

**GOVERNMENT OF ODISHA**  
Office of the Chief Resident Commissioner  
4-Bordoloi Marg, Chanakyapuri  
New Delhi – 110 021  
Telephone: 23019771, 23018498, Fax: 23010839  
E-Mail: [rc.odisha@gmail.com](mailto:rc.odisha@gmail.com)  
\*\*\*\*\*

No. 2272 / CRC. Dated 28 th April, 2017  
CRC-11/2017

TENDER NOTICE

Sealed tenders are invited in double cover system from reputed, specialized, ISO 9001 certified agencies providing sanitation service in Delhi to Govt./ PSU owned Guest Houses/ Hotels for providing sanitation (cleaning and hygiene) services in Odisha Niwas, 4-Bordoloi Marg, Chanakyapuri, New Delhi. Tender form may be obtained on payment of Rs. 1000/- between 10AM to 05 or may be downloaded from the Tender and Notices section of website -[www.rcodisha.gov.in](http://www.rcodisha.gov.in)

Interested firms and agencies are required to submit their offer so as to reach the undersigned in the address given above latest by 5 P.M of Dated 19/05/2017. Firms/ agencies submitting their tender with downloaded form may submit a demand draft of Rs.1000/- (non-refundable) drawn in favour of "Government of Odisha, Odisha Bhawan" payable at New Delhi towards cost of Tender paper. Technical Bid in Packet -1 along with Financial Bid in Packet-2 duly sealed and clearly marked as Technical Bid/ Financial Bid should be put inside one sealed packet super scribing on the top as "Bid document for providing sanitation service in Odisha Niwas, 4-Bordoloi Marg, Chanakyapuri, New Delhi.

A pre-bid meeting will be held on 10/05/2017 at 11AM in conference hall of Odisha Niwas, 4-Bordoloi Marg, Chanakyapuri, New Delhi.

The Technical Bid will be opened on Dated 20/05/2017 at 11AM in the conference hall of Odisha Niwas, 4-Bordoloi Marg, Chanakyapuri, New Delhi in presence of bidders or their authorized representatives. Date of opening of Financial Bid will be declared during the opening of Technical Bids.

Non-receipt of the documents by due date and time will lead to rejection of the Bid. The undersigned reserves the right to accept or reject any or all tenders without assigning any reasons thereof.

  
28 04 17  
MANAGER

**Government of Odisha**  
**Office of the Chief Resident Commissioner**  
Odisha Niwas, 4 - Bordoloi Marg,  
Chanakyapuri, New Delhi - 110021  
Tel: 23019771, FAX: 23010839  
E-mail: [rc\\_orissa@yahoo.co.in](mailto:rc_orissa@yahoo.co.in), [rcm-or@nic.in](mailto:rcm-or@nic.in)

**TENDER SCHEDULE**

Sealed tenders are invited from reputed, specialized, ISO certified Human Resource Providers for providing sanitation service in Odisha Niwas, 4- Bordoloi Marg, Chanakyapuri, New Delhi.

A	Nature of work	Providing sanitation service along with Dish Washing in Odisha Niwas, 4- Bordoloi Marg, Chanakyapuri, New Delhi.
B	Period of Contract	For one year, purely subject to satisfaction of Chief Resident Commissioner,/ Resident Commissioner, Govt. of Odisha, New Delhi.
C	Last date of sale of tender papers	19/05/2017 up to 1 PM
D	Last date of receipt of tender papers	19/05/2017 up to 05 PM
E	Date of opening of Technical Bid	20/05/2017 at 11 AM
F	Date of opening of Financial Bid	Will be declared during Technical Bid meeting.
G	Earnest money deposit	Rs. 30,000/-

