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GOVERNMENT OF INDIA **MINISTRY OF FINANCE**
DEPARTMENT OF REVENUE
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES AND NARCOTICS
1st to 3rd Floors, Plot No: 3/86-E, ATC Road, Ambattur Industrial Estate,
(Near AMBIT IT Park), CHENNAI-600058.

C.No.VI/04/02/2019

Date: 20.09.2019

NOTICE INVITING ONLINE E-TENDER FOR PROVIDING
HOUSEKEEPING SERVICES FOR NACIN, CHENNAI

The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Plot No: 3/86-E, ATC Road, Ambattur Industrial Estate, (Near AMBIT IT Park), CHENNAI-600058, invites e-tender bids from experienced and eligible Contractors for the purpose of providing Housekeeping Services in the following NACIN premises for one year.

Sl. No.	Address of the premises	Description of Services to be provided
1	NACIN Office 1st to 3rd Floors, Plot No: 3/86-E, ATC Road, Ambattur Industrial Estate, (Near AMBIT IT Park), Chennai-600058.	Housekeeping Services
2	NACIN Hostel (Block Nos:-30 to 33), Guest House (505/2) & NACIN Officer's Mess (506/1), Central Revenue Quarters, Anna Nagar, Chennai - 600 040.	Housekeeping Services

The contractors should have valid E.S.I., P.F. and GST Registration. The rates in respect of **Housekeeping Services** are to be quoted in **Rupees per Square Feet per month basis** inclusive of Employer's contribution towards E.S.I. & P.F. etc. for the Housekeeping activities at both the above said premises. The quoted Rates should be exclusive of GST. All existing statutory regulations of both State as well as Central Government shall be adhered to, by the service provider and the wages paid to the house keeping personnel should be inclusive of Bonus, Employer's contribution towards E.S.I. & P.F. etc. for the services at both the above said premises. The quoted Rates should be exclusive of GST. All existing statutory regulations of both State as well as Central Government shall be adhered to, by the service provider and the wages paid to the personnel should strictly adhere to **the Code on Wages, 2019, Contract Labour (R & A) Act, 1970** and other statutory provisions. **Increase in wages on account of increase in Dearness allowance as announced by the Government of India from time to time should be paid by the service provider and this will be compensated by the principal employer.**

Bids submitted by Service providers who do not have an office and work force in Chennai will not be entertained.

A mandatory pre-bid meeting will be held on 04.10.2019 (Friday) at 11.30 Hrs at NACIN Office, Chennai. Bids submitted without visiting the premises or attending pre-bid meeting will be summarily rejected.

The Service providers are expected to inspect the aforesaid premises on any working day between 1100 Hours and 1700 Hours with the prior permission from the undersigned before submitting their E- tender bid documents.

Tender document can also be downloaded from the web sites: www.nacen.gov.in, www.centralexcisechennai.gov.in & www.cbic.gov.in or from the Govt of India, Central Public Procurement Portal (e procurement) website.

The e-tender-bid documents for 'Technical / Qualifying Bid' in the Proforma prescribed in Annexure-I and the Tender form for the 'Financial Bid' in the prescribed BoQ format shall be completed in all aspects and are to be uploaded online in the Govt of India, Central Public Procurement Portal (e procurement) website. The e-tender- bid documents should be **submitted online before 11.00 a.m. on 16.10.2019**. The Qualifying e-tender / bid documents will be **opened after 11.05 a.m on 17.10.2019**

The tenderer shall sign and stamp each page of the tender document as a token of having read and understood the terms and conditions contained therein and upload the same along with the Technical / qualifying bid and necessary documents of proof as required.

The Technical Bids of the Service providers who do not fulfill pre-qualification requirements and who did not visit NACIN premises will not be considered. Financial bids of those service providers who qualify in the Technical Bid only will be opened. This Academy reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

For any further enquiries/clarifications, Shri V.P.Hari, Superintendent (Ph:9381025110) may be contacted.



(C. RAMA PRASADA REDDY)
ASSISTANT DIRECTOR

Encl: Copy of Tender Document

To

1. The Web Master, www.nacen.gov.in, www.cbic.gov.in
2. The Superintendent of Central Excise (Systems), Nungambakkam High Road, Chennai – North Commissionerate – with a request to publish in the official Website.
3. The Public Relation Officer, Chennai-North / Chennai – South / Chennai-Outer / Directorate of Systems / Custom House, Chennai to display in the Notice Board.

