

GOVERNMENT OF ARUNACHAL PRADESH
OFFICE OF THE RESIDENT COMMISSIONER
ARUNACHAL BHAWAN: KAUTILYA MARG
CHANAKYAPURI: NEW DELHI – 110 021

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OFFICE OF THE RESIDENT COMMISSIONER
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CHANAKYAPURI: NEW DELHI – 110 021

TENDER NOTICE

No. RCE/AB/Tender/2010

Dated: 09/11/2017

Sealed tenders in prescribed forms for **Facility Management/House Keeping Services** of Arunachal House, 3, Bir Tikendrajit Marg, Chanakyapuri, New Delhi – 110021 are hereby invited by the Resident Commissioner, Government of Arunachal Pradesh, New Delhi from the reputed organizations having experience in management of Bhawan/VIPs Guest House of Central/State Government/ PSUs. Detailed tender document will be issued by the Office of the Resident Commissioner, Government of Arunachal Pradesh, Arunachal Bhawan, Kautilya Marg, Chanakyapuri, New Delhi – 110021, on payment of prescribed **fees of Rs 1,000/- (Rupees one thousand) only** in the form of cash or pay order/Demand Draft of a schedule bank in favour of The **“Resident Commissioner, Government of Arunachal Pradesh, New Delhi”** from **15/11/2017** to 15/12/2017 up to **1600 hrs.**

The sealed offers as per the tendering procedure in the tender document shall be accepted on or before 15th December 2017 up to 4.00 PM, **which will be opened on 18th December 2017 at 3.30 PM in the office of Addl. Resident Commissioner, Arunachal Bhawan, New Delhi.** The bidder himself or any one representative authorized in writing on behalf of the bidder may remain present during this. The proposal should be addressed to:-

**Addl. Resident Commissioner
Government of Arunachal Pradesh
Arunachal Bhawan, Kautilya Marg
Chanakyapuri, New Delhi-110021**

**Phone: 011-23014136/23013915 (O)
Email: rcarunachalbhawan@gmail.com**

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BRIEF INFORMATION ON BID DOCUMENT

Description of work	Providing Facility Management/ House Keeping Services at Arunachal House, New Delhi
Duration of Contract	Two years (subject to review of performance and renewal every year)
Cost of Tender Documents	Rs. 1000/- (Non- refundable)
Last date and time of submission	up to 15 th December 2017 at 04:00 PM
Date and Time of Opening of Technical Bid	18 th December 2017 at 03:30 PM
Date of opening of Financial Bid for Technically qualified Bidders	To be notified later
EMD	Rs 3,00,000/-
Security Deposit (at the time of signing of agreement)	10% of the annual fees
Validity of Bid	120 days
Address & Venue of Submission of Bids	Office of Resident Commissioner Government of Arunachal Pradesh Arunachal Bhawan, Kautilya Marg, Chanakyapuri New Delhi-110021

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A. OBJECTIVES OF WORK

1. The main objective of the contract is to provide professional facility management Services at Arunachal House, New Delhi as per the standards and specifications set out in this document in particular and good industry practice in general.
2. The proposed services are to be provided at Arunachal House, Chanakyapuri, New Delhi-110021.
3. The Firm/ company/entrepreneur should provide professional good quality facility management services for which they have to engage experienced manpower. The facility management will, inter alia, include-
 - I. Housekeeping
 - II. Waste Management Services
 - III. Pest Control Services
 - IV. Tank and Sewer Cleaning

B. ELIGIBILITY CRITERIA

- 1) The Service Provider should have a legal status, as a single legal entity, must be incorporated and registered in India under the Indian Companies Act 1956 or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 and should have been in operation in India.
- 2) The Firm/ company/entrepreneur should be registered with income tax and other authorities as required under the law and should have PAN/TAN/GST number.
- 3) The Firm/ company/entrepreneur must have an experience of providing facility management services of same nature for minimum of last three consecutive years in one Organization or different Organizations such as guesthouse of State/ Central Government/PSU/ Reputed Private sector with minimum of 30 rooms located in one premises.
- 4) The Firm/ company/entrepreneur should have at least one work of Rs. 50.00 Lakh per annum in last three consecutive years.
- 5) Experience will be shown by submission of work orders/ agreement and satisfactory completion or ongoing work certificates/testimonials from the employers.
- 6) The average annual turnover of the aforesaid Firm/ company/entrepreneur should be **not less than Rs. 1 crore (Rupees one crore) only per annum** for last three years as per the audited balance sheet.
- 7) Valid ISO9001:2008 Certification in providing facility management services.
- 8) The Firm/ company/entrepreneur should have EPF and ESI registration and should have filed return in at least last three years for minimum 50 employees.

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- 9) All work orders should be supported by the contact details of the employers i.e. name and address of the employer, contact person, mobile, telephone numbers so that the experience documents can be verified independently.
- 10) The details of the facility management services provided, period of the work in the guest house/hotel where services provided, and value of the contract, etc should be indicated if not already mentioned in the work order/ agreement/ satisfactory completion certificates.
- 11) The party shall have to submit an undertaking stating all the following four conditions:-
- a) They have not been convicted by a court of law,
 - b) No criminal case is pending against them,
 - c) They have not been black listed by any government department/ PSU/ agency,
 - d) No work order was cancelled prematurely because of quality of services rendered by him to the employer or any other default on behalf of service provider in last three years.

C. QUALIFICATION OF THE BIDDERS

1. The Bidder, to qualify for award of contract, shall submit a power of attorney authorizing the signatories of the bid to commit each member of the Partnership/Consortium/Joint venture.
2. (a) Memorandum of Understanding shall be provided in case the Bidder comprises of Joint venture/Consortium/Partnership.
(b) Nomination of one of the members of the partnership, consortium or joint venture to be in charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/joint venture/partnership firm;
(c) Details of the intended participation by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.
3. The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.
4. Bidder or members of a partnership, joint venture or consortium shall submit a copy of PAN card No. under Income Tax Act.
5. Bidder must submit copies of all documents required, duly self-attested, along with technical bid of the tender.
6. Each Bidder (each member in the case of partnership firm/joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or


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any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the Resident Commissioner subsequently finds to the contrary, the Department reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.

7. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

One bid per bidder

8 Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

Loss of bid

9 The bidder shall bear all costs associated with the preparation and submission of his bid and the Department will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

10 The bidder is required to provide facility management / housekeeping services at Arunachal House and is advised to visit and acquaint himself with the area and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Department and is aware of the operational conditions prior to the submission of the tender documents.

D. EARNEST MONEY DEPOSIT

1. The bid should be accompanied by an Earnest Money Deposit of Rs. 3,00,000/- (Rupees Three Lakh) only in the form of Demand Draft of any nationalized bank. The validity of the Demand Draft must be up to 3 (three) months starting from the date of submission of the bids. **The Demand Draft shall be in favour of Resident Commissioner, Govt. of Arunachal Pradesh, New Delhi**, or bid Security of Rs. 3,00,000/- (Rupees Three Lakhs) in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank in favour of Resident Commissioner, Govt. of Arunachal Pradesh, New Delhi valid for 120 days beyond the Tender validity period.

2. No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.

3. Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.

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4. The bids without Earnest Money shall be summarily rejected.
5. No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
6. The bid security may be forfeited:
 - (i) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - (ii) In case of successful bidder, if the bidder:
 - (a) Fails to sign the contract in accordance with the terms of the tender document
 - (b) Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client.
 - (c) Fails or refuses to honor his own quoted prices for the services or part thereof.

