

**NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING, LAUNDRY AND
DISHWASHING SERVICES FOR HARITHA HOTELS, TSTDC**

Tender No.	TSTDC/HTLS/AGM(H&T)/2017, Dated: 13.09.2017
Last Date for Submission / Receipt of completed Tender	Up to 13:30 hrs. on 23rd September, 2017 in office of “The Executive Director (Hotels), TSTDC Ltd, 3-5-891, Himayatnagar, Hyderabad, Telangana – 500 029
Date of Pre-Bid Meeting	11:00 hrs on 21st September, 2017 for clarifications of queries, if Any at above mentioned address

Executive Director (Hotels)

Notice Inviting Tender and Schedule of Events

TSTDC invites sealed tenders under two bid systems (Technical Bid and Financial Bid) for the following work:

Name of the Work	Providing Housekeeping Service for Haritha Hotels, TSTDC 1. Haritha Kakatiya 2. Haritha Bhadrachalam 3. Haritha Valley View Resort, Vikarabad 4. Taramati Baradari Cultural Complex
Tender No.	Tender No: TSTDC/HTLS/AGM(H&T)/2017, Tender for Housekeeping Services Dated:13.09.2017 ,
Tender Submission Cost (Non-refundable)	Haritha Kakatiya - Rs. 1000/- + GST@12% (Rs. 120/-) =Rs. 1120/- Haritha Bhadrachalam- Rs. 1000/- + GST@12% (Rs. 120/-) = Rs.1120/- Haritha Valley View Resort, Vikarabad - Rs. 1000/- + GST@12% (Rs. 120/-)=1120/- Taramati Baradari Cultural Complex - Rs. 1000/- + GST@12% (Rs. 120/-) =1120/- by Demand Draft in favour of The Managing Director, TSTDC, Hyderabad. This amount is non-refundable.
EMD	1. Haritha Kakatiya -Rs. 3,00,000/- (Rupees Three Lakhs only) 2. Haritha Bhadrachalam - Rs.2,00,000/- (Rupees Two Lakhs Only) 3. Haritha Valley View Resort, Vikarabad - Rs.2,00,000/- (Rupees Two Lakhs) 4. Taramati Baradari Cultural Complex - Rs.2,00,000/- (Rupees Two Lakhs Only) by demand draft in favour of The Managing Director, TSTDC, Hyderabad at the time of submitting tender documents)
Estimated volume of business	1. Haritha Kakatiya - Rs. 38,04,000/- per annum 2. Haritha Bhadrachalam- Rs. 25,20,000/- per annum 3. Haritha Valley View Resort, Vikarabad - Rs. 24,12,000/- per annum 4. Taramati Baradari Cultural Complex - Rs. 26,40,000/- per annum
Contract Period	The period of contract will be Two years with a built-in scheme for review of the performance at the end of each year. The contract may be extended by another one year on the basis of the performance.
Issue of Tender	The Tender document can be downloaded from the website– www.tourism.telangana.gov.in for information. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly. Tender document can be purchased from 14th September 2017, 11.00 AM to 23rd September 2017, 12.00 noon by paying DD for an amount of Rs.1000/- + GST @ 12% in favour of The Managing Director, TSTDC, Hyderabad, from the office of Executive Director (Hotels) during office hours on working days (11.00 AM to 5.00 PM)
Pre-Bid Meeting	11:00 hrs on 21st September, 2017 for clarifications of queries, if any at the office of “Executive Director (Hotels), TSTDC Ltd, 3-5-891, Himayatnagar, Hyderabad, Telangana
Submission/ Receipt of Tender	Upto 13:30 hrs. on 23rd September in office of “Executive Director (Hotels), TSTDC Ltd,3-5-891, Himayatnagar, Hyderabad, Telangana – 500 029
Opening of Tender	Part– A– Technical Bid The technical Tender documents shall be opened on the same day, i.e. 23rd September, 2017 at 15:00 hrs in the presence of authorized representatives of the bidders.
	Part – B – Financial Bid Financial Bid of the technically acceptable bidders as recommended by the Tender Committee shall be opened at a later date after evaluation of the technical bids.
Contact Person (for any clarification)	“Executive Director (Hotels), TSTDC Ltd, 3-5-891, Himayatnagar, Hyderabad, Telangana – 500 029. Ph. No. 040 -23262152/53/54/57
Proposed Date to Commence the Operations	1st November, 2017

IMPORTANT INSTRUCTIONS

1. Read the tender documents carefully before filling.
2. Sign each page with seal.
3. PART 'A' should contain–
 - a. Technical Bid with all relevant signed documents as mentioned in Terms and Conditions
 - b. EMD
 - c. Tender Submission Cost
 - d. Sealed envelope with superscription "TENDER FOR HOUSEKEEPING, laundry and dishwashing SERVICES FOR
 - i) Haritha Kakatiya
 - ii) Haritha Bhadrachalam
 - iii) Haritha Valley View Resort, Vikarabad
 - iv) Taramati Baradari Cultural Complex

4. PART 'B' should contain only Financial Bid
Sealed envelope with superscription "FINANCIAL BID HOUSEKEEPING, LAUNDRY AND DISHWASHING SERVICES FOR TSTDC, PART 'B'. Financial Bid should mention only prices in the stipulated format without any condition. The prices shall be filled up both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted. Any corrections shall be legible and signed by the authorized signatory.