**H- Terms and conditions-**

1. The tender documents can be obtained from Odisha Niwas, 4-Bordoloi Marg, Chanakyapuri, New Delhi on payment of Rs.1000/- (Rupees one thousand) only by cash/ Demand Draft in favour of "Government of Odisha, Odisha Bhawan, New Delhi."
2. Tender form sent by post should reach the undersigned within the stipulated time of last date of submission.
3. The tenderer is required to quote in financial bid the rate per month. The quoted rate should be all-inclusive i.e including all kinds of taxes including service tax, levies, expenses, EPF, E.S.I, service charges etc. No breakup is required to be furnished but it must be meeting minimum wages and all statutory payments.
4. The successful tenderer should furnish a bank guarantee of Rs. 2,00,000/- (Rupees two lakh) only as security deposit at the time of signing the agreement.
5. The staff deployed by the agency should possess the basic desirable qualifications and experience in the concerned field. The staff will be individually approved by the Chief Resident Commissioner/ Resident Commissioner or the officer authorized by the Chief Resident Commissioner/ Resident Commissioner before their deployment..
6. Chief Resident Commissioner/ Resident Commissioner or the officer authorized by him at his discretion may impose additional conditions or delete any of the terms/ conditions as may be necessary in the overall interest of the Odisha Niwas.
7. Tenderer should keep additional back-up support service personnel to be indentured by the Chief Resident Commissioner/ Resident Commissioner or any authorized officer for necessary services during the VIPs stay at the Odisha Niwas/Bhawan. Extra payment will be made as per law.
8. The tenderer should provide uniforms to his workers with approval of Chief Resident Commissioner/ Resident Commissioner or any other authorized person.

9. The sealed tender should include the list of clients, experience certificate in prescribed format (Annexure-B), financial status indicating turnover for last three years, certified copy of Income Tax return, E.P.F Registration & E.S.I code, any other document that he/ she feels relevant. The agency shall be subject to all Rules, Regulations of NCT Delhi & Government of India.
10. The Tenderer should have an annual turnover of Rs.1,00,00,000/ (Rupees one crore) only for the last three years and also work experience in at least three Government Organizations/ PSUs preferably Government Guest Houses & Hotels located at Delhi.
11. The offer should be accompanied by Demand Draft for Rs.30,000/- (Rupees thirty thousand) only drawn in favour of "**Government of Odisha, Odisha Bhawan, New Delhi**" as E.M.D, which will be refunded to unsuccessful tenderers after the tender is finalized.
12. The words "Technical Bid" & "Financial Bid" shall be super scribed on the top of the two envelopes separately. Both the envelopes should be put together in a bigger envelope and super scribed as "Tender for providing Staff for sanitation service in Odisha Niwas, New Delhi." All the envelopes should be properly sealed and shall be dropped in the Tender Box so as to reach on or before dated 19/05/2017 05 PM. The Financial Bid of those who are successful in Technical Bid shall only be opened.
13. The technical bid will be opened on dated 20/05/2017 at 11.00 AM in the Conference Hall of the Office of the Chief Resident Commissioner at 4- Bordoloi Marg, Chanakyapuri, New Delhi Date and time of opening of Financial Bid shall be declared during Technical Bid meeting.. Tenderers or their authorized representative may remain present at the time of opening of Technical Bid and Financial Bid in the Conference Hall of the Office of the Chief Resident Commissioner and should be ready to make a presentation before the Tender Committee, if required.
14. In case of a dispute the decision taken by the Chief Resident Commissioner/ Resident Commissioner, Govt. of Odisha shall be final. Tender papers which are incomplete or not enclosed with required information and documents will not be considered. The tender paper should bear the signature of the Tenderer in full with name & seal in each page. No overwriting inside the tender shall be allowed. In case of cuttings, the same may be authenticated by the Tenderer by way of putting his signature & seal. Unfilled tender papers, tender papers with overwriting and without signature will be summarily rejected.
15. Staff engaged by the Contractor should be verified by local police before deployment and a copy of the Police Clearance Certificate (PCC) must be submitted in the office of the Chief Resident Commissioner.
16. Contractor will be held responsible for any theft, burglary, security of Officers, staff, guests, VIPs etc. caused by the staff engaged by him.
17. The successful tenderer shall have to execute an agreement in non Judicial Stamp Paper worth Rs.100/- (Rupees One Hundred) only with the Chief Resident Commissioner/ Resident Commissioner or any authorized officer. Tender papers of the Tenderers only who agree to abide by all the clauses of Agreement will be considered. The draft agreement is enclosed herewith.
18. The prospective bidders are requested to properly and carefully fill up the forms, enclose photo copies of self attested documents, before filling the same. Chief Resident Commissioner/ Resident Commissioner, Govt of Odisha reserve the right to accept or reject any tender or all tenders without assigning any reason.