E. TERMS AND CONDITIONS

1. This notice inviting tender is not an offer to contract but represents a definition of specific requirements and an invitation to recipients to submit a response addressing such requirements. Issuance of this notice inviting tender, your preparation and submission of a response and the subsequent receipt and evaluation of your response by the office of Resident Commissioner, Government of Arunachal does not commit office to award a contract to any bidder, even if all of the requirements stated in the notice inviting tender are met.
2. If a bidder is selected, the bidder must be able to commence the services within 15 days after the award of contract.
3. After successful completion of the bidding, successful bidder shall have to enter into a service agreement with the Resident Commissioner, Arunachal Bhawan as per conditions in this tender document.
4. **A Performance Security Deposit of 10% of the annual fees as quoted shall be deposited by the successful bidder at the time of signing of the Agreement.** The security deposit shall be in the form of Bank fixed deposit in favour of Resident Commissioner, Arunachal Bhawan. The contract shall initially be valid for a period of two years and may be extended further on a yearly basis subject to satisfactory performance, on the same terms & conditions, though this will not be binding on the office.
5. Washing, Dry cleaning & ironing of the Bed sheets, Bed spreads, Pillow Covers, Towels, Curtains, blankets, quilts, bath mats etc. will be responsibility of the Firm/company/entrepreneur. The agreed amount payable to Firm/company/entrepreneur is inclusive of this item and no separate payment will be considered. Dirty linen and unclean items will attract penalty to the tune of Rs 1000 per day.


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6. The office of Resident Commissioner, Government of Arunachal may modify the requirements of tender in whole or in part and/or seek additional bidders to submit bids, or may take any other decision for deciding the bid in more transparent way and for better administrative decision. The office of Resident Commissioner Arunachal Bhawan may get the facts verified submitted by the tenderers and take decision accordingly.
7. The Firm/ company/entrepreneur shall be responsible for making all payments to his employees including wages, leaves etc in accordance with the provisions of relevant labour laws and for strict observance and compliance of all relevant labour and other applicable laws as are applicable or may become applicable in future including but not limited to any liability under the Minimum Wages Act, Industrial Disputes Act, Contract Labour (Regulation & Abolition) Act, Employees State Insurance Act, Employee Provident fund Act, Payment of Gratuity Act, Payment of Bonus Act, Workmen Compensation Act, Delhi Shops and Establishment Act and or/any other statutory obligations including any financial liability or the obligation to maintain registers and/or records under the said Acts and the rules framed there under. The Government of Arunachal will have no liability whatsoever in this regard.
8. The Firm/ company/entrepreneur shall deal with and settle the matters related with unions and shall make sure that no labour disputes/problems are referred to any office of Arunachal Government. The Firm/ company/entrepreneur at all times should indemnify the office of Resident Commissioner, Government of Arunachal 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; Delhi Shops and Essential Act or any modification there of or any other law relating thereto and rules made hereunder from time to time. The office of Resident Commissioner or any other office of Government of Arunachal will not own any responsibility in this regard.
9. The Firm/ company/entrepreneur will pay salary/allowances, etc to his employees as per rules in force and Government of Arunachal shall not be responsible for any payment to the employees of the Firm/ company/ entrepreneur.
10. The Firm/ company/entrepreneur shall be responsible for securing a Third Party Insurance Policy to protect and cover all types of accidents and injuries to any person while working within the premises of the Arunachal Bhawan. The Government of Arunachal shall not be liable for any accident/injuries to any person within the premises of the Arunachal Bhawan, arising out of the acts done by the Firm/ company/ entrepreneur or his staff.
11. The persons deployed by the Firm/ company/entrepreneur should be properly trained, presentable and polite in behavior at all times and shall have requisite experience. The Firm/ company/entrepreneur shall remain responsible for their good conduct and discipline and make good any loss caused by them to the property of Arunachal House or the guests.


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12. The staff shall at all time wear prescribed uniform provided by the Firm/ company/entrepreneur and the name badge.
13. The Firm/ company/entrepreneur should ensure the Health & safety measures of the employees. The Firm/ company/entrepreneur shall furnish medical fitness certificate for all his employees issued by Registered Medical Practitioner periodically once in 6 months and every time a new staff member is deployed.
14. The workers engaged by Firm/ company/entrepreneur workers will have to be verified by the Police. No person having adverse antecedents should be permitted to be deployed.
15. All access to Arunachal House sites shall be subject to security procedures, Code of Conduct, confidentiality provisions and health and safety rules. The entry of the Employees of the Firm/ company/entrepreneur so deployed by it would be through valid Security Gate Pass. The office of Resident Commissioner, Government of Arunachal reserves the right at its absolute discretion to exclude and or refuse access to any of its sites to any personnel.
16. The Firm/ company/entrepreneur shall maintain daily attendance register in which the arrival and departure of each of his employees will be recorded. The Manager/ designated officers of Arunachal House shall close the attendance register by their counter signature. This register shall be open to inspection by the officials of Arunachal Bhawan authorized by the Resident Commissioner. During this inspection these officers will have the authority to inspect any other clause of the agreement also.
17. The manpower so employed by the Firm/ company/entrepreneur shall not seek regularization in the service in this Bhawan at any point of time.
18. The employees of the Firm/ company/entrepreneur should not move around or loiter about in places other than their assigned workplaces nor approach the Guests or VIPs for any favor whatsoever. Any approach to Guests by the employees of the Firm/ company/entrepreneur for personal favors will lead to immediate removal of such employee.
19. The Government of Arunachal Pradesh would not in any manner be responsible for any act of omission or commission of the employees engaged by the Firm/ company/entrepreneur and no claim in this respect will lie against the State Government including any eventuality resulting in any mishap.
20. Any loss or damage to the Arunachal House movable or immovable property caused by the workers and employees shall be made good and the same will be deducted from the bills of the Firm/ company/ agency.
21. Unattended belongings of the guests should be reported and handed over to the concerned officials of Arunachal Bhawan/House.
22. Firm/ company/entrepreneur, as when called upon by the Resident Commissioner will make himself available.
23. It shall be the responsibility of the Firm/ company/entrepreneur to ensure the presence of his employee in that particular shift and if any person is absent for any reason the Firm/ company/entrepreneur shall provide the substitute without any unnecessary

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delay. For this purpose the firm company etc. will have to use its own office for which no additional payment will be made.

24. The Firm/ company/entrepreneur may need to provide additional manpower during the visit of VVIPs on short notice. Any items handed over to the Firm/ company/ entrepreneur by the Arunachal Bhawan office shall be accounted for and the Firm/ company/entrepreneur would be responsible for safe handing over of these to the Arunachal Bhawan at any point of time and whenever the Contract becomes terminable. The items shall be handed over to a responsible Officer of the Resident Commissioner, Arunachal Bhawan.
25. Frequent changes of workers should be avoided.
26. The change of staff should be informed at least 3 days in advance to the concerned officials at the Resident Commissioner.
27. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by the office of Resident Commissioner, Government of Arunachal besides annulment of the contract and any other action as deemed fit.
28. The office of Resident Commissioner, Government of Arunachal Pradesh Arunachal Bhawan, or any of its Officers/Staff will not extend any loans or advances to any staff of the Firm/ company/entrepreneur working at the sites, or will not entrust any valuables or keys of any cabin/office/enclosure where confidential/valuable documents / items/assets are stored, to the staff member of the Firm/ company/entrepreneur.
29. The office of Resident Commissioner, Government of Arunachal Pradesh reserves the right to withdraw/relax any of the terms and conditions mentioned above and/or issue any fresh instruction so as to overcome any problem that may arise at a later stage.
30. **Contractor is bound to make payment to workers deployed by them, for the previous months latest by 7th of next month through ECS/RTGS/Cheques.**
31. **On 8th date of every month the contractor shall furnish following certificate on its letter head regarding disbursement of wages to the staff :**

CERTIFICATE

I, _____ Director/Partner of the firm do hereby Certified that wages for the month of _____ has been disbursed to the all staff deployed by our firm at Arunachal House, through ECS/RTGS/Cheques on _____ as per current minimum wages notified by Govt. of NCT of Delhi.