5. Put PART 'A' and PART 'B' in separate sealed covers and put both the sealed covering one cover addressed to "Executive Director (Hotels), TSTDC Ltd,3-5-891, Himayatnagar, Hyderabad, Telangana – 500 029 with superscription on the cover as "TENDER FOR HOUSEKEEPING, LAUNDRY AND DISHWASHING SERVICES FOR TSTDC and send to the under mentioned address **on or before 13:30 hrs on 23rd September 2017** office of "Executive Director (Hotels), TSTDC Ltd, 3-5-891, Himayatnagar, Hyderabad, Telangana – 500 029.
6. **Tender documents separately for each unit can be purchased by paying DD for an amount of Rs.1000/- + Rs. 120/- (12 % GST) in favour of The Managing Director, TSTDC Ltd, Hyderabad from the office of Executive Director (Hotels). This amount is non-refundable.**
7. Application without the prescribed fee and EMD will not be considered.
8. EMD will be forfeited in case, if malicious and fraudulent information is submitted by the tenderer
9. TSTDC accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person. Offers received late/incomplete will be summarily rejected.
10. The technical bid will be opened at **15:00 hrs on 23rd September, 2017** in the presence of the representatives of the tenderer's if present.
11. The financial bids of only those Tenderers whose technical Tenders are recommended by Tender Committee will be opened at a later date after evaluation of the technical bids. The date & time of opening of financial bid will be intimated to the Tenderers in advance through email & telephone.

12. During the opening of the two-bid Tender the name of Tenderers who have submitted their offers along with details of Earnest Money Deposit will only be read out and no other information /details whatsoever, will be shared at this stage.
13. The offer of the Tenderer shall be valid for 6 (Six) months from the last date of submission of Tender /revised offer (if any).
14. In deciding upon the selection of agencies for the work, great emphasis will be put on the ability and competence of agencies to provide high quality services according to the time schedule and in close co-ordination with other agencies.
15. The Tender should be complete in all respects and should be duly signed. Late and delayed tenders due to any reason including postal delays shall not be considered at all. Offers sent through fax / e-mail will not be accepted.
16. Hypothetical /Conditional, Incomplete bid will not be entertained & will be summarily rejected. Please note that the bidder must quote for all the categories mentioned in the tender.
17. The period of contract would be for **Two years** from the date of award of the contract and it may be further extended for another one year on the satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis.
18. Please keep visiting our website for any corrigendum/amendments and submit the bid documents accordingly. Separate advertisement will NOT be published in Newspaper for any corrigendum/extension/ clarification etc.
19. The Managing Director, TSTDC reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
21. Any damages to the property by the agency will be recovered from the security deposit.
22. The Managing Director, TSTDC reserves the right to accept /reject any tender in part or full, without assigning any reason whatsoever.
23. If the last date of receiving /opening of the tenders coincide with a holiday, then the next working day shall be the receiving /opening date.

TENDER DOCUMENTS CONSIST THE FOLLOWING:-

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work
- V. Technical Bid
- VI. Financial Bid
- VII. Check List

I – ELIGIBILITY CRITERIA

1. Tenderers should **have at least Five (5) years of experience** in providing housekeeping services satisfactorily of **reputed Hotels 2-star and above Corporate Hospitals, Corporate offices and Multinational Companies**. This should be supported by documentary evidence. Certificates of satisfactory performance from at least three clients are also to be submitted along with the tender. **Preference will be given to the ISO certified agency during technical bid evaluation.**
2. The tenderer should be a registered company / proprietorship / partnership / society.
3. Should have an annual turnover of at least Rupees Seventy Five Lakhs from housekeeping services in the last financial year i.e. (2016 – 17) and Rupees Sixty Lakhs for (2014-15 and 2015-16)
4. Should have at least;
 - a) One similar ongoing work contract of Fifty Lakhs or more per annum;

OR

 - b) Two similar ongoing work contracts of 30 lakhs or more per annum;

Proof of the same to be furnished along with contact details of the concerned firms.
5. Should be registered with the following Statutory authorities in Telangana and must furnish attested copies of supporting documents:
 - Commissioner of Central Excise & Customs (GST for Housekeeping Services)
 - Employees State Insurance Corporation
 - Employees Provident Fund Commissioner
 - Income Tax Department (PAN Card be attached)
 - Labour department (Registration certificate from labour Department)
6. The following documents must be submitted along with tender:-
 - a. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.
 - b. Income tax returns of last three years.
7. The Tenderer should have sufficient number of employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. Should be attached with the technical Bid. Document in support of Service tax, ESI, EPF deductions and details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.
8. The tenderer should have atleast **100 Nos. Of captive manpower on** his payroll on the day of filing the tender. The tenderers with captive manpower less than this number will be rejected.
9. The Tenderer should enclose with the Technical Bid (Part I) an Earnest Money Deposit (**EMD**) separately for each units amounts mentioned below
Haritha Kakatiya -Rs. 3,00,000/- (Rupees Three Lakhs only)
Haritha Bhadrachalam - Rs.2,00,000/- (Rupees Two Lakhs Only)
Haritha Valley View Resort, Vikarabad - Rs.2,00,000/- (Rupees Two Lakhs only)
Taramati Baradari Cultural Complex - Rs.2,00,000/- (Rupees Two Lakhs Only)
in the form of Demand Draft, drawn in favour of “The Managing Director, TSTDC. Tender forms not accompanied by the EMD shall be summarily rejected. This amount will be returned interest – free to the unsuccessful tenderers after three months from the closing date of the Tender or after one month of the award of the Contract, whichever is earlier. **No interest will be paid on the EMD under any circumstances.**