ANNEXURE-I
TECHNICAL / QUALIFYING BID

E TENDER FORM FOR HOUSE KEEPING SERVICES FOR NACIN, CHENNAI

Sl. No	Particulars	Details
1	Name of the Service Provider	
2.	Complete Address (with PIN Code)	
3.	Telephone Numbers	
4.	Fax Numbers	
5.	e-Mail ID	
6.	Status of Ownership (Prop./Partnership/Company) Please attach proof	
7.	Name & Address of the Prop./Partners/Directors (with Mobile Numbers)	
8.	Date of incorporation of the Firm/Company	
9.	Contact Person(s) with Mobile Number	
10.	Years of experience in providing Housekeeping services	
11.	Name the Government Organization / Public Sector Offices / Large Corporate Offices, where house Keeping services have been provided for three or more years.	List may be attached
12.	Name & Address of the site measuring 25,000 Sq.Ft and above, where housekeeping services are being provided /were provided	

13.	Details of Registration with PF & ESI Authorities (Please attach proof)	PF:		
14.	Service Tax/GST Registration No. (Please attach photocopy)	ESI:		
15.	Amount of Service Tax /GST paid (Rs. in lakhs)	Year	S.T / GST Amount paid (Rs. in lakhs)	
		2015-16:		
		2016-17:		
		2017-18:		
17.	PAN No. of the Company (Please enclose photocopies of PAN Card and evidence for filing of IT returns for the last three Financial Years viz., 2015-16, 2016-17 & 2017-18)			
18.	Annual Turnover for the last three financial years (Please attach balance sheets/Auditor's Certificate)	Year	Annual Turnover Amount (Rs. in lakhs)	
		2015-16:		
		2016-17:		
		2017-18:		
19.	Details of Profit / Loss during the last three financial years	YEAR	PROFIT (Rs. in lakhs)	LOSS (Rs. in lakhs)
		2015-16:		
		2016-17:		
		2017-18:		
20.	Details of Solvency Certificate issued by the Bankers			
21.	List of clientele along with Certificate of Appreciation from at least two important clients	Please furnish in a separate sheet		
22.	No. of persons to be engaged by the Service Provider (location-wise)	Location	Housekeeping	
		NACIN Office		
		NACIN Hoste & Guest House		
23.	Details of Earnest Money Deposit (EMD)/ exemption certificate			

TOTAL AREA OF HOUSEKEEPING SERVICES: -

Sl. No.	Name of the Office	Location	Total Area in Sq. Ft.
1	NACIN Office CHENNAI-600058.	1st Floor	9541.75
2	NACIN Office CHENNAI-600058.	2 nd Floor	6738.26
3	NACIN Office CHENNAI-600058.	3 rd Floor	1991.34
4	NACIN Hostel Chennai-600 040.	Block Nos. 30, 31, 32 & 33	14250.46
5	NACIN Guest House, Chennai - 600 040.	Door No.2, Block No.505	1463.90
6	NACIN Officers' Mess, Chennai - 600 040.	Door No.1, Block No.506	1463.90
	Total		35449.61 Sq.Ft.

DECLARATION

I/We have read and understood the terms and conditions of the tender. I/we have also visited the premises of NACIN after getting prior permission, for getting a firsthand knowledge of the area and the work force required. Our company has not suffered loss during any two of the last three years. I/we hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I/we understand that in case if any of the information/details furnished by us is found to be false & incorrect at any stage, our company will be liable for being blacklisted for future transaction with the Department.

(Signature of Authorized Signatory with date and Seal)

ANNEXURE-III

UNDERTAKING FROM THE BIDDER

- 1) We are in compliance with the provisions of Contract Labour (R & A) Act, 1970, **the Code on Wages, 2019** and the provisions EPF & ESIC Rules.
- 2) We have been duly registered with the EPF & ESIC and we have not been in default of payment/contribution of EPF & ESIC to any of our Employees.
- 3) We have not been in default of payment of salary/wages to any of our employees.
- 4) We do not have any criminal proceedings against us.