MANAGER

**Technical Bid for Human Resource Providers for providing manpower for sanitation service in Odisha Niwas,, 4-Bordoloi Marg, Chanakyapuri, New Delhi**

\*\*\*

1. Name & address of the organization -  
Name of Proprietor/ Contractor-  
Tel. No.-

2. Number of Human Resources engaged in following financial year-

Year	Number of persons engaged
2014-15	
2015-16	
2016-17	

Space for  
photograph

3. Performance certificate may be submitted from Government/PSUs owned guest houses/hotels located at New Delhi in prescribed format (Annexure-B).

Preference will be given to agencies providing service to State Bhawans/Guest Houses. (Performance certificates from at least three Govt./ PSUs each year in in last 03 years should be enclosed.)

4. Annual turnover Assessment Year wise from 2014-15, 2015-16 & 2016-17 with documentary evidence and copies of audited balance sheet./ profit & loss account.
5. Photocopy of the valid Registration Certificate of the firm/agency to be enclosed.
6. Is the agency is Blacklisted by any organization? If not an affidavit is to be submitted.
7. Copies of latest Income Tax Return for Financial years 2014-15, 2015-16 & 2016-17 are to be attached
8. EPF registration certificate-
9. ESI registration certificate-
10. Service tax registration certificate-
11. DD as Earnest Money Deposit for

Rs.30,000/-is enclosed - DD. No .. \_\_\_\_\_ Date. \_\_\_\_\_

Amount Name of the Bank. \_\_\_\_\_

Declaration

I do hereby declare that all informations given above are true and I fully accept all the terms and conditions mentioned in the tender document.

**Full name & Signature  
of the bidder with seal.**

NB: - 1. All the documents should be photocopied and duly attested by the tenderer himself.

2. **The documents should be indexed, submitted in order with pages flagged for each item for easy verification.**

3. Self attested Passport size photograph of the Proprietor/ President/ Chairman of the agency should be pasted on the space indicated at the right hand top corner of this bid form. The signature should be partly on the photographs and partly outside the photograph.

**Financial Bid for Human Resource Providers for providing manpower for sanitation service  
in Odisha Niwas, 4-Bordoloi Marg, Chanakyapuri, New Delhi.**

\*\*\*

Sl.	Description of work	No. of Persons	Rate per month- Inclusive of minimum wages with all statutory dues like E.P.F, E.S.I, service charges and all types taxes and levies etc.
1.	Round the clock sanitation (cleaning and Hygiene) services for all the Rooms, Reception, Lobby, Manager's Office, Toilets including staff toilets, all corridors, staircases, Kitchen including Dish Washing & wall tiles, Dining Hall and entire premises of Odisha Niwas, 4- Bordoloi Marg, Chanakyapuri, New Delhi.	Sweepers- 10 nos.	
		Sweeper –cum- Dish Washers- 02 nos.	
		Total 12 nos <u>Daily</u>	
	Supervisor- 01 no.Daily		
	To attend weekly off of above 12 nos. of Sweepers and Sweeper- cum-dish washers	2 nos	
	Total staff	15 nos	

(Total  
in Words. \_\_\_\_\_)

**Full name & Signature  
of the bidder with seal**

## AGREEMENT

This Agreement is made and executed at New Delhi on this \_\_\_\_\_ day .of\_ \_\_\_\_\_2017

BETWEEN

Chief Resident Commissioner/Resident Commissioner or any authorized officer, Govt. of Odisha, Odisha Niwas, 4, Bordoloi Marg, Chanakyapuri, New Delhi (herein after called the 1<sup>st</sup>. party / Govt. of Odisha / lessor) on one part

AND

---

---

(herein after called the Second party/ Contractor) on other part..

Whereas second party/contractor is dealing with providing manpower for different services

And whereas the first party floated tenders for availing manpower for different services and tender has been awarded to the second party/contractor by the first party, with regard to providing manpower for different services in Odisha Bhawan and Odisha Niwas, Chanakyapuri, New Delhi for the period of one year w.e.f. dated 01/06/2017 with the following terms and conditions to which the parties on negotiation have agreed.