Name :

Signature :

Designation :


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In case the contractor fails to make payment by the 7th of next month and the said firm/company and all those firms/companies in which the Partners/Directors of the said firm/company are Partners/Directors, the said firm is likely to attract penalty as spell out in the tender.

Sweeping, mopping, dusting, cleaning, making of beds, change of linen, bed covers, cleaning of toilets, garbage removal and all other allied works have to be completed before 9.30 a.m. on all working days. In case the work is not completed before 9.30 a.m. on any working day, then the same shall not be considered for payment for that particular day and prorata deduction will be made for that day and damages of **Rs.1000/-** per day for such delay shall also be imposed on the Contractor and will be recovered from the Contractor bills. Major activities such as garbage removal from the premises of Arunachal House etc. shall be completed in the evening after 1800 hrs on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances.

32. The cleaning of toilets (including fixtures such as WC's, urinals, washbasins etc.) in common areas such as lobby, Kitchen, Corridors and other areas shall be done continuously and regularly at the regular interval of every two hours or less, as per requirement, usage and instruction given by the department from 0600 hrs to 2200 hrs.
33. The execution of cleaning of housekeeping will be with suitable and uniformed hygiene specialist with mechanized equipments, wherever required, and wet mopping. 2 persons to be provided from 2200 hrs to 0600 hrs.
34. The cleaning and housekeeping works are to be carried out as per international norms/standards and in such manners that all premises always look neat and clean.
35. The manpower engaged should be trained in management of bio-medical waste also so that waste disposal is carried out in totally sealed manner without affecting the environment as per pollution control directions.
36. No Sanitation Worker/Supervisor shall be allowed to work in the House for more than three years.
37. It will be the sole responsibility of the contractor that the men engaged are trained and the Department will not be liable for any mishap, directly or indirectly.
38. All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.
39. Mechanized equipments, will be procured by the contractor as per **Annexure IX**.
40. The cleanliness will be periodically checked by the person (s) authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria. These are as follows:
 - (i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.
 - (ii) Dust or cobwebs etc. on roof, window grills etc.;
 - (iii) Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors;

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- (iv) Dirt marks, dust, dryness and odour in Wash-basin, WC Seats, floors etc. in toilets/bathrooms.
41. Minimum number of trained manpower including the Supervisory staff required shall be as per requirement at Page No. 24-25.
42. The Department reserves the right to cancel or reject all or any of the tender without assigning any reason.
43. Any act on the part of the tenderer to influence anybody in the Department is liable to rejection of his tender.
44. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
45. The contractor shall engage the men/women as sanitation workers whose age shall be between 18-45 years and supervisors should be between 30-50 years.
46. The staff engaged by the contractor shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the Department. Adequate supervision will be provided to ensure correct performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
47. The contractor shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.
48. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour department.
49. The contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month. Giving particulars of the employees engaged for the sanitation works, is required to be submitted to the Department. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the Department is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.


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50. The Department shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.
51. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
52. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the department and department shall ensure that the contractor complies with the provisions.
53. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the Department. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, should be shown. The Contractor has to give an undertaking (on the format), duly countersigned by the concerned official of the Department, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.
54. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
55. The contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Department and shall not knowingly lend to any person or company any of the effects of the Department under its control.
56. The sanitation staff engaged by the contractor shall not accept any gratitude or reward in any shape.
57. The contractor shall be responsible to maintain all property and equipment of the Department entrusted to it. Any damage or loss caused by contractor's persons to the Department in whatever shape would be recovered from the contractor.
58. The contractor will not be held responsible for the damages/sabotage caused to the property of the Department due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
59. The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the Staff/visitors, especially with female staff/visitors and should project an image of utmost discipline. The Department shall have right to have any person moved in case of staff/visitor complaints or as decided by representative of the Department if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
60. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of the Department and the contractor/his representative/personnel authorized by him. No other claim on whatever account shall be entertained by the Department.
61. That in the event of any loss occasioned to the Department, as a result of any lapse on the part of the contractor, which will be established after an enquiry conducted by the Department, the said loss can be claimed from the contractor up to the value of


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the loss. The decision of the Head of the Department will be final and binding on the contractor.

62. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Department.
63. The Department may direct the contractor, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the Department.
64. The contractor will deploy supervisors as per the need given by the Department. The supervisor shall be required to work as per the instructions of Department.
65. The contractor shall ensure that its personnel shall not at any time, without the consent of the Department in writing divulge or to make known any trust, accounts matter or transaction undertaken or handled by the Department and shall not disclose to any information about the affairs of Department. This clause does not apply to the information, which becomes public knowledge.
66. Any liability arising out of any litigation (including those in District Consumer Dispute Redressal Forums) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the forum as and when required.
67. **Force Majeure:-** If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God, etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, first party may at its option terminate the contract.
68. The contractor shall deploy his personnel only after obtaining the Department's approval after duly submitting curriculum vitae (CV) of these personnel, the Department shall be informed at least one week in advance and contractor shall be required to obtain the Department's approval for all such changes along with their CVs.
69. "NOTICE TO PROCEED" means the notice issued by the Department to the contractor communicating the date on which the work/services under the contract are to be commenced.


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70. If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Department for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the Department.
71. The contract period shall be Twenty four months from the date of award of contract.
72. During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the Department shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.
73. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Department may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Department from the contractor.
74. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Department, such money shall be deemed to be payable by the contractor to the Department within seven days. The Department shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
75. The list of staff going to be deployed shall be made available to the Department and if any change is required on part of the Department fresh list of staff shall be made available by the contractor after each and every change.
76. The contractor shall indemnify and hold the Department harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
77. The bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970 and Delhi Works Contract Act. (wherever applicable).
78. The contractor shall not employ any person below the age of 18 yrs. and above the age of 50 yrs. Manpower so engaged shall be trained for sanitation and housekeeping services and fire fighting services before joining. In addition, Department will also arrange training in batches by Civil Defence and Fire Service Departments for deployed manpower. During this training, contractor shall have to arrange for substitute for the staff undergoing training. Smaller Departments can tie up with bigger Departments in neighbourhood for such trainings.
79. Only physically fit personnel shall be deployed for duty by the contractor.
80. The contractor shall ensure that the Sanitation/Housekeeping staff shall not take part in any staff union and association activities.

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81. The Department shall not be responsible for providing residential accommodation to any of the personnel of the contractor.
82. The Department shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Department does not recognize any employee employer relationship with any of the workers of the contractor.
83. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the Department from the contractor.
84. If any underpayment is discovered, the amount shall be duly paid to the contractor by the Department.
85. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Department.
86. The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI etc. of each employee in every three months.
87. The contractor shall disburse the wages to its staff deployed in the Department every month through Electronic Fund Transfer to the Bank Account of the concerned employees. The proof of such EFT shall be maintained and made available for the inspection whenever required.
88. **Obligation of the contractor :-** The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty, etc. of the contractor in respect thereof, which may arise.
89. The Department will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein. The Department will also deduct TDS on Work Contract as per the provisions laid down in GST Act – 2017 at the prevailing rates.

F. SCOPE OF WORK

Arunachal House, New Delhi is a State Government Guest House having accommodations of 36 double bedded rooms, and 3 VVIP suites, 5 office rooms, conference hall, kitchen, dining, Reception, toilets in rooms and common toilets etc with parking area & moderate size lawns. The occupancy rate is more than 90% per day on an average. This House is meant for the senior Officials of Arunachal Pradesh Government, VVIP's, such as His Excellency the Governor and other VIP's, from Arunachal and other Guests. The present requirement of the contract is to provide housekeeping services and Waste Management in Arunachal House, 3, Bir Tikendrajit Marg, Chanakyapuri, New Delhi.


