefully before quoting the rates.
25. The rates quoted should be inclusive of all taxes and GST have to be shown separately. The rates quoted will be valid for one year.
26. The contract will be valid for one year from the date of taking over the work and extendable for further period of one year or more on mutual understanding of both the parties provided the authority is satisfied by the work performance.
27. No request for withdrawal before the end of one year (Contract period) will be permitted. The Institute reserves the right to terminate the contract period with one month notice, if the performance is found to be unsatisfactory during the validity of the contract period.
28. The contractor has to execute an agreement within 7 days of the receipt of the letter of award of contract and Commencement of the contract will be within 7 days of the signing of the agreement or as decided by the Institute.
29. The contractor has to deposit an amount of **Rs. 25,000/- (Rupees Twenty five Thousand)** only as **security Deposit** by means of a Demand Draft or Bankers Cheque drawn on any nationalized bank in favour of the Director NERIWALM., Tezpur within 14 days of the receipt of the letter awarding the contract.
30. Director, NERIWALM reserves the right to accept or reject any or all tender(s) without assigning any reasons whatsoever.



Signature of the Tenderer with Seal

**NORTH EASTERN REGIONAL INSTITUTE
OF WATER AND LAND MANAGEMENT**

(An institute under the Ministry of Water Resources, RD & GR, Govt. of India)

Dolabari, Kaliabhomora, Tezpur-784027, Assam

**CATERING, HOUSE KEEPING AND MAINTENANCE SERVICES OF TRAINEES'
HOSTELS AND GUEST HOUSE**

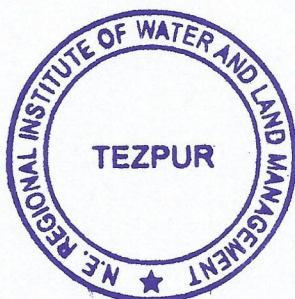
Pre- Qualification Bio-Data to be enclosed along with the Tender

1. Name of the Caterer/Firm/
Organisation and Address :
2. Telephone :
3. Fax No. :
4. Email address :
5. Month and year of establishment :
(Copy of certificate enclosed)
6. Details of Registration with Labour :
Department/MCH (Central/State)
(Copy of labour licence enclosed)
7. GST No. :
(Copy of registration certificate enclosed)
8. PAN No. :
(Copy of PAN card and up-to-date Income
tax return document enclosed)
9. Employee provident Fund Registration No. :
(Copy of certificate enclosed)
10. E. S. I Registration No. :
(Copy of certificate enclosed)
11. Experience certificate in similar nature :
of work from Govt./ autonomous/
undertaking/ reputed private organization
12. Name of the Proprietor/Partners :
13. Other documents attached, if any :

Place:

Date:

Signature of the Tenderer with Seal



**NORTH EASTERN REGIONAL INSTITUTE
OF WATER AND LAND MANAGEMENT
(NERIWALM)**

(An institute under the Ministry of Water Resources, RD & GR, Govt. of India)

Dolabari, Kaliabhomora, Tezpur-784027, Assam

**CATERING, HOUSE KEEPING AND MAINTENANCE SERVICES OF TRAINEES'
HOSTELS AND GUEST HOUSE**

I/We hereby offer our services for making all necessary arrangements including catering in NERIWALM Hostel for a period of ONE YEAR (the rates quoted will be valid for one year) as per the Tender Notice.

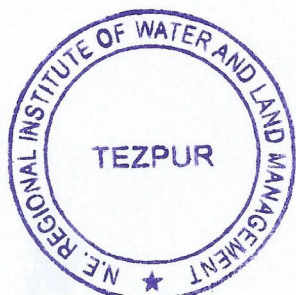
I/We have understood the terms and conditions of the tender detailed in the tender documents supplies to us and are fully aware of the nature of contract. We affirm to strictly adhere to the terms and conditions stipulated therein.

I/We quote the rates exclusive of taxes for Trainees' Hostels arrangements as follows
(Charges as applicable for the first year):