(Signature of Authorized Signatory with date)

PRE-QUALIFICATION REQUIREMENTS:-

The bidder for the Housekeeping services shall be considered for award of contract only if the following Pre-Qualification Requirements are fulfilled by the bidder:

- i. The bidder should have experience in providing Housekeeping Services and they should have minimum experience of three years in providing either Housekeeping Services to at least any one of the Government organizations / Public Sector offices / Large Corporate Offices. Self-Attested Copies of Agreement / Work Order from the above mentioned clients shall be provided as documentary evidence. Certificate of appreciation from any two major clients may also be enclosed.
- ii. The bidder should have experience in providing housekeeping services at any one site, not belonging to their own and measuring not less than 25,000 Sq.Ft. area.
- iii. The bidder should have registered with ESI & PF Departments as on 01.04.2015. Copies of the registration papers along with code numbers attached to the Agency/Company shall be provided.
- iv. The bidder should have GST Registration. & should have paid Service Tax/GST amount of at least Rs.5 Lakhs in any one of the preceding three financial year viz., 2015-16, 2016-17 & 2017-18. Documentary evidence in this regard shall be provided.
- v. The bidder should furnish proof for filing IT Returns for the consecutive three financial years viz., 2015-16, 2016-17 & 2017-18. Profit & Loss Account & Balance Sheets for the above mentioned three years are to be furnished.
- vi. The bidder should not have incurred loss in any two years during the last three years as i.e. 2015-16, 2016-17 & 2017-18. An undertaking to that effect should be furnished by the bidder.
- vii. The bidder should give an undertaking towards acceptance of the terms & conditions stated in the tender document. The bidder must have visited NACIN premises before bidding.
- viii. Bids submitted by Service providers who do not have an office and work force in Chennai will not be disqualified.

Conditions to be satisfied in the financial Bid.

The "Technical / qualifying Bids" will be processed first. The "Financial Bids" of Bidders, who fulfill the terms and conditions specified for "Technical / qualifying Bids" will alone be considered for further process. **The Service provider, who has quoted the lowest amount for the House Keeping in the "Financial Bid", will be awarded the contract, subject to the bidder being qualified in all aspects of the Terms and Conditions.**

Terms And Conditions.

1. EARNEST MONEY DEPOSIT (EMD):

Earnest Money Deposit of Rs.25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft / Banker's Cheque of Scheduled bank drawn in favour of the Additional Director, NACIN, Chennai should accompany the tender. Tenders received without Earnest Money Deposit will be rejected. EMD should be collected personally by all the bidders at the end of the selection process from the office of NACIN, Ambattur, Chennai. However, the EMD shall be forfeited in case the successful tenderer withdraws or the details furnished in Annexure I & II are found to be incorrect or false during the tender selection process. No interest amount will be paid on the Earnest Money Deposit. EMD of the selected bidder will be returned on furnishing the performance guarantee as detailed below:

Performance Guarantee: The successful tenderer, shall submit one month value of contract as Performance Guarantee in the form of Bank Guarantee from a Nationalized Bank / Fixed Deposit of a scheduled bank drawn in favour of the Pr. Additional Director General, NACIN, Chennai before awarding of contract. It will remain valid for a period of six months beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.

2. The bidder shall quote their rates for the services to be provided **in Rupees per sq. feet per month in respect of Housekeeping Services**. The amount should be shown both in words and figures, which should include Employer's contribution towards PF & ESI, etc. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified by the Government, in this regard, from time to time.

3. The bidder must have a solvency certificate from his banker for an amount not less than Rs.15 lakhs while bidding (details to be given in Technical Bid).

4. The bidder shall produce copy of license under the Contract Labour (R & A) Act, from the licensing Authority within one month from the date of awarding the contract.

5. **The total number of Staff to be provided by the service provider location wise** should be indicated in the "Qualifying Bid" (Annexure-I) by the service provider.

6. The increase in wages on account of increase in Dearness allowances to be announced by the Government of India, on April & October of every year shall be compensated by NACIN for all the employees deployed at NACIN for housekeeping by the service provider.

7. This Academy reserves the right to postpone and or to extend the date of receipt / opening dates / quotations or to withdraw the same / amend the period of contract / without assigning any reasons thereof.

8. This Academy reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time, without incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for such action.