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The Firm/ company/entrepreneur should provide professional good quality facility management services for which they have to engage experienced manpower. The facility management will, inter alia, include

- a) HOUSEKEEPING
- b) WASTE MANAGEMENT
- c) PEST CONTROL SERVICES
- d) TANK AND SEWER CLEANING

a) HOUSEKEEPING

Professional housekeeping shall be provided at the areas mentioned below in the above building complex.

(1) Guest Rooms

- a. All the guest rooms are to be professionally maintained. This will involve the following areas of services:
 - ✓ Daily cleaning the room including floor, surfaces, furniture, windows, balcony, toilet, etc when the room is occupied and/or when the room is readied for the new guest.
 - ✓ Daily preparing the room as per a standard check list including preparing bed, keeping designated toiletries, towels etc. when the room is occupied and/or when the room is readied for the new guest.
 - ✓ Furniture in the room including mattresses, Bed sheet (single or double or as required), Bed Cover, pillows, pillow covers, towels, curtains and blankets will be provided by the office of Resident Commissioner, Government of Arunachal Pradesh.
- b. Following good quality housekeeping materials as approved by the office of Resident Commissioner in each room will be provided by the Firm/ company/entrepreneur its own cost.
 - ✓ Buckets, bath mug and bath stool
 - ✓ Toilet Bucket, toilet mug
 - ✓ Bathroom dustbin
 - ✓ Room dustbin
 - ✓ Soap dish
 - ✓ Doormats
 - ✓ Other guest comfort items like room spray/air freshener, odonil, liquid soap, bath soap, paper napkin, tooth pick, candle, garbage Bag, cover of glass, glass coaster, toilet roll, mosquito-repellant etc. (Few first aid kits may be kept centrally for use in case of need.)
 - ✓ All other items mentioned in the checklist.

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- c. Non provision of any of specified items or unclean items will attract penalty to the tune of Rs 1000/- per day.
- d. Providing housekeeping services on call as required by the guest

(2) Professional housekeeping of bathrooms in guestrooms would involve cleaning & disinfecting with cleaning agents. The cleaning and maintenance of toilets and washrooms require high standard of Hygiene. The maintenance of the standards may necessitate the cleaning of the area several times a day.

(3) **Common Covered areas (office rooms, Lobbies, reception, corridors, lifts, staircases, fire staircase, terrace, cleaning of water cooler tanks and space under Neath water cooler, canteen, kitchen, common open spaces, etc.)**

(4) Common Toilets/washrooms:

Professional housekeeping of common toilets/washrooms would involve cleaning & disinfecting with cleaning agents. The cleaning and maintenance of toilets and washrooms require high standard of Hygiene. The maintenance of the standards may necessitate the cleaning of the area several times a day (at least every two hour during office hours). The cleaning schedule is divided into 2 parts:

(5) Basement and all service rooms

- ✓ Removal of grease and dirt stains from the surfaces.
- ✓ Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their own equipment cleaning of ceilings and walls so that cobwebs, stains etc. are taken care of.
- ✓ Cleaning of the car parking area.
- ✓ Cleaning of Sub-Station, HVAC Plant Room, Pump Room, AHU Rooms, Ventilation Rooms and Other Service Rooms without affecting the Operation of the Equipment.

(6) Surroundings

- ✓ Removal of all litter, mud, dust, etc within the periphery of the building as and when felt necessary during the day.
- ✓ Taking necessary precautions to maintain the entrance to the building clean.

(7) Exterior of Building

- ✓ Clean the glass and other structures inside and outside with a suitable approved glass cleaner leaving no streaks behind.
- ✓ Clean the metal frame – dust as well as use a mild wet mop so that no stains remain on its surface.


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- ✓ Extra care shall be taken of the joints between the glass and the frame so that no dust settles there.
- ✓ Thorough cleaning and buffing so that surfaces are clean and visually clear.
- ✓ Keeping the terrace clean of all litter.
- ✓ Keeping all external signage clean.
- ✓ Cleaning of external wall & Surroundings

(8) Conference Rooms/Staff Halls/Cabins

- ✓ Sweeping and mopping of all the area floors including Terrace.
- ✓ Ensuring that all the glass doors are stain free and shining throughout the day by using standard make cleaning solutions.
- ✓ Periodical wiping of the entire side walls , ceiling for dust, cobwebs etc– Marble / Granite / Tiles.
- ✓ Periodical dusting and wiping of all fixtures and furniture.
- ✓ Regular dusting/cleaning of office furniture (table and chairs) and equipment's, telephones, book cases, filing cabinets, almirah, doors, windows, etc. before opening of the office. High quality chemicals & sturdy vacuum cleaner to be used for the purpose.
- ✓ Ensuring that all the signboards are visually clear.
- ✓ Cleaning of water cooler tanks and space underneath water coolers.
- ✓ Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals/agents and cleaning of partitions, paneling etc.

(9) Uncovered Area in the premises/Surroundings

(Boundary wall, gates, driveways, paved areas, open space, garden, grills, outside surfaces of building, windows and window glass surfaces):

Two level cleaning of uncovered areas, so as ensure cleaner surroundings, involving:

- ✓ Removal of all litter, mud, dust, etc within the periphery of the building as and when felt necessary during the day.
- ✓ Taking necessary precautions to maintain the entrance to the building clean.

2. For professional cleaning of SI No. 1 to 9, the cleaning schedule is divided in to 2 parts

Level One (Basic and daily)

(i) Daily cleaning (level one basic)

Routine cleaning is carried out covering the following aspects:

- ✓ Sweep Cleaning
- ✓ Scrubbing
- ✓ Dusting and Wiping with Disinfectant
- ✓ Vacuum Cleaning

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- ✓ Damp & Dry Cleaning
 - ✓ Glass Surface and mirror Cleaning
 - ✓ Trash Removal
 - ✓ Floor and Office cleaning and sanitization
 - ✓ Fixtures, taps, shower and tiles.
 - ✓ Toilets& Urinals.
 - ✓ Working of flush, taps etc.
 - ✓ Deodorizing& air freshening.
 - ✓ Placing fresh toiletries.
 - ✓ Any other cleaning found necessary to maintain the cleanliness.
- (ii) These are daily activities and include dry/wet odor free mopping, dry/damp wiping using mops, brooming, litter collection, garbage disposal within the facility, dusting, washer/wiper glass cleaning, windows, toilet/bathroom cleaning etc. This will involve constant litter picking, mopping, any other cleaning found necessary to maintain the cleanliness. It will also include any other cleaning found necessary to maintain the cleanliness.
- (iii) Constant litter collection on daily basis by attendants equipped with lobby dustpans, brooms for outer area, Regular cleaning like dusting. Wet and Dry wiping of windows using manual window cleaning kit and telescopic poles of required height, Clearing and cleaning of the dustbins replacing the liners, Disposal of garbage including the kitchen/dining hall disposals at a designated place.
- (iv) Any other cleaning found necessary to maintain the cleanliness.

Level Two (Intensive, weekly):

- (i) **Level Two (Intensive):** These are weekly thorough cleaning of the areas and include floor scrubbing using auto scrubber, vacuum cleaning, stain removal, scraping, disinfecting, cleaning of windows glass (inside and outside), ceiling, steam cleaning of bathrooms etc. This will be carried out on Saturdays or Sundays. It will also include any other cleaning found necessary to maintain the cleanliness.
- (ii) The following aspects are covered:
- ✓ Ventilator, Exhaust Fan cleaning.
 - ✓ Removal of Uric acid, Scale &Organic Buildup from the toilet bowls.
 - ✓ Any other cleaning found necessary to maintain the cleanliness.
- (iii) Thorough cleaning using mechanized brooming with Walk behind Manual Sweeper, dry and wet cleaning, stain removing, scrubbing intensively.
- (iv) Any other work as and when required and instructed by Resident Commissioner, Arunachal Bhawan.