DONOT OVERWRITE

Sl. No.	Description	Unit	Rate in Rs.	
			In figure	in words
I.	CATERING SERVICES			
1	Bed Tea (Red Tea)	Per cup		
2	Milked Tea	Per cup		
3	Coffee	Per cup		
4	VIP Tea kit	Per each		
5	Forenoon/Afternoon tea with 2 biscuits	Per each		
6	Breakfast	Per each		
7	Special Breakfast	Per each		
8	Lunch & Dinner			
8(a)	Vegetarian (general)	Per each		
8(b)	Vegetarian (Special)	Per each		
8(c)	Non vegetarian (General) with chicken or mutton	Per each		
8(d)	Non vegetarian (General) with Fish or eggs	Per each		
8(d)	Non vegetarian (Special)	Per each		
9	Evening tea	Per each		
10	High tea	Per each		
11	Special tea	Per each		
12	Milk (200 ml)	Per each		
13	Fruit Juice (200 ml)	Per each		
14	Cold drinks (200ml)	Per each		
15	Cold drinks 1.5 ltr	Per each		
16	Packed water 1 ltr.	Per each		
17	Fruits (To be kept in VIP rooms/suites with three types of seasonal fruits, total 1 kg , as and when required)	Per each		
18	Extra service charge for serving Lunch and dinner only outside the hostel premises as and when asked for (in % of cost), optional			

Note: Scope of works at **Annexure –I** has to be referred for the rates quoted for different food items for catering services.



Signature of the Tenderer with Seal

Sl.No.	Description	Rate in Rs. Per month	
		In Figures	In words
II.	HOUSEKEEPING SERVICES		
1.	Housekeeping and maintenance of one Trainees' Hostel (52 bedded) along with one Guest Houses (10 bedded). (rate to be quoted per month which will include sweeping, cleaning, washing & pressing of linens and curtains, supply of toilet soap, toilet papers, disinfectants, mosquito/insects repellants, room fresheners etc.)		
III	MAINTENANCE SERVICE	Rate in Rs. Per month	
		In figure	In words
1.	Maintenance/cleaning of Dining Hall, meeting Hall, VIP Lounge, Verandah and open space of Trainees' Hostel-I as well as one Assam guest houses: Unskilled worker (rate to be quoted per month)- not less than minimum wages for the category rates approved by Ministry of Labour and employment, Govt. of India.		

Note: Scope of works at **Annexure-II** has been referred for the rates quoted for House Keeping , maintenance and catering service. Rates quoted are inclusive of all taxes and charges excluding GST, which may be shown separately.

Signature with seal of the Tenderer: _____

Name: _____

Date: _____

Seal _____

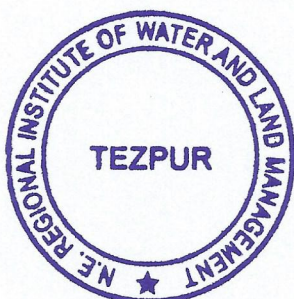
Telephone No. (Office) _____

(Residence) _____

Mobile No. _____

Fax No. _____

e-mail ID. _____



Signature of the Tenderer with Seal

SCOPE OF THE WORK

(Terms and conditions)

1. Manpower requirements:

Minimum manpower requirement (not below the age of 18 years) to conduct both the catering and housekeeping/maintenance works should consists of the following persons who should be available round the clock though services may be as per stipulated schedule:-

- i. Supervisor/ Manager (unskilled)- 1 (one)
- ii. Head cook (Skilled)- 1 (one)
- iii. Assistant to head cook cum room cleaner (unskilled)- 2 (two)
- iv. Pot washer and kitchen cleaner(unskilled)- 1 (one)
- v. Sweeper (Unskilled)- 1 (two)

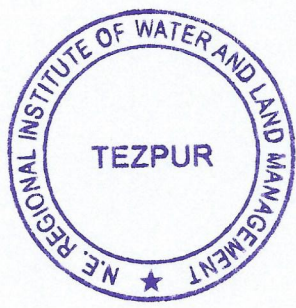
Note: The Ministry of Labour and Employment, Govt. of India, approved rate of wage is required to be considered while quoting the rate for catering, housekeeping and maintenance works. Uniform has to be provided.

2. The institute shall provide following facilities like water supply, electricity, reception and service counters, furniture, all types of linens materials, curtains, cooking ranges without gas cylinders etc. under certain terms and conditions.
3. The recharging cost of cable TV/ DTH service to the TVs will be borne by the institute.

I: CATERING SERVICES

1. About 2000-5000 participants, officials, visitors and guests per year coming for different programmes, are likely to get caterer/housekeeping and maintenance service at NERIWALM's Trainees Hostels.
2. The service of the food is normally done in the respective dining halls of the hostel or any other designated place.
3. Forenoon and afternoon tea/coffee/milk are to be served in the tea lounge of the Institute Building, in the Director's chambers, Chambers of the Controlling Officers in the Institute whenever training, meeting or any other programmes are organized.
4. The Agency shall arrange tea/coffee on a daily basis when ever required by Guest on a tray in the rooms For enabling the Guests to prepare Tea/Coffee etc on payment basis. :-
i) 2 Tea bags, ii) 2 Coffee sachets, iii) 4 Sugar sachets, iv) 4 Milk sachets, v) 2 Sugar free Sachet (as per requirement) should be kept in the room.
5. Service of the meals, breakfast, tea etc., to VIP's senior officers/ invited guests/sick persons, etc., should be done in their designated rooms.
6. Necessary utensils for cooking and serving foods will be provided/handed over to the contractor by NERIWALM under certain terms and conditions.