II. GENERALINSTRUCTIONS TO TENDERERS

1. Eligible and willing agencies are advised to visit all the four (4) Haritha Hotels to get an onsite assessment of the work on any working day between 10.00AM to 04.00 PM after taking permission from the Executive Director (Hotels)
2. A pre-bid meeting shall be held at the TSTDC, Corporate Office to clarify any queries of the tenderer on **21st September 2017 at 11.00 A.M.**
3. The Tenders are to be submitted as per two bid system i.e. Technical bid and Financial Bid.
 - (A) The technical bid should contain the papers to fulfil all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipment, tools and tackles required for the job.
 - (B) Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document. Both the bids should be submitted in two separate sealed envelopes super scribed as

“Technical Bid for House Keeping, Laundry & Dishwashing Services” and “Financial Bid for House Keeping, Laundry & Dishwashing Services”.

4. Sealed tenders should be addressed to “Executive Director (Hotels), TSTDC Ltd, 3-5-891, Himayatnagar, Hyderabad, Telangana – 500 029. The Tender should be reached in the office of Executive Director (Hotels), TSTDC Ltd,3-5-891, Himayatnagar, Hyderabad, Telangana – 500 029 by the stipulated date and time. “Tender submitted or received after the closing date and time will not be considered”. The Technical Bid must also be accompanied by declaration in the prescribed Performa (Annexure-V). In the absence of EMD or any of the mentioned details, the tender will be summarily rejected.
5. The Earnest Money Deposit will be refunded to the unsuccessful tenderer only after finalization of the contract. No interest will be paid on the EMD. In the case of successful tenderers, the balance **EMD shall be paid for the total contract value.** In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
6. The bid shall be valid for 180 days from the date of opening of tender. No Tenderer will be allowed to withdraw his tender after submission during the bid validity period (180 days). In case, the tenderer does not honour his bid, the EMD submitted by the tendering firm would stand forfeited.
7. The Tender form should be complete in all respects giving correct and relevant data. All entries in the tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.
8. Incomplete tenders/tenders not complying with the terms and conditions of the tender document, tenders received after the closing date, suppression/ falsification of information/influency or intimidating other tenderers shall entail disqualification of the tender. Similarly, conditional tenders will also be rejected.
9. The Tender document must be signed by the authorized signatory a person holding a power of attorney authorising him/her to do so. Each page of the tender should bear the signature, date, name and title of the person signing the tender and affixing a rubber stamp indicating the name of the firm and enclosed with technical bid Part I.
10. The Tenderers, whose Technical Bids are accepted will be informed about the date and time of opening of Financial Bids.
11. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Agency.
12. A performance security deposit equal to 3 months salaries of the employees in the form of Demand Draft/Banker’s cheque of any scheduled bank, drawn in favour of “The Managing Director, TSTDC Ltd.,” is to be submitted by the successful bidder and commence the work within 7 days of acceptance of the tender. Otherwise the contract may be cancelled and EMD will be forfeited.

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The period of contract will be for Two **years** extendable one year with a built-in scheme for review of the performance at the end of each year. TSTDC will not entertain any request for revision of rates in the first 2 (two) years of the contract period. Revision of Minimum wages of manpower will be applicable as per rule of Govt. of T e l a n g a n a , Minimum Wages Act, and Department of Labour & Employment.
2. TSTDC reserves the right to terminate the contract by serving one month's notice, in writing if the services of the Agency are not found satisfactory. The Agency may also ask for the same by giving three month's notice but he has to provide the housekeeping facility till the next agency is engaged.
3. The persons to be deployed by the Agency should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment's.
4. The Agency will have to provide standard liveries as approved by The Managing Director, TSTDC Ltd., at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contract or for the approval of competent authority within seven days from the date of entering into the agreement.
5. The agency will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipment's, etc. after biometric attendance. TSTDC will provide the space for setting up a control room for the Contract or in the premises of the Hotel from where the agency and his own supervisory or office staff can control the housekeeping labour force working in the hotel.
6. TSTDC will provide space for a store room to the agency in the premise of the Hotel. The storekeeper deployed by the agency will store all their liveries, materials, equipment's in the storeroom and maintain a computerized record of the stores which shall be opened to inspection by TSTDC.
7. The Agency should ensure the Health and safety measures of the employees.
8. The Agency will be responsible for supply /installation /refilling /maintenance of all consumables, items and equipment's used in all areas of the Hotel's Campus for housekeeping purpose, as given in "Annexure-II"
9. The Agency must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code also.
10. The Agency shall engage only such workers, whose antecedents have been thoroughly verified; including character and police verification and other formalities. The Agency shall be fully responsible for the conduct of his staff.
11. The Agency at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. TSTDC will not own any responsibility in this regard. **The Agency should comply with all the labour laws in force.**
12. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Labour Department . If the rates quoted are found below the minimum wages, tender will be rejected.
13. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by Govt. of Telangana. The rate will be revised solely based on the revision of minimum wages as notified by Govt. of Telangana from time to time.