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(b). WASTE MANAGEMENT

Plan manage collection, screening/segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Firm/ company/entrepreneur will arrange for required resources, including manpower, machinery, disposal bags, bins etc. The Firm/ company/entrepreneur will also ensure that the garbage collection/disposal work does not adversely affect the surroundings or personnel deputed for the work. Guidelines /instructions of NDMC for dispose/recycling of waste including organic waste will be complied with

(c). PEST CONTROL SERVICES


This service would cover all areas, and common usage areas such as staircases, elevator lobbies, drains and equipment rooms. Service in specific shall include the following:

1. Treating the entire common area for general preventive disinfestations that will include cockroaches, snails, millipedes, centipedes, spiders etc **(once in 3 months)**.
2. Treating the entire common area for rodent treatment **(once in 3 months)**.
3. Anti-termite treatment of rooms/offices/reception area, furniture **(at least once a year or as per requirement whichever is more)**.
4. Spraying of manholes, drain outlets and other areas susceptible to pest breeding.
5. Regular check-up of all drainages, shafts etc for mosquitoes.
6. Rotation of pesticides to avoid immunity in pests.
7. Notify all concerned within the office premises of the treatment well in advance.
8. Ensure that no plastic stationery or medicine or food is exposed to the pesticides.
9. Cleaning of the working areas after pest control treatment.

(d). TANK AND SEWER CLEANING

To carry out the Tank Cleaning of roof top water tanks and other ground water tanks on regular intervals depending upon the usage of the Tank and contamination. The tank to be cleaned on quarterly basis for any Deposits/ Sediments /Algae growth as per standard operating procedures which shall include but not be limited to the activities such as Draining the contents/Ventilation of the Tank for any gases/ Pressure Wash /Manual Scrubbing. Sewer cleaning includes cleaning of all rain water drain line system/rain water main holes/sewer water drain line system/ sewer water man holes/basement sumps/ basement drain lines.

G. PAYMENT CLAUSE


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1. Payment will be made on monthly basis starting from the succeeding month of this Contract becoming into force upon submission of the bill in Triplicate.
2. Payment of the bill will be based on standardized invoices. Along with the bill the undertaking shall have to be given for all the payment of the wages as per rule, contribution towards EPF/ESI payments. Before payment Arunachal Bhawan Office can take all necessary measures to verify the quality of the service or any deficiency in the service and then deduct any amount if appears so.
3. The Firm/ company/entrepreneur shall be solely responsible for making all statutory subscriptions/payments/contribution related to labour employment including EPF/ESI payments.
4. The Firm/ company/entrepreneur shall submit an extract of all such monthly payments/contributions along with their monthly bill.
5. No advance payment will be made.
6. TDS/service tax is recoverable as per rules in force from each claim.

H. PENALTY CLAUSE:

1. If cleanliness is not observed upto the satisfaction of the Department, a penalty of a minor fine of **Rs.1,000/-** per day, or a major fine of **Rs.5,000/-** will be imposed on the contractor depending on the objective criteria as above However, this will not be any binding for not taking any other legal action against Firm/ company/entrepreneur. The appeal against the order of the Resident Commissioner shall lie with the Resident Commissioner, Government of Arunachal.
2. The absence of any staff, the double of the minimum wages per day will be deducted from the payment due to agency. The persistence absence of staff shall attract other clauses of this agreement for taking action against the agency.
3. In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 1 shall be levied.
4. In case any public complaint is received attributable to misconduct/misbehaviour of contractor's personnel, a penalty or **Rs.500/-** for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.
5. In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Principal Employer reserves the right to impose the penalty as detailed below:-
 - 20% of cost of order/agreement per week, upto four weeks delays.
 - After four weeks delay the Department may cancel the agreement and get this job to be carried out preferably from other agency from open market. The difference, if any, will be recovered from the defaulter contractor and also shall be black listed for


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a period of three years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.

I. TERMINATION CLAUSE

1. In case of persistent default or unsatisfactory service or breach or infringement of any of the Terms and Conditions of this Agreement, the Resident Commissioner reserves the right to terminate the Contract and the Security Deposit may be forfeited in such case. Also any other action may be taken as deemed fit for these violations.
2. The contract may also be terminated by Arunachal House Authorities after giving one month's notice mentioning the reasons.
3. The Security Deposit submitted by the successful firm/ company/entrepreneur will remain deposited as security deposit during the period of contract, and any charge on the firm/ company/entrepreneur may be adjusted against the Security Deposit.

J. ARBITRATION CLAUSE.

1. Any claims, dispute and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, or relating to this contract including terms shall be resolved through joint discussion of the authorized representatives of the concerned parties. However if the disputes are not resolved by the discussion as aforesaid within a period 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the office of Resident Commissioner, Arunachal Bhawan in accordance with the provisions of the Arbitration and Conciliation Act 1996 and rules made there under including any modifications, amendments and future enactments thereto. The venue for the arbitration will be New Delhi and the decision of the arbitrator shall be final and binding on the parties.
2. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
3. Jurisdiction of Court: This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the Courts in Delhi.

K. INFRASTRUCTURE

Store Room cum office for the service provider:

The office of Resident Commissioner, Government of Arunachal Pradesh will provide space for a store room at the location. The storekeeper/supervisor deployed by the firm/ company/entrepreneur will store all their liveries, materials, equipments in the store room


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and maintain a computerized record of the store. The firm/ company/entrepreneur will arrange for all other items, viz., computerized inventory of stores, computerized daily duty roster chart, etc.

L. MANPOWER : QUALIFICATION AND REQUIREMENT

1. Manpower for Housekeeping Services

The firm/ company/entrepreneur shall be responsible for the presence of manpower so deployed in the Arunachal House and also for their discipline and conduct. He should submit a detailed Weekly Report to the Resident Commissioner, Arunachal Bhawan through his representative or the Manager Arunachal House, on carrying out all the designated works.

Qualification of Staff:

- No child labour shall be employed. (Age proof of all employees shall have to be furnished.) Qualified and experienced persons as per norms given below should be employed.
- Supervisor and Manager: Should be qualified with Diploma/ Certificate course in Housekeeping or Hotel Management, from a recognized institution and should possess a minimum of 3 years experience of working in a three star hotel/ government guest house or any equivalent organization.
- Housekeeping Service Workers: Minimum qualification Class 8th and minimum 1 (one) year experience in Housekeeping work.

Housekeeping requirement

(The minimum manpower which the service provider has to provide)

Shift	House Keeping Services Worker (Room boy+ Sweepers)	Supervisor
1 st Shift	12	1
2 nd Shift	8	1
3 rd Shift	2	
Total per day	22	2

2. Manpower for Waste Management/ Pest Control/ Tank Cleaning

As per the requirement to ensure the services mentioned in the scope of work.