## **A. GENERAL CONDITION**

1. The contractor shall offer security in the form of Bank Guarantee/ Fixed Deposit Receipt (FDR) issued by any nationalized bank for Rs.2,00,000/- (Rupees two lakh only) favoring Government of Odisha, Odisha Bhawan, New Delhi.

2. The contractor/lessee shall be responsible for all liabilities. in relation to the payment of wages, ESI, EPF, bonus and other benefits, along with wage hike etc., in accordance of all relevant labour laws and for strict observance and compliance of all relevant labour laws and other applicable laws as are applicable or may become applicable in future including Minimum Wages Act, Industrial Disputes Act, Contract Labour (regulation and abolition) Act, Employees State Insurance Act, Employees Provident Act, Payment of Gratuity Act, Payment of Bonus Act, Workmen Compensation Act, Delhi Shops and Establishment Act and 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 Govt. of Odisha will have no liability what so ever in this regard. The employees engaged by the contractor/lessee shall have no right at all to claim any financial/ employment related benefit from Government of Odisha.

3. The contractor shall be responsible for any legal/civil/criminal/consumer case initiated under the labour laws or other Acts and Rules by any employee engaged by him or by his officers/ staff for executing this contract during the contract period. The office of the Chief Resident Commissioner/ Resident Commissioner or the Government of Odisha or their officer/ staff will not be responsible for any kind of legal proceedings in any judicial/ quasi judicial forum located at Delhi or anywhere else. In the event of any such legal proceeding or liability, the contractor shall indemnify the Govt. of Odisha for all damages including all consequential and incidental damages.

4. The contractor shall maintain all registers, files and documents which are required under the Labour Acts, Rules, Regulation and instructions issued from time to time. Chief Resident Commissioner/ Resident Commissioner or the Government of Odisha will not be responsible or accountable for the lapses committed by the contractor or his officers/ staff/ employees.

5. The contractor shall perform the work under the directions and instructions of the Chief Resident Commissioner /Resident Commissioner or any other officers authorized by him/her,

## **B. STAFF:**

- 1.The contractor shall provide personnel with proper capability that should be well trained and must possess minimum educational qualification and physical fitness.
- 2.The contractor shall provide uniforms and other materials those may be required in order to ensure proper performances of the personnel appointed by him.
- 3.The contractor shall provide adequate staff for supervision of work at appropriate levels and for relief labour at appropriate time.
- 4.The contractor has to change or rotate his staff every three months with proper approval of Chief Resident Commissioner/ Resident Commissioner or officers authorized by him. He shall do so without affecting functioning of the Office of the Chief Resident Commissioner, Odisha Bhawan or Odisha Niwas whenever such changes or rotations are affected.
- 5.The contractor shall provide enough manpower to cover the contingencies, whenever any staff absents himself from duty. He shall also provide these hands in extra numbers as and when required on urgent basis or during the visit of VIPs and VVIPs as indented by the Chief Resident Commissioner/ Resident Commissioner or officers authorized by him.
- 6.The contractor shall be responsible for disciplined conduct of his staff inside and outside the premises. The contractor shall be liable to make good the cost of any damage caused to the building or property belonging to the Government as a result of negligent conduct or disorderly behavior of contractor's staff.
- 7.All staff engaged by the contractor should wear the uniforms provided by the contractor during duty hours. The Contractor/lessee shall arrange to supply proper identity cards for staff employed by him and it shall be produced on demand by the Chief Resident Commissioner/ Resident Commissioner or officers authorized by him.
- 8.The contractor shall pay all kinds of taxes, VAT, service charges/ taxes etc to Govt. of NCT, Delhi and Govt. of India as applicable from time to time. Govt. of Odisha shall not be liable to pay any amount towards such taxes and shall also not be liable for any legal proceedings on account of any default in any judicial/ quasi judicial forum.
- 9.The persons employed by the contractor to work on the premises of the Chief Resident Commissioner/ Odisha Bhawan/ Odisha Niwas shall obey any direction/order of the Chief Resident Commissioner/ Resident Commissioner or officers authorized by him from time to time.
- 10.In case of complaint of misbehavior or improper conduct on the part of his staff, the contractor shall immediately replace such employee (s) at the instance of the Chief Resident Commissioner/ Resident commissioner or officers authorized by him.