Signature of the Tenderer with Seal



7. Service of special lunch/dinner, high tea, tea or coffee with snacks etc., is to be organized in the lawns or any other place specified in the campus or as directed from time to time.

8. **Operation :**

Normally, the timings for providing catering services as per Menu is given below:

Bed Tea in Room - 06.00 a.m. onwards; Breakfast - 08.00 a.m. to 09.00 a.m.

Lunch - 01.00 p.m. to 02.00 p.m.; Session tea- 11.00 am and 3.15 p.m.

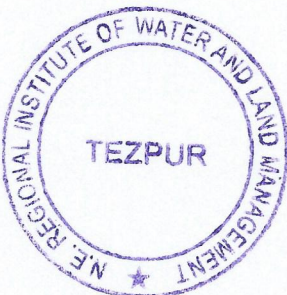
Evening Tea and Snacks - 05.00 p.m. to 06.00 p.m.

Dinner - 08.00 p.m. to 09.00p.m.

9. **Standard Menu with kits**

- i. **Bed Tea/ coffee:** either red tea or milked tea or coffee (with or without sugar as per requirement).
- ii. **VIP Tea kit:** i) 2 Tea bags ii) 2 *Coffee* sachets iii) 4 Sugar sachets iv) 4 Milk sachets v) 2 Sugar free Sachet (as per requirement) vi) 2 sachets of biscuits (salty and sweet) containing 4 each.
- iii. **Forenoon and afternoon tea** with 2 biscuits (salty or sweet) preferably of good quality for training, meeting at open space near class room/conference room etc.
- iv. **Breakfast:** To serve either Tea or coffee with breakfast along with either,
 - 1 bowl Cornflakes with hot milk/porridge/oats (Kellogg's/champion)+4 piece Bread with butter/jam/marmalade + an egg (boiled /omlette) or,
 - 2 Plain Parathas with sabji or Aloo parathas with Dohi, or with pickle or tomato sauce + 1 boiled egg + 1 banana or,
 - 5 Puris with Aloo sabji or chole + 1 boiled egg + 1 banana (Amritsagar/Jahaji/Malbhog).
- v. **Special Breakfast:** 1 bowl Cornflakes with hot milk/porridge/oats (Kellogg's/champion)+ 4 piece Bread with butter/jam/marmalade + an egg + one banana or,
2 Plain Parathas with sabji / Aloo parathas with Dohi, tomato sauce + an egg + one banana or,
5 puris with Aloo sabji or chole, pickle or tomato sauce + 1 egg (boiled/ Omlette)+ 1 banana (Cavendish etc.)
- vi) **Evening Tea:** Tea or coffee with samosa/Kachori or smashed potatoes vegetable pokoda.
- vii) **Special Tea:**
 - Plum cake /India sweet / Pastry/ milk cake
 - Roasted or Fried cashewnuts (10 pcs)
 - Savoury item (any one of the following)
(Samosa/ pakoda/vegetable cutlet/urad dal vada or channa dal vada/ vegetable curry puff/kachori/ vegetable or cheese sandwich/vegetable patties, etc.) with appropriate sauce or Chutney).
 - Coffee or tea (Black or milked with or without sugar)

Signature of the Tenderer with Seal



viii) **High tea:**

- One sweet, and
 - One khara (any one of – Samosa/ pakoda/ vegetable cutlet / urad dal vada or channa dal vada/vegetable curry . puff/kachori/vegetable or cheese sandwich/ vegetable or non- vegetable patties, etc) with appropriate sauce or chutney.
 - Coffee or tea.
- ix) **Milk:** 200 ml (with or without sugar as required) of pure cow milk or Amul Taza (1:4 dilution).
- x) **Fruit juice:** Fresh fruit juice/ Real/ Tropicana brand of minimum 200 ml is to be served as per order from the guests or fruits as per current market price.
- xi) **Fruits:** Seasonal fruits (papaya/apple/pineapple / banana / seedless grapes / orange/ kinnow/ watermelon / mango / custard apple / chikko, etc.).