M. DETAILS OF AREA TO BE CLEANED (APPROX)

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1	No. Of Levels:	5+ Basement
2	Total covered area of the Main building:	2380 sqmtr including Reception Counter
3	Total covered area of basement/ including underground Parking.	Total basement area = 1185 sqmtr including Underground parking area
4	Total Terrace Area	441 sqmtr
5	Sweeping open space like court yard, interlocking tile path, garden etc within boundary wall.	1842 sqmtr
6	Cleaning of open space like lawn, outside boundary wall etc.	Lawn in front of boundary wall = 459 sqmtr Paved path in front of entrance of main gates (2 Nos) = 72 sqmtr

N. LIST OF ITEMS TO BE PROVIDED BY THE FIRM/COMPANY

SI. No.	NAME OF THE ITEMS
1.	Cleaning Agent
2.	Metal Polish
3.	Spray Pump
4.	Cockroach Repellant
5.	Buckets
6.	Bath Mugs
7.	Bath Stool
8.	Bath Soap
9.	Toilet Buckets
10.	Toilet Mug
11.	Bathroom Dustbin
12.	Room Dustbin
13.	Garbage Bag
14.	Soap Dish
15.	Door Mats/Bath Mates
16.	Lizol/Harpic or any other branded toilet cleaner
17.	Glass Cleaner
18.	Cover of Glass
19.	Glass Coaster
20.	Candle
21.	Tooth Pick
22.	Bamboo Broom
23.	Dust Remover Plastic

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24.	Floor Duster
25.	Floor Cleaning Brush of all sizes as per requirement
26.	Floor Cleaning wiper
27.	Mosquito Repellant Machine
28.	Dust pans
29.	Hemacol Cube or any other branded cube
30.	Toilet Brush
31.	Liquid Soap for hand wash
32.	Odonil/ Freshener
33.	Bath soap (branded)
34.	Naphthalene Balls
35.	Napkin Paper
36.	Air Freshener
37.	Phool Broom
38.	Hard and soft gloves
39.	Safety shoes
40.	Disposable dental kit with tooth brush, tooth paste razor & shaving gel (10 rooms)
41.	Kettle/Tea/Coffee welcome pack (with Tea/Coffee, Sugar/ Milk Powder (10 rooms)
42.	Phenyl
43.	Room Spray
44.	Rat Trap / Rat cage
45.	Toilet Tissue Paper
46.	Face Tissue Paper
47.	Cleaning Powder
48.	White Duster (Dusting)
49.	Yellow Duster (Glass Cleaning)
50.	Candle
51.	Standard first aid kit
52.	Any other item suggested by the authority of Arunachal Bhawan for maintaining the services under contract.

Material and equipments: The contractor has to provide the material sufficient to maintain cleanliness and hygiene in the entire area specified in the above mentioned table and machinery and tools as specified below:

1. The Resident Commissioner, Arunachal Bhawan shall approve the samples for the consumables, well in advance. The service provider should use best quality branded items (Annexure VIII).

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2. The indicative list of Tools and cleaning equipment to be deployed by the agency are as under: -
 - (a) 4 wheeled Trolley. (For garbage removal);
 - (b) 4-legged stools Industrial or balanced ladders;
 - (c) Industrial Vacuum cleaners
 - (d) Heavy duty scrubbing machine
 - (e) High Power Jet Machine
 - (f) Heavy duty polishing machine with pads etc
 - (g) Items listed at **Annexure VIII & Annexure IX** including penalty provisions.
3. The Agency shall deploy the machinery specified in **Annexure- IX** of this document.
4. The consumable material and its make, to be used by the Agency shall be as per **Annexure-VIII** of this document.
5. The Agency shall be liable to pay damages in case the machinery/ equipment are not available and remains out of order for more than three days as specified in Annexure-IX of this Document.
6. The Agency shall make arrangements to refill the sanitary cubes, deodorizer, and other consumable like Air Fresheners, Phenyl, toilet roll, tissue box and liquid soap for hand wash in all the toilets of agency.
7. Agency shall arrange to spray air fresheners in officer's rooms, conference halls, auditorium, lifts on daily basis and whenever required. The cost of the spray will be borne by the Agency.
8. All materials to be used for cleaning and other consumables shall be in conformity with the specifications / brand /make of government approved standards (as mentioned in **Annexure-VIII**).
9. The work to be carried out by the Agency shall also include arranging of vacuum-cleaners, scrubbing and polishing machines and equipments which are required to be used during execution of the work. All the machineries used should be appropriate for the surfaces existing on the Site and in no way damage the surface/ fixtures/ fittings/ furniture beyond normal wear and tear. In case the agency or its employee damages the surface/ fixtures/ fittings/ furniture. The Department will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the agency. The decision of the Resident Commissioner will be final and binding on the agency.

O. SUBMISSION OF BID

1. Bidding condition

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- a. For bidding two cover systems will be followed :-
- ✓ A Cover should contain the technical bid with EMD of Rs.3.00/-Lakh (Rupees three lakh) or Bid Security of Rs. 3.00/- Lakh (Rupees Three Lakh) in the form of FDR/DD/Bank Guarantee only in separate envelop marked "TECHNICAL BID-A- FOR FACILITY MANAGEMENT SERVICES".(In the prescribed format in Annexure- I only)
 - ✓ B Cover should contain the Financial Bid in separate envelop marked "FINANCIAL BID-B- FOR FACILITY MANAGEMENT SERVICES". (In the prescribed format in Annexure- II only)
- b. The bid has to be submitted only in the form Annexed along with this tender document as Annexure- I and Annexure-II.
- c. The bidders are required to quote a lump sum amount inclusive of all prevailing taxes and fees including service tax etc. for providing facility management services.
- d. The bid should be quoted in figures as well as in words separately. There should be no cutting on the rates quoted so.
- e. The bidders are required to pay an earnest money deposit of Rs 3.00 lakh (Three lakh only) in the form of demand draft in favour of Resident Commissioner, Govt. of Arunachal Pradesh, Arunachal Bhawan , payable at New Delhi or Bid Security of Rs. 3.00 /- Lakh (Three lakh only) in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank.
- f. All the necessary documents as per requirement of this tender qualification shall have to be attached.
- g. Financial bids will not be opened in respect of unqualified Technical bids.
- h. The D.D. for EMD or Bid Security in the form of bank guarantee must be enclosed in the envelope containing the technical proposal. Any Proposal without EMD shall be liable for rejection. The amount of EMD shall not carry any interest.
- i. The EMD paid by the unsuccessful bidders shall be refunded to them without interest, after the award of work is finalized by the office of Resident Commissioner, Government of Arunachal Pradesh or after the date of expiry of validity of offer, unless the validity of the offer is extended by mutual consent.
- j. It will be imperative on each bidder to fully inform himself of all local conditions and factors, which may have any effect on the execution of works/services covered under these documents and specifications. Intending Bidders shall visit the site and make them thoroughly acquainted with its local site conditions. It is suggested to the bidders to conduct a demographic study to identify the local utility areas (communication and transport conditions, effective labour required to be involved and other features) which will help the bidders to consider all such factors during estimation for performing services as indicated in this Bid Document.
- k. It must be understood and agreed that all the factors have properly been investigated and considered while submitting the bids. No financial adjustment arising thereof shall be permitted by the office of Resident Commissioner,

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Government of Arunachal Pradesh, which are based on lack of such clear information. Further, no claim for financial adjustment to the contract awarded will be entertained by the office of Resident Commissioner, Government of Arunachal Pradesh.

- i. Bids by Firm/ company/entrepreneur must be signed with the legal name of the Firm/ company/entrepreneur by the President/Managing Director or other person or persons authorized to bid on behalf of such President/Managing Director in the matter. Significant evidence of authority of the person signing on behalf of the Bidder in the form of Power of Attorney or Board Resolution shall be furnished with the Bid.
- m. Proposals submitted by the bidders and containing vague and indefinite expressions such as "subject to availability" etc. will not be entertained. Full responsibility is to be accepted by the bidder.
- n. Bidders are advised in their own interest to ensure that the proposals reach the specified office well before the closing date and time of Bid (Proposal) Submission. Any bid received after dead line for submission may be rejected or returned unopened.
- o. The bid shall be kept valid for a period of 90 days in case of DD/FDR and One Hundred Twenty (120) days in case of Bank Guarantee from the stipulated last date of submission of bids. The overall offer for the assignment and bidders quoted prices shall remain unchanged during the period of validity. In case the bidder withdraws, modifies or changes his offer during the bid validity period, the Earnest Money deposit paid by him shall be forfeited without assigning any reason thereof.
- p. The office of Resident Commissioner, Government of Arunachal Pradesh reserves the right to accept or reject any or all proposals without giving or assigning any reason for its decision. The Office of Resident Commissioner, Arunachal Bhawan reserves the right of not awarding the tender to any bidder even after the finalization of bids also.
- q. Tenders are liable to be rejected in case any of the particulars/prescribed information is either missing or incomplete in any respect and/or if the prescribed conditions are not fulfilled.
- r. Canvassing in connection with the tender is strictly prohibited and proposals submitted by bidders who resort to canvassing will be liable to rejection.
- s. Evaluation of proposals shall be at the sole discretion of the office of Resident Commissioner, Government of Arunachal Pradesh and no suggestion and/or communication shall be entertained in this regard. The office of Resident Commissioner, Government of Arunachal Pradesh reserves the right to reject or accept and to annul the bidding process and reject all the bids at any time prior to the award of contract, without thereby incurring any liability to the effected bidders or any obligation to inform the affected bidders of the ground for action.