9. The agreement will be in force for the period of one year. If the services are found to be not satisfactory at any given time during the validity of the Contract, the Department reserves the right to terminate the contract by giving one month notice.

10. Conditional tenders, late tenders, tenders incomplete or not fulfilling all the tender conditions specified, tenders submitted without visiting the premises and not having office in Chennai will be rejected.

WORKING TERMS AND CONDITIONS:

1. The supplier shall only employ those persons who are approved by NACIN and shall not remove them without express approval of NACIN in writing. The Supplier shall promptly replace, after due approval of new person, any person deployed by them, who is found to be medically unfit, or not maintaining adequate personal hygiene, or whose behavior is found to be not courteous or who is otherwise found to be unfit for working within NACIN Campus or unfit for being deployed for these services by NACIN. In case the Supplier fails to remove or replace such person beyond three days after the request of NACIN to replace him, a penalty of Rs. 100/- per day per such person will be leviable by the Purchaser, which will be intimated by NACIN to the Supplier within 3 days of the incident, and deducted from the monthly payment of the Supplier. The Supplier shall not remove any person, once approved by NACIN, without the approval of NACIN in writing.
2. The personnel to be deployed should be well experienced and trained adequately to handle any type of cleaning, House-keeping and other related work entrusted to them by this office.
3. The Agency shall ensure that the House keeping staff present themselves clean and tidy. The personnel to be deployed should have knowledge of local language and preferably English/Hindi also and must obey instructions of NACIN office staff and office supervisor.
4. The housekeeping personnel should be provided with uniforms & identity cards prominently displayed. The responsibility of providing approved substitutes, if a person goes on leave shall be with the Contractor and it should not hamper the effective functioning of Office / Hostel / Guest House. In case of absence/leave of an employee, salary for the days of absence/leave will be cut from the monthly bill. Failure to provide approved replacement of a person, for absence beyond 2 days, may also attract imposition of penalty to the service provider by NACIN. The penalty will be calculated based on the number of days absent multiplied by the daily wages payable to such a person and the same will be payable by the service provider. In case of non-payment, the said amount will be deducted from the monthly bill.
5. The working hours with regard to NACIN Office will be from 08-30 Hours to 17-00 Hours daily. A skeleton staff of at least two personnel should be provided beyond 17-00 Hours on all working days to cater to any emergency work that may arise. The entire Office premises should be kept clean & tidy by **9.15 AM** on all working days. The personnel at NACIN office employed should work on all days except Sundays and National Holidays. The personnel shall report to the Supervisor, who in turn would report to the Officers-in-charge as assigned by this office.
6. In respect of the Hostel, Guest house, there should be a concrete arrangement in the deployment of staff to ensure availability of housekeeping staff to attend to hostel related activities. It should also be ensured that the hostel room and Guest suites are cleaned and kept ready for the guest before check in. The housekeeping personnel shall attend to work sincerely and shall be well-behaved and well-mannered with the guests. The personnel shall report to the Officers-in-charge as assigned by this office.
7. In case of emergency and residual situations, the Agency has to make the staff available, to cater for emergency services and urgent work entrusted by this office, as and when need arises.
8. If the quality of house-keeping is found to be not satisfactory, a penalty of Re.0.20 per sq.ft per day for the affected area shall be imposed by NACIN. The decision of the officer of NACIN designated for this purpose shall be final and binding.
9. Apart from registration under ESI & PF Acts, the service provider should be registered with other relevant statutory enactments dealing with employment of labour. All existing statutory

regulations of both State as well as Central Government shall be adhered to by the service provider and all records maintained thereof shall be made available for scrutiny by this office.

