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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/04/02/2017

Date:28.06.2017

**NOTICE INVITING ONLINE E-TENDER FOR PROVIDING
‘HOUSEKEEPING’ & ‘CANTEEN’ 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 / bid documents from experienced and eligible Contractors engaged in the business of providing Housekeeping & Canteen Services for the purpose of providing the said 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 & Canteen 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 & Canteen Services |

The contractors should have valid E.S.I., P.F. and Service Tax Registration. The rates in respect of **Housekeeping Services** are to be quoted on **Rupees per Square Feet per month basis** inclusive of Employer's contribution towards E.S.I. & P.F., and in respect of **Canteen Services**, the rate to be quoted should be the consolidated rate **per month basis** inclusive of Employer's contribution towards E.S.I. & P.F., for managing canteen activities at both the above said premises. The quoted Rates should be exclusive of all taxes. The contractor would be liable for ensuring compliance with the relevant rules and regulations notified by the Government, in this regard, from time to time. In the event of increase in wages on account of increase in Dearness allowance as announced by the Government of India, NACIN would compensate the contractor to the extent of increase in the Dearness allowance.

The Tender document containing two parts viz., **(i) Qualifying Bid (Annexure - I) and (ii) Financial Bid (Annexure – II & III)** together with the pre-qualification requirement, terms & conditions, scope of work and working terms and conditions, can be obtained from the NACIN Office, Plot No: 3/86-E, ATC Road, Ambattur Industrial Estate, (Near AMBIT IT Park), Chennai-600058 on all working days between 10.00 A.M and 4.00 P.M.

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

The Service provider may 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.

The e-tender / bid documents for 'Qualifying Bid' in the Proforma prescribed in Annexure-I and the Tender form for the 'Financial Bid' in the Proforma prescribed in Annexure-II shall be complete in all aspects and is to be uploaded / submitted online in the Govt of India, Central Public Procurement Portal (e procurement) website. as **"Qualifying Bid for providing Housekeeping & Canteen Services for NACIN, Chennai, for one year"**. The e-tender / bid documents should be addressed to the undersigned, NACIN, Plot No: 3/86-E, ATC Road, Ambattur Industrial Estate, (Near AMBIT IT Park), Chennai-600058 and uploaded/**submitted online on or before 06.00 p.m. on 19.07.2017**. The Qualifying e-tender / bid documents will be **opened on 21.07.2017 at 11.00 a.m.**

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 / submit the same along with the Technical / qualifying bid and necessary documents of proof as required. Prices wherever quoted should be written both in figures and words.

Service providers who do not fulfill pre-qualification requirements will not be considered. Financial bids of only those service providers will be opened, who fulfill the terms and conditions as mentioned. This Academy reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.


(P.VENKATASUBRAMANIAN)
ASSISTANT DIRECTOR

Encl: Copy of Tender Document

To

1. The Web Master, www.nacen.gov.in, www.cbec.gov.in and www.centralexcisechennai.gov.in
2. The Public Relation Officer, Chennai-I / Chennai – II / Chennai-III / Chennai-IV / SERVICE TAX / Directorate of Systems / LTU / Custom House, Chennai to display in the Notice Board.
3. The Superintendent of Central Excise (Systems), Nungambakkam High Road, Chennai – I Commissionerate – with a request to publish it on Website.

ANNEXURE-I
TECHNICAL / QUALIFYING BID

E TENDER FORM FOR HOUSE KEEPING & CANTEEN SERVICES FOR NACIN

| Sl. No. | Particulars | | |
|---------|--|-------------------------------|--|
| 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. | Details of experience in providing Housekeeping / Canteen services | Name of the Services | No. of Years |
| | | Housekeeping | |
| | | Canteen | |
| 11. | Name the Government Organisation / Public Sector Offices / Large Corporate Offices, where services have been provided for three or more years. | Name of the Services | Name of the Organisation / Office |
| | | Housekeeping | |
| | | Canteen | |
| | | Both Housekeeping and Canteen | |
| 12. | Name & Address of the site measuring 25,000 Sq.Ft and above, where housekeeping services are being provided | | |