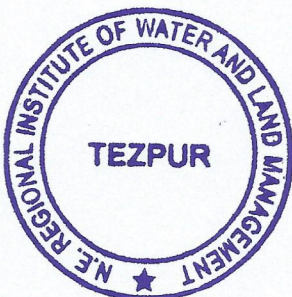
xii) **Lunch & Dinner**

a) **Vegetarian (General)**

- Plain rice (fine aijong rice),
- Poorie/chapatti
- Mixed vegetables
- Common dry vegetable item
- Dal like Masoor / Chana / Mung. Arahar etc.,
- Pickles
- Salad item
- Sweet (Rasgulla/Gulabjamun) or Fruits (Banana- Amritsagar/Jahaji/Malbhog) or Dahi

b) **Vegetarian (Special)**

- Soup (Veg)
- Plain rice (Basmati/ Joha etc. fine rice)
- Special rice vegetable pulao or biryani with raita, etc. (Joha/ basdmati)
- Tandoori items like roti /Naan/Butter Naan or poorie/pulka/ roomali roti/ chapathi, or any other millet products as may be specified for particular occasions etc.,
- Special Vegetarian item made from Paneer and vegetables.
- Mixed vegetables
- Common dry vegetable item
- Plain Dal or Fry dal like Chana dal/ Arahar/ Masoor/ sambar/ chole / rajmah or proper mix of them, etc.,
- Pappad (fried / roasted)
- Pickles or fresh chutney
- Salad item: (Green Leafy veg, fresh vegetables, Tossed, Sprouted, Russian, Cucumber, Onion etc.,)



Signature of the Tenderer with Seal

- Sweet/Ice-cream/Fruits/ Dahi.

Sweets: Rasgulla/Gulabjamun/Gajar ka Halwa/Fruit custard/Fruit salad/Cream carmel/Trifle pudding), Or

Ice- cream: Kwaliti / Amul ice cream (Vanila/ Strawberry/ Chocolate), Or

Fruits: Seasonal fruits (papaya/apple/pineapple/banana/seedless grapes/water melon/mango/custard apple / chikko, etc.).

C) Non Vegetarian (General)

- Plain rice (fine aijong rice)
- Poorie / Chapatti
- Chicken (150g) or mutton (100g) curry or Fish (75g) curry or egg (2 no.) curry
- Mixed vegetables
- Common dry vegetable item
- Dal like Masoor / Chana/Mung/ Arahar etc.,
- Pappad (fried / roasted)
- Pickles
- Salad item
- Sweet (Rasgulla/Gulabjamun) or Fruits (Banana- Amritsagar / Jajaji) or Dahi

d) Non Veg (Special)

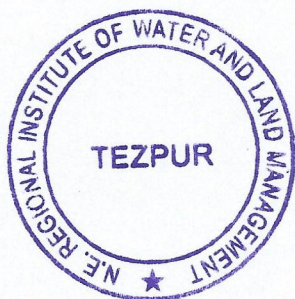
- Soup (Veg/ Non veg)
- Plain rice (High quality fine rice)
- Special rice vegetable pulao or biriyani with raita, etc. (Joha/basmati)
- (Tandoori items like roti / Naan/ Butter Naan or poorie / pulka/roomali roti/ chapatti , or any other milk products as may be specified for particular occasions etc.,)
- **Non- Vegetarian item consists of both**
 - A) Roast chicken/mutton, mutton stew / chicken with tartare sauce, grilled chicken, chicken Maryland/ mutton stroganoff (150g), And
 - B) Fish item (75g)
- **Special vegetarian item made from Paneer and vegetables**
- **Mixed vegetables**
- **Common dry vegetable item**
- **Dry Fry like Masoor / sambar / Chole / rajmah / dahi kadi, etc.,**
- **Pappad (fried / roasted)**
- **Pickles or fresh chutney**
- **Salad item:** (Green leafy veg, fresh vegetables Tossed, Sprouted, Russian, Aloochanna Chat, Waldroff, Cucumber, Onion etc.,)
- **Ice- cream or Fruits or dahi with sweet.**

Sweets: Rasgulla / Gulabjamun / Gajar ka halwa / Fruit custard/ Fruit salad / Cream carmel / Trifle pudding), Or

Ice- Cream : Kwaliti / Amul ice- cream (Vanila / strawberry/ Chocolate), Or

Note: 1. After the breakfast/lunch/dinner it is mandatory to serve Sauf or nut powder or misri, or lavang or elaichi and toothpicks.