11.The contractor shall be responsible to get the antecedents of his personnel verified by the police department before they are engaged/ deployed and the certificate of police verification should be submitted in the office of the Chief Resident Commissioner/ Resident Commissioner.

12.The contractor must produce the staff before Chief Resident Commissioner/ Resident commissioner or officers authorized by him for verification before they are engaged.

13.Chief Resident Commissioner/ Resident Commissioner reserve the right to extend the period of contract, subject to their pure discretion and satisfactory performance of the contractor. However this provision shall not entail the contractor to continue operation beyond the period of contract unless the Chief Resident Commissioner/Resident Commissioner allows the contractor to do so, in writing before expiry of the contract period.

#### **C-THE CONTRACTOR SHALL ENSURE:-**

1. The contractor shall be responsible for complying with all municipal laws, rules and regulations. The Contractor/lessee is bound to follow all the labour laws concerning the conditions of works, safety, and payment

of wages, accidental insurance and other benefits to the employees engaged by the Contractor. The Government of Odisha is not liable for any mistakes/ shortcomings committed by the contractor. The contractor shall be personally liable for any lapses in observance of the provisions of the Rules, Laws and Regulations and he shall be liable for the prosecution for violating any of the laws of the land.

2. The Chief Resident Commissioner/ Resident Commissioner or officer authorized by him is also entitled to recover the damages if any, for the lapse on the part of the contractor in following any Laws, Rules and Regulations and also loss caused by negligence of the contractor or his employees,

3. The contractor shall make effective alternative arrangement, to cover contingencies in case of any employees engaged by contractor remain absent from the duty

#### **D- PAYMENT;-**

1. Payment will be made monthly starting from the succeeding month of this contract coming into force and after submission of the required bill by the contractor along with all supporting documents such as **employee** wise Challan-cum-Receipt (ECR) as proof of having deposited the contributions under E.P.F, , ESI , Wages, Service Tax. and pay slips of staff individually.

2. No payment will be released to the service provider unless the bills are appended with pay slips of individual with clear breakup deductions and account numbers to which the salary has been sent.

3. Without these ECRs no payment will be released.
4. Monthly wages for the Staff will be as per the prevailing rates fixed by the Government of NCT of Delhi plus obligatory payment towards EPF/ESI/ Service Tax etc. as applicable. Payment of staff is to be made within 7<sup>th</sup>. Day of the succeeding month.
5. The salary of the staff employed by the contractor should be disbursed preferably through cheque/ direct credit to staff accounts and an extract of the pass book showing the clearance to staff accounts should be submitted along with bill of next month to the Chief Resident Commissioner /Resident Commissioner or officer authorized by him. Otherwise, if cash payment is made copy of salary/wage Register with acutance of the employees have to be submitted with the bill of next month.
6. No advance payment will be made by Chief Resident Commissioner /Resident Commissioner or officer authorized by him.
7. TDS & other statutory deductions are recoverable as per rules in force from each claim.
8. All the aspects of this Contract will be inclusive of all taxes and charges.

**E. PENALTIES**

1. The following deductions will be imposed-

**a)** For each instance of deficiency in service, a penalty of Rs. 2000/- (Rupees two thousand) only will be levied, subject to a maximum penalty of 10% (ten percent) of the monthly charges. The deficiency includes;-

- (i) Lapses in providing proper service
- (ii) Attending duty without uniform

(iii) First instance of indiscipline by persons deployed, second instance entails replacement.

**b)** In event of deployment of less number of persons than specified i.e short supply of manpower, penalty up to twice the rate of daily wages will be levied. This deduction will be based on attendance report. The ceiling of 10% (ten percent) mentioned in clause "a" shall not apply while levying this penalty.

**c)** Any theft/loss of or damage to the movable or immovable property of office of Chief Resident Commissioner, Odisha Bhawan and Odisha Niwas caused by the lapse of staff/ workers of contractor shall be made good immediately or else the value of the same will be recovered/deducted from the contractors payment/ security deposit. The deduction shall be independent of penalty mentioned in Clause "a" and may be over and above 10% ceiling.