14. The period of contract will be **two years** with a built-in scheme for review of the performance at the end of each year. Hotel will not entertain any request for revision of rates in the first 3 (three) years of the contract period. Revision of Minimum wages of manpower will be applicable as per rule of Govt. of Telangana, Minimum Wages Act, and Department of Labour & Employment.
15. In the event of injury, illness or accidents to any worker, TSTDC will not be liable to pay any compensation. The insurance cover shall include the liability under the Workmen Compensation Act.
16. The agency shall in no case pay its employee less than the minimum mandatory rates per day in accordance with the Minimum wages fixed by Government of Telangana and a record of that should be kept in a register, which may be made available for examination to TSTDC as and when demanded.
17. The workers employed by the Agency shall be his sole employees and TSTDC Ltd., shall not have any relation whatsoever with employees of the Agency. He will be fully responsible for their acts, conduct and any other liability.
18. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by TSTDC Ltd besides annulment of the contract.
19. Once the housekeeping staff is allotted an area of work he or she will be under supervision of the Unit Manager his authorised representatives and in addition to the instructions issued by the agency side they have to follow all instructions and orders given by the Unit Manager/ authorised officials. These instructions should be considered as the scope of work. **Preferably for Supervisor staff should be trained from 3 Star and above hotels, should possess Diploma in Housekeeping from reputed institute.**
20. Omission, neglect or failure on the part of the tenderer to obtain requisite reliable and full information on any matter affecting his tender shall not relieve the tenderer from any liability in respect of the contract
21. The Agency shall:-
 - a) Provide all items and consumables to his housekeeping staff as per Annexure-II
 - b) Ensure that their managers /supervisors are equipped with mobile phones and are available round the clock.
 - c) Only deploy the work force that is on his payroll.
 - d) Provide Waste (Non-Biomedical) management Services including all equipment, containers, trolleys etc.
 - e) Arrange for a garbage disposal vehicle and other equipment's required for segregation and disposal of waste in a professional manner.
 - f) Plan, manage and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Agency will arrange for required resources, including manpower, machinery, disposables etc which is used by the house keeping staff.
 - g) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. Shall be provided by the Agency to the housekeeping staff.

22. Details of Nature and Scope of work

- A. This is a service contract. The services to be provided under the contract are as shown below.
1. Cleaning, sweeping, mopping, dusting etc., the different spaces in the hotel as shown in schedule – A
 2. Failure to execute with adequate man power, materials and punctuality in timings will attract penalty in monthly payments ranging from 10% - 25% may be levied by the committee or as the case may be for not maintaining service level standards.
 3. Bed making in hotels changing of linen in hotel rooms and other places.
 4. Maintain the inventory of every room in the hotel, operate a checklist and submit requirement of repairs and maintenances to the Unit Manager.
 5. The concerned supervisors shall check the rooms before vacating with the inventory and the linen items provided. Losses / damages if any shall be reported to Unit Manager.
 6. The agency has to assess the man power needs and engage men and material to provide services of a high standards.

B. The Hotel buildings areas are as follows:

S. No.	Area	Name of the areas with Plinth area
1	Haritha Kakatiya	<p>Hotel Building:</p> <p>1. Ground Floor includes Bar, Restaurant, 3 conferences Hall, Reception, general toilets, store room/pantry - 12,425 Sft</p> <p>2. First floor includes 15 deluxe rooms, 2 suite rooms, 1 no. Presidential suites, housekeeping rooms - 11,500 Sft</p> <p>3. Second Floor includes 17 deluxe rooms, 2 suite rooms, 1 no. dormitory, housekeeping rooms - 12,121 Sft</p> <p>4. Third Floor includes 17 deluxe rooms, 2 suite rooms, 1 no. dormitory, housekeeping rooms - 12,121 Sft</p> <p>Banquet Building:</p> <p>1. Cellar includes car parking - 9,067 Sft</p> <p>2. Ground Floor includes banquet hall & kitchen pantry Housekeeping room, dry store, wet store, Parking yard - 9,067 Sft</p>
2.	Haritha Bhadrachalam	<p>1. Cellar (i.e. Lower Ground floor) includes conference Hall, 2 Dormitories, 2 rooms - 11,151 Sft</p> <p>2. Ground Floor includes Reception, lobby, Restaurant Coffee shop, 8 Rooms - 11,638 Sft</p> <p>3. First floor includes 24 Rooms - 10,384 Sft</p> <p>4. Second floor includes 24 Rooms - 10,384 Sft</p>
3.	Haritha Valley View Resort, Vikarabad	<p>1. Reception, lobby, Restaurant Bar and Washroom - 4896 Sft</p> <p>2. First floor includes Banquet halls, Dining Hall - 4627 Sft</p> <p>3. 2nd floor, banquet hall, banquet office & washrooms - 4627 Sft</p> <p>4. Accommodation blocks</p> <p>i) Left wing (Ground floor) - 3659 sft</p> <p>ii) Left wing (1st floor) - 3282 sft</p> <p>iii) Left Wing (2nd floor) - 3282 sft</p> <p>iv) Right wing (Ground floor) - 3659 sft</p> <p>v) Right wing (1st floor) - 3282 sft</p> <p>vi) right Wing (2nd floor) - 3282 sft</p> <p>5. Amphitheatre - 4304 sft</p>