| | | | | |
|-----|--|------------------------------------|--|--------------------------------|
| 13. | Name & Address of the site, where canteen services are being provided | | | |
| 14. | Details of Registration with PF & ESI Authorities (Please attach proof) | PF: ESI: | | |
| 15. | Service Tax Registration No. (Please attach photocopy) | | | |
| 16. | Amount of Service Tax paid (Rs. in lakhs) | Year | S.T Amount paid (Rs. in lakhs) | |
| | | 2013-14: | | |
| | | 2014-15: | | |
| | | 2015-16: | | |
| 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., 2010-11, 2011-12 & 2012-13) | | | |
| 18. | Annual Turnover for the last three financial years (Please attach balance sheets/Auditor's Certificate) | Year | Annual Turnover Amount (Rs. in lakhs) | |
| | | 2013-14: | | |
| | | 2014-15: | | |
| | | 2015-16: | | |
| 19. | Details of Profit / Loss during the last three financial years | YEAR | PROFIT (Rs. in lakhs) | LOSS (Rs. in lakhs) |
| | | 2013-14: | | |
| | | 2014-15: | | |
| | | 2015-16: | | |
| 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 | Canteen |
| | | NACIN Office | | |
| | | NACIN Hostel & Guest House | | |
| 23. | Details of Earnest Money Deposit (EMD) | | | |

HOUSEKEEPING SERVICES

| Sl. No | Name of the Office | Location | Total Area in Sq. Ft. | No. of persons to be engaged |
|--|---|-------------------------------|-----------------------|------------------------------|
| 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 NO. OF PERSONS TO BE ENGAGED IN HOUSEKEEPING (A): | | | | |

CANTEEN SERVICES

| Sl. No | Name of the Office | Location | No. of persons to be engaged |
|--|---|--|------------------------------|
| 1 | NACIN Office Canteen Chennai-600058. | Canteen at 2 nd Floor, NACIN Office, Ambattur IE, Chennai-58 | |
| 2 | NACIN Officers' Mess, Chennai – 600 040. | NACIN Officers' Mess, Door No.2, Block No.505, Anna Nagar | |
| TOTAL NO. OF PERSONS TO BE ENGAGED IN CANTEEN SERVICES (B): | | | |

| | |
|--|--|
| TOTAL NO. OF PERSONS TO BE ENGAGED IN HOUSEKEEPING & CANTEEN SERVICES (A) +(B): | |
|--|--|

DECLARATION

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-II
FINANCIAL BID

| | | |
|----|--|----------------------------|
| 1. | Name of the Service Provider | |
| 2. | Address (with Telephone No., Fax & E-Mail) | |
| 3. | Name and Address of the Proprietor(s) / Partner(s) / Director(s) (With Mobile Numbers) | |
| 4. | Total Area (in Sq.Ft): (For Housekeeping) | |
| 5. | Rate per Sq.Ft per month (for Housekeeping) | Rs. (Rupees _____) |
| 6. | Total Rate per month for the total area for Housekeeping Services (exclusive of Service Tax) (A) | Rs. (Rupees _____) |
| 7. | Rate per month for managing Canteen activities both at Ambattur I.E. & Anna Nagar premises (exclusive of Service Tax) (B) | Rs. (Rupees _____) |
| 8. | Total bid amount per month (exclusive of Service Tax) (A) + (B) | Rs. (Rupees _____) |
| 9. | Proposed total man power deployment | |

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I / we may be backlisted and will not have any dealing with the Department in future.

Signature of Authorized Signatory with date and Seal)

FINANCIAL BID ENCLOSURE

| RATE OF WAGES | |
|--|-------------------------|
| DESCRIPTION | AMOUNT IN RUPEES |
| Basic Pay : | |
| Variable DA : | |
| Gross Daily Wages : | |
| Wages for working days of the month : | |
| (26 days excluding holidays) | |
| Add: Statutory Contributions: | |
| 1. EPF ,EPS, EDLI & Admin charges : | |
| 2. ESI (4.75%) : | |
| 3. Bonus (8.33%) : | |
| Add: Contractor's Service Charges : | |
| TOTAL : | |
| Percentage (%) of Gross Wages : | |
| Wage rate per Sq. Ft per day : | |
| (Rupees _____) | |
| Wages for maximum of 26 days : | |
| (Rupees _____) | |

Signature of Service Provider / Authorised Signatory with date and seal

PRE-QUALIFICATION REQUIREMENT.