## **F- TERMINATION OF AGREEMENT**

1. Once the period of the Agreement is completed, the Agreement will stand terminated automatically. No notice in this regard will be issued.
2. Either party may terminate this Agreement before the expiry of stipulated period by giving at least 2(two) months notice in writing to the other party mentioning its intention to terminate the Agreement without assigning any reason. In case the contractor/lessee stop providing service before giving two months notice as stipulated above, the contractor/ lessee shall be liable for the losses, inconvenience, risk suffered by the Govt./lessor and the quantum of such losses, damage, inconvenience etc. shall be determined by Chief Resident Commissioner/ Resident Commissioner whose decision shall be final and binding on both the parties. The contractor/ lessee shall have no right to challenge it. Besides, the security deposit of the contractor/ lessee shall be forfeited and credited in favour of Govt. / lessor which shall be in addition to the loss assessed by Chief Resident Commissioner/ Resident Commissioner.
3. After the expiry of the period of the Agreement or after termination of the Agreement or after withdrawing the license by either party as contained in this Agreement, the contractor shall clear all his dues payable to Government. The Government is also entitled to deduct the amount due to it from the security deposit. The Bank guarantee/FDR furnished by contractor shall not be released till the contractor clears all his dues, if any, payable to Government.
4. The Government reserves its rights to delete any of the conditions imposed in this Agreement. It also reserves its rights to add any condition to this Agreement in the interest of the public and in the interest of office of Chief Resident Commissioner, Odisha Bhawan, and Odisha Niwas Similarly changes in rules, regulations, enactments

and notifications passed by the Government of Odisha subsequent to this Agreement will be construed as its part automatically.

5. All the disputes and differences between the parties shall be referred to a single Arbitrator to be appointed by Chief Resident commissioner/ Resident Commissioner, Govt. of Odisha whose decision shall be final & binding for both the parties. The courts in Delhi shall have exclusive jurisdiction to adjudicate all disputes arising out of and/or in connection with this Agreement.

In witness whereof both the parties have subscribed their signature in acceptance of the terms and conditions of this Agreement at New Delhi on this \_\_\_\_ day of \_\_\_\_\_2017.

Witness:-

1. Signature\_\_\_\_\_

Name-----

Signed by-

Address \_\_\_\_\_

3. Signature\_\_\_\_\_

Name\_\_\_\_\_

Authorised Officer on behalf  
of Govt. of Odisha, Odisha Niwas,  
4-Bordoloi Marg Chanakyapuri, New Delhi

Address\_\_\_\_\_

1. Signature\_\_\_\_\_

Name\_\_\_\_\_

Address\_\_\_\_\_

Signed by-

.2. Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Authorised signatory on behalf of

M/s-----

Annexure-B

Experience Certificate to be issued by Government entities – State Government/ Central Government/ PSUs having Guest Houses/Hotels in Delhi.

\*\*\*

**Ma'am/ Sir**

This is to certify that M/s. (Name of Firm/Company/Propriety concern) has been working/worked in our organization since Date\_\_\_\_\_to Date\_\_\_\_\_for a total period of \_\_\_\_years \_\_\_\_months and \_\_\_\_days (for atleast one year). The firm was/is providing total \_\_\_\_nos. of unskilled/semi skilled/ skilled employees for sanitation service.

The performance of M/s. (Name of Firm/ Company/ Propriety concern) has been satisfactory and no blacklisting proceedings are being contemplated/ have been initiated.

(Signature)

Date

(Name & Designation)

(Office Seal)

Note- The Experience certificate is to be issued in the letter head of the office by authorized signatory with office seal.

Annexure-A

Sanitation (cleaning, sweeping and hygiene) at Odisha Niwas shall comprise of the following items.