		6. Swimming pool area (Indoor games, Gym, Massage 4 no.'s, gents & ladies changing room & toilets)	
		7. Swimming pool area & surrounding area	- 2260 sft
		8. Staff dormitory (ground floor)	- 1421 sft
		9. Staff dormitory (ground floor)	- 1421 sft
		10. All Pathway areas	- 21660 sft
4.	Taramati Baradari Cultural Complex	Banquets	- 3505 sft
		Board Room 2no.'s	- 5814 sft
		Indoor Auditorium with green rooms	- 11792 sft
		Common toilets for Banquet Hall and Indoor Auditorium	
		Store room in kitchen Banquet Hall and Indoor Auditorium	
		Accommodation Block	- 7325 sft
		Standard Room	- 376.71 sft
		Suite	- 735.77 sft
		Toilets	
		Public Area	
		Swimming Pool surrounding area	- 5350 sft
		Total Pathway area	- 22661.59 sft
		Cottages block surrounding area	- 9542.90 sft
		Corridor of semi covered auditorium	- 8231.57 sft

C. Management of hotel accommodation:

- 1) The staff of the agency shall assist our front office staff in allotment of rooms at Taramati Baradari, Haritha Valley View Resort Vikarabad, Haritha Kakatiya and Haritha Bhadrachalam.
- 2) The complete room inventory shall be checked at the time of allotment to the guests.
- 3) The room inventory generally comprises of blankets, mattresses, bedsheets, curtains, towels, pillows with covers, water jugs, electrical kettles, drinking water glasses, buckets, foot mats etc. All guests shall be provided with washed bed-sheets, towels, pillow covers etc at the time of occupation of the room. Thereafter change of linen items shall be carried out after checkout.
- 4) The concerned supervisor shall check the rooms before vacation along with the inventory and the linen items provided. Losses/ damages if any shall be immediately reported to Unit Manager Office and ensure recovery of cost.
- 5) All original and duplicate keys shall be maintained properly, in their respective key boards with room numbers clearly written on the tags and in the key boards.

D. Discipline, good conduct, behaviour & personal hygiene:

All Housekeeping staff deployed should be of good conduct & behaviour, observe strict personal hygiene and be, free from any chronic/ contagious diseases.

E. Uniforms & Identity cards to staff:

All workers shall be provided identity cards, two pairs of uniforms with aprons, shoes and gloves at the cost of Agency/ agency.

F. House-keeping staffs are prohibited from demanding or **accepting tips**.

G. One **overall supervisor shall be nominated for complete supervision** of the work in the Hotel and coordinating/ assigning duties to the staff concerned.

H. Thefts:

House-keeping agency is responsible for the safe custody of Hotel property assigned. The House-keeping agency is responsible to make good of the losses due to thefts/ damages to the Hotel.

I. Required Housekeeping Material: standard material shall be supplied by the agency. The supervisor appointed by the agency is responsible to report to the Unit Manager for managing the stock of the House keeping Sanitation Material. If sufficient sanitation material is not available he must intimate the officials (1) month in advance. The agency at any point of time should not stop the house keeping work due to non-availability of sanitation material.

J. Sanitation Material: Taski R2, R3, R5, R6, TR 101, TR 103, D7, D5 shall be supplied.

K.Tools& Equipment: The agency should purchase and hold all the required Housekeeping & equipment at his own cost.

L. Detail housekeeping schedule is included as Annexure to this document has to be followed strictly.

M. One Manager shall be deployed on the campus for over all supervision of the work in the hotel and for coordinating/assigning duties to the staff concerned.

N. Once the housekeeping staff is allotted on area of work, he or she will be under supervision of the Unit Manager and in addition to the hotel issued by the agency they have to follow all instructions given by the Unit Manager. These instructions shall be considered within scope of work.

23. The agency has to assess the manpower needs and engage men, equipment and material to provide services of high standards.

ANNEXURE – II

THE SCOPE OF WORK FOR GENERAL MAINTENANCE, HOUSE KEEPING, DISHWASHING & LAUNDRY AT HARITHA KAKATIYA, WARANGAL, HARITHA VALLEY VIEW RESORT VIKARABAD, HARITHA BHADRACHLAM AND TARAMATI BARADARI

01. THE SCOPE OF WORK SHALL INCLUDE THE FOLLOWING:

A. DAILY:

- a) Cleaning of all rooms of the Hotel as advised by the Unit Manager/HK Supervisor/ Receptionist of TSTDC within stipulated time. Cleaning, sweeping and moping of interiors of the building including halls, corridors and staircases etc.
- b) The firm shall change the linen such as bed sheets, pillow covers, towels and blankets duly washing and pressing immediately after vacating the room by the party.
- c) The linen should be machine washed with appropriate washing detergents and should not be discoloured.
- d) Dusting, wiping and cleaning of all doors, windows, fittings, Venetian blinds, Venetian shutters and glass panels etc.
- e) Employing and cleaning of all dustbins etc.
- f) Cleaning of all toilets and bathrooms with appropriate detergents twice each day.
- g) Dusting & cleaning of all furniture like tables, cots, sofas and chairs.
- h) Watering of all indoor plants held in pots inside all buildings.
- i) Filling of drinking water in jugs held in rooms inside all buildings.
- j) Cleaning of surface drains.
- k) The garbage collected in the dustbins should be deposited at the place specified by the Department within the compound, and the deposited waste shall be burned to Ashes.
- l) Dusting, wiping and cleaning of Restaurant Floor & Kitchen Floor, ceiling, walls, doors, windows, fittings, Venetian blinds, Venetian shutters and glass panels etc.
- m) Dishwashing from time to time.