10. **The wages paid to the personnel should strictly adhere to the Code on Wages, 2019 and Contract Labour (R & A) Act, 1970.** License from Labour Department as per section 12 of Contract Labour (R& A) Act, 1970 should be obtained for the contract work within 7 days of award of contract. The service provider should ensure during the contract period to pay the wages as per **the Code on Wages, 2019**. Any default would be viewed seriously resulting in cancellation of contract. Further the wages to the deployed personnel should be paid on or before the 7th working day of next month. Any default would be viewed seriously resulting in cancellation of contract.
11. Increase in wages on account of increase in Dearness allowance as announced by the Government of India from time to time should be paid by the service provider and this will be compensated by the principal employer.
12. The deployed manpower should be paid the eligible bonus of Rs.7000/- per annum by the service provider. This bonus will be paid by the service provider every month on pro rata basis. This bonus amount will be compensated to the service provider by the principal employer every month.
13. The agency should ensure that there is absolutely no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Service provider will be in the employment of the Housekeeping Agency only and not of NACIN. The staff provided by the contractor shall have no right to claim / seek any employment in the Department based on the service rendered or any other basis and it is purely a contractual responsibility through the Contractor.
14. Mode of payment will be monthly and the payments to the Housekeeping Agency will be through Electronic Clearing Service (ECS) only. TDS shall be deducted as per the Income Tax Act and GST Act from the monthly bills.
15. The Contractor shall see that the personnel report to the officer(s) specifically appointed by this Office and shall perform all the contractual obligations as per the stipulations. It should be noted that the Supervisor reports to the Officers of the Department in order to effectively monitor the work at the work place and it shall not mean that there is brevity of contract between the Supervisor and the Department.
16. During the currency of the Contractual obligation, due to acts of omission or negligence, dishonesty or misconduct of the men/women engaged, if any damage or loss of whatsoever nature, is caused to the property or persons employed by the Contractor, the sole responsibility of the same shall lie on the Contractor alone. The agency shall indemnify and shall keep this Office indemnified against and this Office shall not be liable to pay any damages or compensation to such person or to third party. Further, damages or loss, if any caused by the service personnel to NACIN Office/Guest House/Hostel or its Officers, shall be charged to the Contracting Agency and recovered from its dues / bills.
17. In case the agency withdraws or the department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against performance guarantee provided by the successful bidder.

18. This Academy reserves the right to suspend the services of the Housekeeping agency at any time without giving any notice if found not to be in compliance with the terms and conditions of this tender.
19. The cost of cleaning material should not be included in the rate for bidding and it would be provided by NACIN. The Service Provider should specify the materials to be supplied for the house keeping services. All the housekeeping materials / consumable, such as brooms, cob web sticks, dusters, mop sticks, buckets, mugs, toilet cleaner, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning / dusting cloths, water wipers, dust bins, garbage bins, room sprays, scrubbing pads, naphthalene balls, glass cleaning equipment etc. as required to execute to above job will be supplied by this Academy.
20. All the bidders should include a reasonable margin in their bids to cover additional expenses such as uniform cost, ID cards, office expenses, etc.,. Rejection of the financial bids of bidders who do not have reasonable margins to cover statutory expenses will be at the discretion of NACIN.
21. If at any time during currency of the contract, the scope of work for which this job has been awarded is reduced / abandoned or if the number of persons employed by the supplier is reduced from the stipulated number for any period, the payment/value of this job order shall be reduced on pro-rata basis, by this office and would be binding on the service provider.
22. The service provider shall submit the bill for every month by the first working day of the next month and must compulsorily enclose the payment challans/details of PF, ESI & GST, Attendance sheet and Salary slips for the prior month. The bills will not be taken up for payment if the enclosures are not submitted. No interim bills will be entertained. The payment is subject to the TDS as applicable, under the Income Tax Act, 1961 and GST Act.
23. All existing statutory regulations of both State & Central governments shall be adhered to & complied with by the Housekeeping agency and all records maintained thereof should be made available on demand, for scrutiny by this Office. The Housekeeping Agency shall strictly comply with the terms and conditions of the agreement, which will be executed with the successful tenderer. Failure by the agency to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
24. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to jurisdiction of Chennai Courts only. NACIN, Chennai is entitled to withhold payments due to the Housekeeping Agency in case of any dispute, till it is resolved.

SCOPE OF HOUSE KEEPING SERVICES AT NACIN OFFICE SITUATED AT PLOT NO. 3/86E, ATC ROAD, AMBATTUR INDUSTRIAL ESTATE, CHENNAI – 600 058

NACIN office is housed at I, II and III floor (with lift facility upto II Floor) of the building premises at the above mentioned address. There is a kitchen and dining hall in the II Floor for running the canteen.