The bidder for the Housekeeping & Canteen 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 & Canteen Services and they should have minimum experience of three years in providing either Housekeeping Services or Canteen services or both 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, measuring not less than 25,000 Sq.Ft. area and should also have experience in managing canteen services at any one location not belonging to their own.
- iii. The bidder should have registered with ESI & PF Departments before 01.04.2013. Copies of the registration papers along with code numbers attached to the Agency/Company shall be provided.
- iv. The bidder should have Service Tax Registration. & should have paid Service Tax amount of at least Rs.5 Lakhs in any one of the preceding three financial year viz., 2013-14, 2014-15 & 2015-16. 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., 2013-14, 2014-15 & 2015-16. 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 2013-14, 2014-15 & 2015-16. 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.

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 and Canteen services, both put together 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 General, NACIN, Chennai should accompany the tender. Tenders received without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the eligible 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 and EMD of the selected bidder will be returned on furnishing the performance guarantee as detailed below:

Performance Guarantee: The successful tenderer, shall submit @ 5% of the annual value of contract as Performance Guarantee in the form of Bank Guarantee from a Nationalized Bank / Demand Draft / Banker's Cheque of a scheduled bank drawn in favour of the Additional Director General, NACIN, Chennai before awarding of contract. It will remain valid for a period of sixty days 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 as **rate per sq. ft per month in respect of Housekeeping Services** and in respect of Canteen Services they may specify the **amount per month for managing the canteens**. 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 produce a solvency certificate from his banker for an amount not less than Rs.15 lakhs within one month from the date of awarding of contract.

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

7. 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.

8. 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.

9. Conditional tenders, late tenders, tenders incomplete or not fulfilling all the tender conditions specified herein will be rejected.

WORKING TERMS AND CONDITIONS:

1. 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. Among the personnel deployed in the NACIN office, one person should perform the job of a Supervisor, who will be in charge of the entire house-keeping and canteen work at NACIN Office. In respect of the NACIN Hostel & Guest House & Officers' Mess at Anna Nagar, which has round-the-clock activities, one person should be available as Caretaker, who will be in charge of all activities relating to it.
2. The persons who are taking up the role as caretaker and supervisor should necessarily have working knowledge in computers.
3. Cooks with good experience are to be deployed both at NACIN office canteen and at the Officers' Mess at the Hostel. The cooks should be well versed in the preparation of both South Indian and North Indian food. The agency shall ensure that the canteen work undertaken by its personnel is carried out efficiently and to the satisfaction of this Office.
4. The Agency shall ensure that the House keeping staff and the canteen staff present themselves clean and tidy. The personnel to be deployed should have knowledge of local language and preferably English/Hindi also.
5. The housekeeping & catering personnel should be provided with uniforms & identity cards prominently displayed. The responsibility of providing 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 and the canteen. Failure to provide replacement of a person, for absence beyond 2 days, may attract imposition of penalty to the service provider by NACIN. The penalty will be calculated based on the no. 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.
6. The working hours with regard to NACIN Office will be from 0830 Hours to 1630 Hours daily. A skeleton staff of at least two personnel should be provided beyond 1630 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 the NACIN office employed should work on all days except Sundays and National Holidays. The personnel shall report to their Supervisor, who in turn would report to the Officers-in-charge as assigned by this office.
7. In respect of the Hostel, Guest house and the canteen at Hostel, there should be a concrete arrangement in the deployment of staff to ensure availability of housekeeping staff to attend to hostel related activities (like checking in, checking out, issuing bills/invoices, etc.). The service provider should ensure such arrangements even on Sundays and National Holidays in order to cater to the guests staying there.
8. It should also be ensured that the hostel room and Guest suites are cleaned and kept ready for the guest before they 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 their caretaker, who in turn would report to the Officers-in-charge as assigned by this office.