B. WEEKLY:

- a) Cleaning of all electrical equipment and fixtures, fans, light fitting, coolers, air conditioners, refrigerators and water cooler etc.
- b) Dusting and cleaning of crevices, corners of roofs, wall surfaces up to roof height, ventilation, pipelines and removal of cobwebs etc.
- c) Cleaning of roof and water drain pipes of the buildings.
- d) Cleaning of wall surface, below the sunshades and wall junction in cut out areas around the building-using vacuum cleaner.
- e) The ceramic tiles / glazed tiles in the rooms and verandas should be cleaned weekly once with required materials by using scrubbing brushes etc.

C. MONTHLY

Vacuum cleaning of all air-conditioned spaces, carpets, sofas, curtain etc. Spray cleaning computers, telephones and other delicate equipment.

D. GENERAL

- a) All the cleaning materials and consumables shall be of best quality and standard make and it should be got approved by the engineer-in-charge of work before using the materials. While using the materials adherence to the instructions of the manufactures shall be maintained.
- b) Whenever the authorized person of TSTDC wants to verify the labour and workers engaged by the contractor should able to make all the labour & workers assembled at the place

specified by the Department. In the premises of the building, the number of persons came to count at the time of verification will be final for that shift. If any short during verification time against number of persons specified in the agreement, penal action will be taken as per the conditions of the contract.

- c) The firm should engaged housekeeping machinery operators separately.

2. TERMS AND CONDITIONS:

- a) The linen such as pillow covers, bed sheets, blankets & windows curtains will be issued by corporation in good condition before commencing the maintenance contract and should be properly accounted back after completion of contract period.
- b) If the linens are worn out, the same should be handed over to the reception on proper acknowledgement so as to replace with new linen.
- c) The GST @ 18 % or as applicable on the total value of contract will be recovered from the running bills of the contractor and will be remitted to the connected Govt. Authorities.
- d) No works contract tax will be applicable for the above work.
- e) The contractor should provide facilities to the labour employed such as accommodation, drinking water, ESI, EPF, Group Insurance Policy etc., as per the provisions of labour act.
- f) The contractor should provide Dettol soap & towels at working area to their staff at his own cost.
- g) The Contractor should provide uniform and other safety wear such as gloves, mask shoes etc. To the labour employed by him duly giving identification provided on payment as per the usual procedure followed. However, the TSTDC will not to binding to provide the transit accommodation. Identity cards to be issued b the contractor at his cost to the employee so as to avoid unauthorized entry of labour into the hotel complex.
- h) The corporation will provide water supply and electricity required for housekeeping & sanitation work at free of cost.
- i) The corporation will provide a necessary facility for storing the materials of the contractor on free of cost for the contract period.
- j) The firm should not keep their workers in the premises of the hotels/resort after the completion of their daily shift hours.
- k) The firm has to maintain the material stock register, all consumables are to be procured by the contractor on monthly basis and kept it in store goes down and it should be get it checked by the officer concerned before using. All the equipment and appliances required for executing the contract such as vaccum cleaners, scrubbers, floor scrubbers, ladders and other tools for carrying civil & electrical repairs etc. Shall be procured by the contractor.
- l) Only personnel conversant in Hindi, Telugu or English and properly trained in utility duties in the age groups between 18 to 35 years are to be provided. They should be fully medically fit with no physical handicap. The decision of the ED (H) is final. If the department is dissatisfactory about any employees performance the contractor shall replace him with another qualified person.
- m) Contractor shall maintain an attendance register duly signed by the personnel for verifying at the beginning if the shift timings and the shift timings shall be fixed by the department. The contractor shall also maintain the complaint book in order to attend the complaints.
- n) The period of contract is two years from the date of handing over the site.
- o) In case the services provided by the contractor are unsatisfactory or irregular, the contract shall be terminated at sole discretion of the TSTDC by giving one month notice without assigning any reasons for the same.