- (a) Sweeping and wet mopping of the entire area including the area in front of the Lift in all floors.
- (b) Furniture like Tables, Chairs, Visitor Chairs, Sofas, Almirahs, etc. and all the Electronic Gadgets like Computers, Telephones, Fax Machines, and Photocopier Machines etc. have to

be cleaned daily. The Doors, Windows, Partitions including the Particleboard, Glass and Aluminum Channels in the entire office should be cleaned daily.

- (c) Deep cleaning of the Toilets including Water Closets and Urinals with attached water and Washbasins by using disinfecting materials like Phenyl, Toilet Cleaner, Cleaning Powder, Soap Powder etc. thrice a day and more often if needed and also cleaning of all Sanitary Fittings, Tiles and Mirrors on the walls in the Toilets.
- (d) Vacuum cleaning the Systems Room and all Computers in the office and sofa sets twice a week. Vacuum Cleaner to be provided by NACIN..
- (e) Removal of blockages and clogging in the Wash Basins and other Sanitary Fittings in the Toilets for smooth drainage of waste-water.
- (f) Collection of all the garbage and waste and transport/disposal of the same to the nearest dumping point set up by the Corporation.
- (g) Maintenance and upkeep of the entire office premises including kitchen and dining hall.
- (h) Cleaning of the lift and staircases.
- (i) Shifting of Furniture and other equipment and files whenever required.
- (j) Maintenance of kitchen and dining hall including washing vessels, utensils, crockeries and cutleries.
- (k) Attending to electrical facilities in the office like changing of Tube Lights, Bulbs and such other minor repairs whenever required.
- (l) All Name Boards, Wall Panels Paintings etc. should be wiped off dirt at regular intervals. All Brass Boards have to be polished with brass polish.
- (m) Care should be taken that the gadgets are not tampered with during the cleaning operation.
- (n) Such other cleaning or other work that may be entrusted from time to time by the officers concerned.
- (o) Cleaning of all panels and Notice Boards

WEEKLY SERVICES (Saturdays)

- (a) Removal of cobwebs in the Office Rooms, Corridors and Lavatories.
- (b) Removal of dust accumulated on the Walls, Windows, Window Panes and Ventilators in the Toilets.
- (c) Thorough Washing, Rubbing and Cleaning of Corridors using Scrubber Machine. Scrubber Machine to be provided by the Service Provider.

SCOPE OF HOUSE KEEPING SERVICES AT NACIN HOSTEL IN BLOCK NOS.30,31,32 & 33 GUEST HOUSE IN QUARTER NO. 505/2 AND OFFICERS' MESS IN QUARTER NO. 506/1. ALL SITUATED IN C.R.QUARTERS, 15TH MAIN ROAD, ANNA NAGAR, CHENNAI – 600 040.

NACIN, Hostel consists of 4 Blocks each consisting of 12 rooms with attached rest rooms in 3 floors (i.e. total of 48 rooms), one Guest House with 4 guest suites and one officers' Mess.

1. Ensuring similar house-keeping work, as listed in "a" to "o" above as applicable to NACIN Hostel, Guest House and Officers' Mess.
2. Energy Saving and water conservations is essential and the Housekeeping Supervisor at the Hostel/Guest House should ensure that the Air-Conditioners, Fans & Lights etc., are switched off when the Guests are not in the rooms and that unoccupied rooms are kept under lock and key.
3. Once the occupants vacate the room(s)/guest suite(s), they should be cleaned up and the bed linens should be replaced with fresh/cleaned ones.
4. Hostel rooms and Guest Suites in the Guest House, should be kept clean and tidy for occupation before the arrival of the guests.
5. The bed linens, pillow covers etc. in the Hostel rooms/ Guest suites should be changed before entry of new guests and should be changed at frequent intervals, preferably weekly once when the guests continue to stay for a longer time.
6. Equipment such as television, water purifier, refrigerator, washing machine, grinder, gymnasium equipment, kitchen equipment & accessories etc. available in the Hostel-cum-Guest House shall be kept clean and looked after properly.

Weekly Services:

- (i) Removal of cobwebs, accumulated dust on walls and cleaning of doors, window panes, curtains, name boards etc,
- (ii) Thorough washing, rubbing and cleaning of corridors and steps using scrubber machine.



**ASSISTANT DIRECTOR
NACIN, CHENNAI.**