S.No	Work Details	Frequency of cleaning
1	<b>GENERAL AND GUEST ROOMS</b>	
	Cleaning of doors	Once in 24 hours
	Removal of Cobwebs	Once in seven days
	Cleaning of Electrical Switches	Once in seven days
	Spot cleaning of the walls	Once in seven days
	Dusting of windows	Once in 24 hours
	Cleaning of windows	Once in seven days
	Scrubbing of the skirting	Once in seven days
	Dusting of other articles of the room	Once in 24 hours
	Wet mopping of the entire corridor of the floors and railings	Once in 06hours
	Wet mopping of the floor in guest rooms	Once in 24 hours
	Dry mopping of the entire corridor of the floors and railings	Twice in a day
	Dry mopping of floors in guest rooms	Once in 24 hours
	Dusting of other furniture and fixtures	Once in 24 hours
	Telephone and T.V with set top box cleaning	Once in 24 hours
	Trash removals	Once in 24 hours
	Emptying of dustbins	Once in 24 hours
	Vacuum cleaning of carpets	Once in 7 days
	Spotting of carpets	Once in seven days
	Cleaning of door mats	Once in 24 hours
	Electrical equipment cleaning	Once in seven days
	Polishing of brass/ copper/silver fixtures	Once in 30days
	Attending to guests call for any cleaning purpose even if the room was cleaned during the room.	As &when required

<b>3</b>	<b>TOILETS</b>	
	Cleaning of doors and windows	Once in 24 hours
	Scrubbing of urinals	Twice in 24 hours
	Scrubbing of sinks	Twice in 24 hours
	Washing of toilet walls and floor	Once in 24 hours
	Cleaning of W/C, I/C	Twice in 24 hours
	Changing of urinal cubes	Once in 48 hours
	Changing of odonil cubes	Once in seven days
	Cleaning of the doormat	Once in 24 hours
	Trash removals	Once in 24 hours
	Refilling of the soap dispenser	As required
	Refilling of the toilet paper rolls	As required
	Cleaning of toilet fittings	Once in 24 hours
	Cleaning of wash basins	Twice in 24 hours
	Cleaning of mirrors.	Twice in 24 hours
<b>4</b>	<b>STAIRS</b>	
	Wet mopping of stairs	Twice in 24 hours (morning/ evening)
	Dry mopping of stairs	Twice in 24 hours
	Scrubbing of stairs	Once in seven days
<b>5</b>	<b>PASSAGE AREA</b>	
	Wet mopping	Twice in 24 hours
	Dry moping	Every three hours
	Scrubbing of front terrace tiles	Once in seven days
	Washing of the floors	Once in seven days
<b>6</b>	<b>OUT SIDE</b>	
	Cleaning of outside including front road, parking place and surrounding of the building	Twice in 24 hours
<b>7</b>	<b>TERRACE</b>	

Cleaning of top terrace	Once in seven days
-------------------------	--------------------

### **Scope of Sanitation Services**

- 1 Removal of paper, litter, garbage, and packing materials from all floors,, rooms, pantry etc
- 2 Vacuum cleaning of carpeted floors on weekly basis.
- 3 Dusting of computers, telephones, T.V sets, Set Top Boxes firstly with dry cloth and then with colin.
- 4 Clearing and scrubbing of toilets at regular intervals and when required.
- 5 Cleaning of wash basins, sanitary fittings and toilet floors with dry and wet mops.
- 6 Cleaning of window glasses of sides, frames, and Air Conditioner grills.
- 7 Dry and wet moping of staircases, pantry and lobby areas.
- 8 Cleaning of planters.
- 9 Reception lobbies to be moped as and when required.
- 10 Cleaning of reception door and main entrance doors and frames on both sides.
- 11 Dry and wet mopping of main lobby area at regular intervals.
- 12 Dry and wet dusting of glass partitions with glass cleaner.
- 13 Spot cleaning of carpets on regular basis as per prescribed maintenance instructions.
- 14 Cleaning of panel posters, painting, light fittings, furniture and fixtures etc
- 15 Scrubbing of staircase, lobbies and outside areas.
- 16 Removal of cobwebs.
- 17 Polishing of metals by brasso/silvo.
- 18 Cleaning of glass panes from outside.
- 19 Cleaning and maintenance of artificial plants.
- 20 Mosquito repellent with liquid should be provided in all the rooms.
- 21 Air freshener (Odonil/ Homacol cube) should be placed in all the toilets.