- p) All matters/ disputes arising between the contractor personnel and the contractor shall be dealt only by the contractor. The TSTDC is in no way connected with it.
- q) As far as the safety of the personnel is concerned, the contractor is to comply with labour legislation of State/ Central Government or any competent authority in respect of all workmen employed in execution of contract. The contractor shall adopt adequate safety measures and ensure use of safety equipment by all the workmen on site engaged in execution of work or supervision. The contractor has to fulfil the statutory provision under labour act of Telangana State in force.
- r) The bio-data of personnel, intended to employ for the above work by the contractor are to be submitted by the concerned police authorities.
- s) All personnel employed by the contractor are to be in similar type of uniform and shoes as approved by the TSTDC and the contracting agency shall provide the same at his own cost.
- t) **PRESERVATION OF PEACE:** The Contractor shall take required precautions and use his best endeavour to prevent any riotous or unlawful behaviour by or his workmen and / or others employed by him and for the preservation of peace and protection of the inhabitants and security of property in the neighbourhood of the site. In the event of the TSTDC requiring the maintenance of a special police force at or in the vicinity of the site during the tenure of contract, the consequence of the riotous or unlawful behaviour by or amongst, the contractor and / or other employed by him, all expenses thereof and costs of all damages due to such riotous or unlawful behaviour shall be borne by the contractor. If it is paid by the TSTDC will be recovered from him from any money due or that may become due to him by the TSTDC.
- u) **FORCE MEASURE:** If either of the parties suffer delay in the execution of their contractual obligations due to the operation of the one or more of the force measure events such as but not limited to acts of God, War, Flood, Earthquakes, Strikes, Lockouts, Epidemics, Riots, Civil commotion etc., the agreed time or the completion of respective obligations shall be extended by a period of the time equal to the period of the delay occasioned by such events. On the occurrence and cessation of any such events, the party affected there by shall be give notice in writing to other party. Such notice is to be given within 15 days of occurrence / cessation of the event concerned. If the force measure conditions continue beyond 30 days, the parties shall mutually decide about the future course of action.
- v) The provisions made in schedule-A are minimum requirement to be provided by the contractor for use on the areas to be maintained in this contract and shall workout the manpower/ materials required for best housekeeping and should engage accordingly. Considering the same he should quote his prices for finished item of work. No extra amount will be paid for any additional employment/ material under any circumstances.
- w) The agencies shall be prepared to accept additional responsibilities for attending the emergencies as directed by the TSTDC in keeping the areas by diverting the staff, if needed.
- x) The supervisor of the firm shall be personally present in the work site every day to organize the work staff and they should watch the work.
- y) The work shall be carried out on all the days including Sundays and Public Holidays.
- z) The contractor should not allow his workers to participate in trade union activities or any allied activities in any manner.
- aa) The contractor shall provide supervisors who are well acquainted with housekeeping and management of sanitation in this type of works and should have a Diploma/ Degree in the same discipline.
- bb) As this is service oriented work and it involves, mainly housekeeping and sanitation maintenance work which does not require technical supervision. However necessary

supervisors are provided to supervise the works. Hence separate technical agents are not required to this work.

- cc) The contractor should pay the minimum wages to the labour every month regularly without giving inconvenience to the work and ensure to proper maintenance of the work. He shall comply with the labour rules and regulations.
- dd) The contractor or his authorized representative must inspect all the areas daily and give instructions to the supervisors and labour deployed by him from time to time and adhere to the instructions/ suggestions of the officers in charge of the work (Engineering/ Health/ Reception Department of TSTDC).
- ee) The contractor shall clean, maintain the buildings mentioned in the schedule at the rate quoted by him per month and nothing shall be charged from any user for using latrines, bathrooms and urinals etc.
- ff) The cleaning of all the Manholes and sewer lines and around the cleaning unit shall be responsibility of the tenderer whenever then the need is intimated.
- gg) The tenderer should not that the cleaning materials (for disinfectants and deodorants etc.,) to be consumed must be of BIS standards.
- hh) The housekeeping and sanitation maintenance work shall be inspected by the authorized officers of TSTDC from time to time who shall further be entitled to give suggestions as may be necessary for improving the work. The tenderer shall be bound to carry out the above suggestions failing which action as deemed for will be taken by the TSTDC.**
- ii) The form of contract will be lump sum. The quoted L.S. price shall be firm till the completion of work full shape, no price escalation on any account will be admissible.
- jj) The title of the interest, ownership and rights with regard to building complexes shall vest with the TSTDC except that these shall be operated and maintained by the successful tenderer, as token possession as agreed to in the subject agreement.
- kk) If the agency fails to carry out the works as per the norms and conditions laid down by the TSTDC the authorized officers will impose fines and their recurrence may lead to terminations of the contract and forfeiture of the performance guarantee deposit.
- ll) Proportionate cut will be imposed for non-engaging required/ specified labour of less utilization of materials and also not attending to all the works specified properly as recommended by the concerned officials of TSTDC.
- mm) The contractor should quote his price considering all the above items and no extra rate will be paid under any circumstances.
- nn) Payment will be made on monthly basis. The firm should obtain satisfactory performance certificate from the Divisional Engineer (Civil)/ Asst. Manager/ Dy. Manager to make payment. If on a particular day the upkeep performance of the firm is not satisfactory, suitable penalty will be imposed by the Unit Manager/ Dy. Executive Engineer and the amount will be recovered from his bill.
- oo) Since TSTDC renders its services to the esteemed tourists/ guests, the contractor should ensure to deploy educated staff that would be gentle, well behaved in the hotel.
- pp) For any theft/ loss of articles reported by the guests or the TSTDC staff during the cleaning process, the staff employed by the contractor shall be responsible and the contractor is liable to compensation the loss to the guests/ TSTDC.
- qq) The tenderer has to declare the list of immovable properties held in his name duly enclosed the documentary evidence in that regard which should not be transferred or assigned in favour of any other person during the period of contract and after expiry of period of contract till the settlement of account is completed.
- rr) The tenderer should enclose a conduct certificate for the three years from Gazetted officer.