2. The contractor shall give a sample of the food items prepared to the authorized officers of the institute for test and taste, to check and ensure quality from time to time.



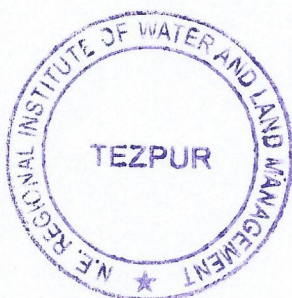
Signature of the Tenderer with Seal

II: HOUSE KEEPING SERVICES

1. The Institute has one Trainee's hostel with modern facilities & amenities and also state-of-the-art gadgets with the rooms mentioned below and respective kitchens, meeting halls, VIP lounge and dining halls. The details of rooms in hostel and guest house are as follows.

Details of Hostel	Standard rooms (double beds)	Deluxe Rooms (double beds)	VIP Rooms (double beds)	Dormitory in guest house	Common place etc.	Total Beds
Trainees' Hostel	20	3	3	--	1 lounge, 1 VIP lounge, 2 dining halls and 4 corridors	52
Guest house			3	1	1 lounge cum dining hall and 1 veranda	10

2. Housekeeping Trainee's Hostels and Guest House which include all the above mentioned rooms by daily sweeping, cleaning, washing & pressing of used linens supply of toilet soap, toilet papers, disinfectants, mosquito/insects repellants, room fresheners etc. The curtains of all rooms, meeting halls, dining halls, VIP lounge to be washed and pressed at least once in a month. Dry cleaning/ sundry of woolen blankets to be done at least once in three months. **Washing machine and irons are not provided by the institute.**
3. The housekeeping workmen shall help the participants/ guests/ VIPs in taking luggage's to the rooms and taking out from their rooms while checking out.
4. It is to be ensured that the keys are collected back when an occupant leaves the room.
5. The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the Trainees' hostel premises. In the event of noticing unauthorized stay penalty of Rs.5,000/- will be imposed. However, provision for a change room/rest room will be provided by NERIWALM for employees on duty. Stay in the hostel rooms are strictly prohibited and shall be ensured by the Agency.
6. The Agency shall provide other toiletries/cosmetic items of reputed brands to the guest(s) on payment basis, whenever requested.
7. The Agency shall arrange for Laundry/Dry Cleaning facility for the Guests on payment basis, to be borne by the guests, **washing machine and irons are not provided by the institute.**



Signature of the Tenderer with Seal

III. MAINTENANCE SERVICE

1. Maintenance of dining halls (including VIP), corridors, meeting hall, common area, VI Lounge and surrounding areas (hostel premises) and guest house by keeping the floors, toilets (including the common toilets) and premises etc., in a neat and tidy condition at all times of the day. It is expected that the contractor shall provide all necessary services during the stay of the participants/ guests in the hostel from the time of arrival till their departure.
2. Operating ACs/TVs/VCDs in the rooms and Meeting Halls and providing drinking water in each room. The details of the workers address, identity, qualifications etc. are to be reported to the institute, soon after they are engaged. The institute reserves the right of removal of such of the contractor's workers as are found to be unsuitable.
3. The contractor shall attend to all complaints pertaining to plumbing, carpentry and electrical at all times and report the OC Hostels for taking necessary action for repair or rectification.
4. Provision of daily, weekly and monthly services as given below
 - A) **DAILY SERVICES** i) Removals of waste material from open areas and or other areas not covered under horticulture. ii) Sweeping and wiping of all floors, dusting and vacuuming of furniture, cup-boards telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time. iii) Vacuum cleaning/washing of Sofas, carpets wherever provided at the Hostel. iv) Filling water in desert/room/water coolers etc. wherever provided. v) Upkeep of hostel/hostel rooms/catering areas/ /reception counter/store/lobby etc. vi) Spray mosquito, fly and insect repellent etc in rooms, office rooms, hall, dining room etc. to keep all such areas insects free
 - B) **WEEKLY SERVICES** i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc. ii) Removal of cobwebs, dusts, termites, insects, pests etc. iii) Windows sponging and cleaning. iv) Keeping ceiling and table/pedestal fans, air-conditioning grills 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 including in toilets. viii) Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/Lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc. ix) Polishing of taps and other steel fittings in the toilets with Silvo/Brasso. x) Spray mosquito, fly and insect repellent etc in rooms, office rooms, hall, dining room etc. to keep all such areas insects free. xi) Vacuuming /Shampooing/Spraying/Disinfecting, all carpet areas.
 - C) **MONTHLY SERVICE:** All exterior walls, glasses etc. are to be washed and cleaned.



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