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- t. The office of Resident Commissioner, Government of Arunachal Pradesh reserves the right to call for additional information/clarifications from the bidders/or to verify the information given by the tenderer.
- u. The cost of preparing the bids, presentation contract including site visits etc. will be borne by the bidders themselves and in no case will be reimbursable by the office of Resident Commissioner, Government of Arunachal Pradesh.

2. Service Agreement

After the finalization, the successful Firm/ company/entrepreneur would be invited to execute the Service Agreement with the Office Resident Commissioner, Govt. of Arunachal Pradesh, Arunachal Bhawan, Kautilya Marg, Chanakyapuri, New Delhi-110021. This agreement will have, apart from others, the specific conditions also.

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TECHNICAL BID FOR FACILITY MANAGEMENT SERVICES AT ARUNACHAL HOUSE

1) Name of the applicant Firm/ company/entrepreneur :

2) Organizational Status

Name	Registered Office and branch Office Location address	Name of CEO / MD	Contact email, fax, tel, mobile nos.	Registration number with EPF and ESI	PAN number / TAN number	GST number

Supporting Documents

- ✓ Copy of Certificate of Incorporation
- ✓ ISO and other Certificates
- ✓ Memorandum & Articles of Association

- 3) The Firm/ company/entrepreneur must have an experience of providing facility management services of same nature for minimum immediate last three consecutive years in one Organization or in different Organizations such as guest house of State/Central Government/PSU/ Reputed Private sector of minimum 30 rooms located in one premises.
- 4) The Firm/ company/entrepreneur should have at least one work of Rs. 50.00 Lakh per annum in last three consecutive years.
- 5) Experience will be shown by submission of work orders/ agreement and satisfactory completion or ongoing work certificates/testimonials from the employers.
- 6) The average annual turnover of the aforesaid Firm/ company/entrepreneur should be **not less than Rs. 1 Crore (One Two Crore) only per annum** for last three years as per the audited balance sheet.
- 7) Valid ISO9001:2008 Certification in providing facility management services.

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- 8) The Firm/ company/entrepreneur should have EPF registration and should have filed return in at least last three years for minimum 50 employees.
(Please mention only those experiences which Firm/ company/entrepreneur deems relevant for their technical bid qualification as per tender qualifying criteria.)

A.....

B.....

C.....

- 9) Name of works in last three consecutive years of value including work not less than Rs. 50.00 Lakh per annum.

A.....

B.....

C.....

- 10) Annual turnover in the previous 3 financial years with proof of TDS deductions.
 (Minimum Rs----- (Lakhs)) per annum.

11)

Name of the Firm/ company/entrepreneur	Annual Turnover		
	2014-15	2015-16	2016-17

- 12) EPF registration number and copy of returns filed in last three years with number of employees. (Please attach copy of the returns in each of the last three years.)

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13) Please also attach the following supportive documents---

- a) Audited financial statements of the previous 3 years along with copies of Income Tax returns.
- b) Details of PAN, GSTN, and other authorities as required under the law.
- c) The party shall have to submit an affidavit stating all the followings **FOUR** conditions :-
 - i. They have not been convicted by a court of law,
 - ii. No criminal case is pending against them,
 - iii. They have not been black listed by any government department/PSU/ any other organization
 - iv. No work order was cancelled prematurely because of quality of services rendered by him to the employer or any other default on behalf of service provider in last three years.
- d) Refundable EMD or Bid Security fee of Rs 3.00 lakh (three lakh only) as draft no..... name of bank..... in the name of Resident Commissioner, Govt. of Arunachal Pradesh, New Delhi Payable at Delhi or Bid Security in the form of DD/FDR/Bank Guarantee is being accompanied with the proposal.

Date:

1. Signature
2. Name
3. Designation in the company
4. Address.....
.....

Seal

(The signature on the above mentioned place is mandatory. The bids without signature are liable to be rejected.)

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FINANCIAL BID FOR FACILITY MANAGEMENT SERVICES AT ARUNACHAL HOUSE

I offer to provide round the clock House Keeping, Waste Management services in Arunachal House, 3, Bir Tikendrajit Marg, Chanakyapuri, New Delhi-110021, as per the terms and conditions laid down by the Resident Commissioner, Govt. of Arunachal Pradesh, New Delhi and to provide these services as detailed in the tender document at a monthly fee of Rs./- only per month, (in words Rs.....) (Inclusive of all taxes, duties, fees, cess, etc.)

Note:

1. Above cost has been quoted inclusive of all prevailing taxes and fees.
2. The bid should be quoted in figures as well as in words separately. There should be no cutting on the rates quoted so.
3. No escalation apart from as stated herein above on what so ever account, shall be paid by us on the fees quoted by us for the scope of services mentioned in the bid Document.

I further understand that the Resident Commissioner, Govt. of Arunachal Pradesh, New Delhi has the right to accept or reject my offer without assigning any reason thereof and I shall abide by that decision.

Date:

1. Signature.....
2. Name
3. Designation in the company.....
4. Address.....
.....

Seal

(The signature on the above mentioned place is mandatory. The bids without signature are liable to be rejected.)

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**CHECKLIST FOR TECHNICAL QUALIFICATION/ EVALUATION FOR FACILITY
MANAGEMENT SERVICES AT ARUNACHAL HOUSE**

S. No.	Documents asked for	Page number at which document is placed
1.	Bid Security (EMD) of Rs.3.00/- lakh (Rupees Three Lakh) only in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank in favour of Resident Commissioner, Govt. of Arunachal Pradesh, New Delhi valid for 90 days in case of DD/FDR and One Hundred Twenty (120) days in case of Bank Guarantee beyond the Tender validity period.	
2.	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3.	Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-IV .	
4.	Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year.	
5.	Self attested copy of GST Registration certificate	
6.	Self attested copy of valid Registration number of the firm/agency.	
7.	Self attested copy of valid EPF Registration number.	
8.	Self attested copy of valid ESI Registration No.	
9.	Self attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
10.	Proof of experiences of last three financial years as specified in clause 2.2 of the NIT along with satisfactory performance certificates from the concerned employers.	
11.	Annual returns of previous three years supported by audited balance sheet (clause 2.1 of NIT)	
12.	Self Attested Copy of PAN Number.	
13.	Any other documents, if required.	
14.	Annual Turnover (in Lakhs)	
15.	Manpower on roll	
16.	Experience of running Sanitation/ Housekeeping services (in years)	
17.	Volume of work done during last three financial years as specified	

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	in clause B-3 of the NIT.	
18.	Single work of more than Rs 50.00 Lakhs during last three years.	
19.	No. of Trained Supervisory staff in the field of Hygiene/ Sanitation/Housekeeping.	
20.	ISO Certification of the firm (Yes/No)	

Signature of the Bidder
(Name and Address of the Bidder)
Telephone No.