- ss) The corporation is at liberty to take action to terminate the contract if the contractor commits breach of any of the conditions of this agreement for which contractor agrees.
- tt) This contract is liable for termination on either side by issue of one months notice to the other side and the security deposit paid by the contractor is liable for forfeiture in the event of contravention of agreement clauses and restoring to full practice detriment to the interests of the corporation.

The tenderer is advised to visit & examine the site of works & its surroundings at his own cost. No claim for financial or any other adjustments to contract price on account of lack of clarity will be entertained.

Place: TSTDC

Date:

Managing Director

Part – I

TECHNICAL BID

PROFILE OF THE COMPANY/ AGENCY

1	Company Name How is your company/ Agency constituted? Indicate the year of Establishment	
2	If registered as a Company enclose copy of certificate of incorporation giving following details	
	(a) Furnish the name of Chairman/ Managing Director	
	(b) Names of Directors their Occupation and address	
	(c) is the company/agency ISO certified	
3	Is your Company/ Agency carrying out any other trade/ business? If yes, furnish particulars of the other trade/ business.	
4	Location and address of the Registered/ Main Office	
5	What is the annual Turnover of the Agency from Housekeeping Services for the financial years 2014-15, 2015-16, 2016-17 Attach audited detailed I.T returns and balance sheets, with acknowledgement copies for the above three years.	
6	Please provide the details of Permanent Account Number of the company / Proprietor / Managing Director issued by Income Tax authorities.	
7	Name & address of your Company's Bank with the type facility provided by the bank.	
8	No. of years of experience in the field. Enclose certified copies of experience.	

<u>STATUTORY REQUIREMENTS</u>		
9	Have you registered under ESI Act? Enclose copy of Registration.	
10	Have you registered under Employees Provident Fund. Enclose copy Registration.	
11	Registration With Central Excise And Customs Dept. for GST. Enclose copy	
12	Details of labour licence obtained from competent authority(Copy to be enclosed)	
13	Any other registration which is mandatory for such agencies stipulated by concerned authorities	
<u>GENERAL DETAILS</u>		
14	Copies of certificates from clients regarding satisfactory performance and duration of the services rendered. Original certificates are required to be produced for verification as and when required.	
15	Any other information. Document which may help Dr.MCR HRDIT in assessing your Company's capabilities, may be enclosed	
16	Details of bank draft for Rs.1Lakh enclosed as EMD	
17	List out all tools & equipment available with the agency <div style="display: flex; flex-wrap: wrap;"> <div style="width: 33%;">1.</div> <div style="width: 33%;">5.</div> <div style="width: 33%;">9.</div> <div style="width: 33%;">2.</div> <div style="width: 33%;">6.</div> <div style="width: 33%;">10.</div> <div style="width: 33%;">3.</div> <div style="width: 33%;">7.</div> <div style="width: 33%;">4.</div> <div style="width: 33%;">8.</div> </div>	

Note:-The enclosures if any should be serially page numbered. Against each column where ever they are quoting "enclosed" should indicate page number at which that particular information is available.

I certify that all the information furnished above is true to the best of my knowledge. I have no objection to TSTDC to verify any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorised signatory in the capacity of _____.

Date: _____

Signature :

Place: _____

Name :

Designation:
(With Seal)

PART II

FINANCIAL BID FOR PROVIDING HOUSE KEEPING SERVICES

(TO BE ENCLOSED IN SEPARATE SEALED COVER)

S.No	Service	Monthly Tender Amount
1	Cleaning, sweeping, mopping, dusting service Bed making in hotels, changing of linen including wages of labour and service charges and machines, tools, equipment's and material for housekeeping.	
	Total amount including statutory payments	

I am signing this document as an authorised signatory in the capacity of

_____.

Date : _____

Signature :

Place: _____

Name :

Designation :

(With seal)

Offers of firms quoting same tender amount shall be decided on the following grounds.

1. Upon the annual turnover based on the IT returns.
2. No. of persons working as submitted Govt. Depts. (viz EPF, ESI Etc.)
3. No. of years of experience in the field.

Checklist of the documents to be submitted with the tender

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S.No	Items	Confirm
1	Earnest money deposit	
2	Tender form with complete technical bid and financial bid, with all pages serially numbered, signed and stamped on each page	
3	Audited balance sheet of last three years with details of annual turnover, profit & loss account etc.,	
4	Income tax returns of last three years	
5	Attested photo copy of PAN card	
6	ESI registration certificate copy with last three year payment details	
7	EPF registration certificate copy with last three year payment details	
8	GST registration certificate with details of the last payment	
9	Registration certificate under labour department. Copy of valid labour licence	
10	Minimum wages payment/clearance certificate	
11	Documentation support of contracts fulfilled in last 3 years along with their values in support of experience and financial credibility	
12	Satisfactory completion of contract certificate from previous organizations(minimum three required)	
13	Break up of labour according to minimum wage act	

Signature of Authorized person

Full Name:

Date:

Place: Company's seal