

**TERMS AND CONDITIONS FOR CARETAKING / CATERING AND  
MAINTENANCE SERVICES FOR NUNGAMBAKKAM GUEST HOUSE.**

1. An experienced caretaker should be employed by the Contractor who should be available 24 hours in a day and all the 7 days in the week in the Guest House. Bidder should have minimum three years of experience in providing similar services.
2. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably Hindi & English also.
3. If a particular person is absent on any day another person should be deployed in his/her place.
4. The Contractor shall be responsible for the proper cleaning, mopping and should keep the guest house, its towels, kitchen and toilets neat and tidy. The cost of required cleaning/washing materials etc has to be borne by the Contractor.
5. The duties of the Caretaker cum cook shall include:
  - a. Receiving and logging of guest/visitors and taking reservations.
  - b. Coordinating with the department regarding guest arrivals.
  - c. Maintenance of cleanliness of guest house. Attending telephones and guests' requests round the clock. Sweeping & Mopping of flooring on daily basis. Making of beds and changing of bed linens.
  - d. Cleaning of toilets/electrical fittings/furniture's on weekly basis.
  - e. Scrubbing and floor washing on weekly basis.
  - f. Maintenance of visitor check in / checkout file.
  - g. Maintenance of inventory file.
  - h. Maintenance of Guest Booking Register.
  - i. Collection of room rent as well as service charges under printed bills and its remittance to the Government Account in bank by challans on weekly basis and submission of the challan copies to the Department (PRO) along with other connected documents.
  - j. Payment of electricity bill by having coordination with department.
  - k. Maintenance of accounts in respect of guest house and phone call and STD Call register and maintaining liaison with CPWD authorities to get civil/electrical maintenance works done by them.
  - l. Rooms should be given to persons allotted by the department only and it should be ensured that there is no unauthorized occupation of rooms and misuse of facilities.
  - m. It shall be the duty of the caretaker that housekeeping materials such as sample soaps, room spray, toilet rolls, odonil, mosquito repellants etc. (as per the request of the guest) are provided for use by the guests.

n. All the equipments such as Colour TV, Set Top Box, Refrigerator, Microwave Oven, Air Conditioner, Washing Machines, Grinder, Mixie Etc., and other equipments available in the guest house shall be kept clean and looked after properly. If any item comes up for repair, the same shall be reported to the Department so that the Department would do the needful.

o. Good quality drinking water, Tea, Coffee, Breakfast, Lunch and Dinner may be provided at the request and at the cost of occupants. The bills for the said items will be prepared by the Caretaker-cum-cook and amounts collected from the guests separately. The accounts of the said bills will be maintained by the caretaker and will be subject to scrutiny by the PRO section. Department shall supply water cans which can be supplied through a dispenser / jugs to be placed in the rooms.

6. The Contractor shall be responsible for any commissions and omissions of the caretaker employed by him.

7. The Contractor must have obtained Permanent Account Number (PAN) under Income Tax.

8. The staff employed by the Contractor shall have no right to any employment in the department based on the service rendered on any other basis, and it is purely contractual responsibility through the Contractor.

9. The Contractor shall supervise the functioning of the caretakers within their limitations and shall take all measures that will enable the guest house service an effective and admirable one in general.

10. Energy saving and water conservation is essential and the contractor should ensure that the lights, fans etc. are switched off when the guest are not in the rooms.

11. The contractor should ensure that sufficient security coverage is provided to the guest house by posting required number of guards and should provide round the clock security service and will be responsible for any theft or loss of the Government property in the guest house. The security guards should be in proper uniform.

12. The contractor should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. Any breach of this condition will result in the immediate termination of the contract.

13. The contract will be valid for a period of one year and can be terminated by giving one month notice on either side. If the service is not satisfactory, the department reserves the right to terminate the contract by giving one month notice.

14. On satisfactory performance of services, the contract "may be mutually extended at the approved rate only" for further periods on terms and conditions to be stipulated at the time of close of Contract.

((0))

**APPLICATION FORM****TO NOTICE INVITING TENDER FOR PROVIDING  
"CARETAKING / CATERING / MAINTENANCE SERVICES"  
OF 2 VIP SUITES AND 6 AIR CONDITIONED ROOMS**

1	Name of the Service Provider	:	
2	Address (With Tel No., Fax No. & Email id.)	:	
3	Name & Address of the proprietor / Partners / Directors (With Mobile No.)	:	
4	Contact person(s) name (with mobile number)	:	
5	Permanent Account Number (PAN)  Service Tax Regn No	: :	
6	Total number of persons to be engaged:- 1. Caretaker cum Cook 2. Assistant 3. Office Boy	: : : :	
7	Amount quoted per month (inclusive of all) in Rupees	:	