9. 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.
10. 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 designated officer of NACIN for this purpose shall be final and binding.
11. 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.
12. **The wages paid to the Housekeeping personnel should strictly adhere to the Minimum Wages Act, 1948 and Contract Labour (R & A) Act, 1970** and as prescribed by the O/o the Chief Labour Commissioner (Central). In the event of an increase in wages on account of increase in Dearness allowance as announced by the Government of India, NACIN would compensate the contractor to the extent of increase in the Dearness allowance. 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 **Minimum Wages Act, 1948**. Any default would be viewed seriously resulting in cancellation of contract. Further the wages to the out-sourced staff should be paid on or before the 5th working day of next month.
13. The agency should ensure that there is 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 the 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. Tax shall be deducted at source as per the Income Tax Act from the monthly bills. The Contractor is responsible for the payment of monthly salary including leave salary, bonus, gratuity etc., to their personnel as applicable to them under law.
15. The Contractor shall see that the Supervisor/Caretaker reports 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/Caretaker 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/Caretaker 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 whatsoever..
19. The cost of cleaning material should not be included in the rate for bidding and it would be provided by the office. 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. **The contract will be in force for one year.** This office reserves the right to extend the duration of the contract for a further period subject to satisfactory performance and on mutually agreed terms and conditions
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. No interim bills will be entertained. The payment is subject to the TDS as applicable, under the Income Tax Act, 1961.
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.

 28/6/17
**ASSISTANT DIRECTOR
NACIN, CHENNAI.**

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 'HKC'.
- (e) Removal of blockages and clogging in the Wash Basins and other Sanitary Fittings in the Toilets for smooth drainage of wastewater.
- (f) Collect all the sweepings, garbage and wastes and transport/dispose 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 and upkeep of the lift.
- (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 outside panels

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 and each Block consist of 12 rooms with attached rest rooms in three floors (i.e. 4 rooms x 3 floors x 4 blocks = 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. Registration of Guests.
3. Rooms at the Hostel/Guest House should be allotted to persons authorized by the Department only and it should be ensured that there is no unauthorized occupation of rooms and no misuse of facilities.
4. Energy Saving and water conservations is essential and the caretaker 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 un-occupied rooms are kept under lock and key.
5. Collection of Room Rent and Service Charges under printed bills and its remittance to the Department on a periodical basis as stipulated by the Department.
6. Maintenance of Registers and Accounts relating to (i) Guest Occupancy details, (ii) Collection of Room Rent and Service Charges, (iii) Stock Registers for Kitchen Utensils & Accessories, (iv) Furniture (v) Bed Linens and other articles (vi) Bed Linens Washing details, in respect of Hostel/Guest House.
7. 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.

8. Hostel rooms and Guest Suites in the Guest House, should be kept clean and tidy for occupation before the arrival of the guests.
9. 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.
10. The connected inventory list of items available in the Hostel rooms (room wise) and Guest suites (suite wise) should be shown to the guests and acknowledgement on the same should be obtained from them.
11. No guest should be allowed to stay beyond the permitted stay period and any issue arising out of this may immediately be brought to the knowledge of the officer in charge of the Hostel.
12. Maintaining proper liaison with the other agencies like TNEB, CPWD, Metro Water etc., and to get Civil/Electrical maintenance works done by them in consultation with NACIN.
13. 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.

SCOPE OF WORK:

CANTEEN / CATERING SERVICES AT NACIN OFFICE, AMBATTUR AND AT OFFICER'S MESS, CR QUARTERS, ANNANAGAR.

1. **Providing Good quality breakfast, lunch, dinner, tea and coffee, at the NACIN Officer's Mess** at the requests of the Hostel/Guest House guests at the specified price.
2. **Providing good quality lunch and tea/coffee at the NACIN Office** at the requests of office staff / trainees at the specified price. The maximum cost of the food items will be prescribed by the designated officer at regular intervals.
3. Collection of amount(s) from the Officers/Guests/Trainees for the consumption of food and issue of proper bill with relevant details to the remitters.
4. Maintenance of the accounts of the said bills by the cook to enable inspection by the designated officer on a fortnightly basis.
5. Timely Booking of LPG cylinders for cooking, Timely procuring of grocery items, fruits, vegetables, milk etc., for cooking.
6. Proper maintenance of the Kitchen, utensils, Kitchen accessories & other infrastructure provided by NACIN.
7. Any other work as assigned by ADG, NACIN, or by any other officer, authorized for this purpose, from time to time