Note: Photocopies of all necessary documents duly self attested must be attached for verification of the information provided.

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UNDERTAKING
(ON A STAMP PAPER OF Rs.100/-)

To

(Designation and Name of the concerned Department)

Name of the firm/Agency _____

Name of the tender _____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
 - a) I/We have not been convicted by a court of law,
 - b) No criminal case is pending against me/us,
 - c) I/ We have not been black listed by any government department/ PSU/ agency,
 - d) No work order was cancelled prematurely because of quality of services rendered by me/us to the employer or any other default on behalf of service provider in last three years.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide trained sanitation/housekeeping workers.
5. I/We do hereby undertake that neat and clean environment of the Department shall be ensured by our Agency, as well as any other point considered by our Agency. Our Facility Management Services shall be covered under "Fidelity Bond" through Insurance Agency for minimum sum of Rs.3.00 Lakh (Rupees Three Lakh) only. The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone No.

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BID SECURITY FORM**(To be used for deposition of Earnest Money through Bank Guarantee)**

To

The Commissioner,
Government of Arunachal Pradesh,
Kautilya Marg, Chanakyapuri,
New Delhi-110021

Whereas M/s(Hereinafter called "the bidder") has submitted its bid datedfor providing Facility Management Services at Arunachal House, New Delhi vide Tender No.....dated KNOW ALL MEN by these presents that We of having our registered office at

(Hereinafter called 'the Bank') are bound unto The Owner in the sum of **3.00/- Lakh (Rupees three lakh only)** for which payment will and truly to be made of the Owner, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligations are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid form

OR

2. If the Bidder, having been notified of the acceptance of his bid by the Client, during the period of bid validity.

(a) Fails or refuses to execute the Contract, if required;

OR

(b) Fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

OR

(c) Fails or refuses to perform their duties fully or partially to the satisfaction of the Client. We undertake to pay the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will not justify the demand of the amount claimed by it is due to it owing to the occurrence of anyone or both of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified in the Bid document up to 120 days and including thirty (30) days after the period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

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IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____ (Month) _____ (year) being herewith duly authorized.

For and on behalf of
the _____ Bank.

Signature of authorized Bank official

Name _____

Designation _____

I.D. No. _____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:

Witness-1.

Signature _____

Name _____

Address _____

Witness-2.

Signature _____

Name _____

Address _____

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FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY(Refer Clause D(4) of the NIT)

(To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) (hereinafter called the "Bank") of the one part and _____ (Name of the Department) (hereinafter called the "Department") of the other part.
2. WHEREAS _____ (Name of the Department) has awarded the contract for facility management/housekeeping services contract for Rs. _____ (Rupees in figures and words) (hereinafter called the "contract") to M/s _____ (Name of the contractor) (hereinafter called the "contractor").
3. AND WHEREAS THE Contractor is bound by the said Contract to submit to the Department a Performance Security for a total amount of Rs. _____ (Amount in figures and words).
4. NOW We the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs. _____ (Amount in figures and words) as stated above.
5. After the Contractor has signed the aforementioned contract with the Department, the Bank is engaged to pay the Department, any amount up to and inclusive of the aforementioned full amount upon written order from the Department to indemnify the Department for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Department immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Department any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.

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6. THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).

7. At any time during the period in which this Guarantee is still valid, if the Department agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Department and at the cost of the contractor.

8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.

9. The neglect or forbearance of the Department in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Department for the payment hereof shall in no way relieve the Bank of their liability under this deed.

10. The expressions "the Department", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____ (Month) _____ (year) being herewith duly authorized.

For and on behalf of
the _____ Bank.

Signature of authorized Bank official

Name _____


Designation _____

I.D. No. _____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:


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Witness-1.

Signature _____

Name _____


Address _____

Witness-2.

Signature _____

Name _____

Address _____


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FORMAT OF AGREEMENT

THIS AGREEMENT is made on the _____ day _____ (Month) _____ (Year) Between the Governor of Arunachal Pradesh through Shri/Smti _____ (Name and address of the Officer) (hereinafter called "the Government"), which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____ (Name and address of the contractor) through Shri _____, the authorized representative (hereinafter called "the contractor") (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrators, representatives and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavours to provide Facility Management Services at Arunachal House, New Delhi to the Resident Commissioner, Govt. of Arunachal Pradesh, New Delhi for providing a neat and clean environment.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions;
 - c. Notice inviting Tender;
 - d. Bill of Quantities;
 - e. Scope of work;
 - f. Addendums, if any;
 - g. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and the Facility Management Services w.e.f _____ as per the provisions of this Agreement and the tender documents.
4. The Department hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this Agreement and the tender documents, the contract price of Rs. _____ (_____ Rupees in words).

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5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor
Signature of the authorized official

Name of the official
Stamp/Seal of the Contractor

By the said _____ Name
on behalf of the Contractor in
the presence of:

Witness _____
Name _____
Address _____

Telephone No: _____

For and on behalf of the Governor of
Arunachal Pradesh

Signature of the authorized Officer
Name of the Officer
Stamp/Seal of the Employer

By the said _____ Name
on behalf of the Employer in
the presence of:

Witness _____
Name _____
Address _____

Telephone No: _____

Detailed agreement on above lines will be drawn out after formalization of the tender. The above format is illustrative. Detailed agreement would include above all conditions/ documents and additional issues as deemed appropriate by the office of Resident Commissioner. The Agreement will have, apart from others, the specific conditions.

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ILLUSTRATIVE LIST OF STANDARD CLEANING ITEMS TO BE PROVIDED

Sl. No.	Work	Name of the Brand
1	Cleaning agents of standard company for WC's, urinals pots etc.	Phenyle Gainda, Trishul etc.
2	Detergents of Standard company for cleaning, wash basin, sinks, refrigerator and other items.	Nirma, Surf etc
3	Liquid Shop of Standard company for scrubbing of floors & wall	Dettol, Lifebouy, Fem, Homocol
4	Anti-bacterial disinfectants of standard company for cleaning toilets, bathroom, kitchen and pantries.	Cleaning, Lyzol etc
5	Glass cleaning liquid of standard company	Colin etc
6	Deodorizer of a standard company	Odonil etc
7	Air-fresheners /Aerosols (eco-friendly) of standard Company	Premium, Fresco etc
8	Urinal cubes (Standard Company)	Odonil etc

(Any other cleaning items required for maintaining cleanliness)

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INDICATIVE LIST OF MACHINERY/TOOLS AND PENALTY PROVISIONS

S. No.	Name	Utilization Area	Recovery Rate Per Month Per Equipment (If Not Available/Out of Order For More Than 3 Days)
01	Scrubber/ Polishing	Scrubbing and polishing for hard floors.	Rs.4,000/-
02	Auto Scrubber Drier	Daily scrubbing Drying of all the floors at all the levels.	Rs.10,000/-
03	Compact Auto Scrubber Drier	Daily scrubbing Drying of all confined area floors at all the levels.	Rs.4,500/-
04	Wet & Dry Suction Cleaner	Collection of wet slurry, and wet required for cleaning of toilets.	-
05	High Pressure Water Jet	Cleaning/washing of toilets, red stone, porches etc.	Rs.4,000/- or Rs.3,000/-
06	Commercial Vacuum Cleaner (wet & dry)	Daily Dusting & vacuuming needs at various carpeted areas and other general cleaning.	Rs.1,000/-
07	Floor Burnisher	For daily buffing of hard floors like kota, marble and granite.	Rs.5,000/-
08	Glass cleaning kits		
09	Vet and dry Mopping sets		
10	Signage boards		
11	Barricade Tape and stand		
12	Polishing Machine Trolley		

(Any other machinery required for both basic and intensive cleaning)

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