

**EXPRESSION OF INTEREST FOR EMPANELMENT FOR OUTSOURCING OF HOTEL SERVICE SUCH AS MECHANIZED HOUSEKEEPING, LAUNDRY, FOOD & BEVERAGE (SERVICES), FOOD & BEVERAGE (PRODUCTION), DISHWASHING, PEST CONTROL, GARDEN AND SWIMMING POOL MAINTENANCE FOR HARITHA HOTELS, TSTDC**

Name of the Work	Outsourcing of Mechanized Housekeeping services, Laundry services, F: B service personnel's, F : B Production Personnel's, Dishwashing, Pest Control, Garden and Swimming Pool Maintenance Service for the TSTDC Haritha Hotel Units.
Contract Period	The period of contract will be <b>Three years</b> with a built-in scheme for review of the performance at the end of each year. The contract may be extended by another one year on the basis of the performance on yearly basis.
Proposed Date to Commence the Operations	1 <sup>st</sup> August 2018

**I – ELIGIBILITY CRITERIA**

1. Service Provider should have a turnover of average Rs.25crores per annum for proceeding 3 years.
2. The Service Provider should have at least 5 years of experience in providing Mechanized Housekeeping, Laundry, Food & Beverage service, Food Production, Dishwashing, Pest Control, Garden and Swimming Pool Maintenance for 3 Star & above Hotels/3 Top MNC companies. This should be supported by documentary evidence.
3. The Service Provider should be a registered company / proprietorship / partnership / society.
4. Should have at least;
  - a) One similar ongoing work contract of One Crore or more per annum;
  - OR
  - b) Two similar ongoing work contracts of 50 Lakhs or more per annum;
 Proof of the same to be furnished along with contact details of the concerned firms.
5. Should be registered with the following Statutory authorities in Telangana and must furnish attested copies of supporting documents:
  - Commissioner of Central Excise & Customs (GST for Mechanized Housekeeping Services, Laundry Service, F&B service F &B Production, Dishwashing, Pest Control, Swimming Pool and Garden Maintenance)
  - Employees State Insurance Corporation
  - Employees Provident Fund Commissioner
  - Income Tax Department (PAN Card be attached)
  - Labour department (Registration certificate from labour Department)
6. The following documents must be submitted along with Expression of Interest:-
  - a. Audited Balance Sheets of preceding three years with Income and Expenditure statement/Profit and Loss Account of last three years.
  - b. Income tax returns of last three years.

7. The Service Provider should have sufficient number of employees on its rolls specifically trained for Housekeeping, Laundry service, F& B service, F & B Production, Dishwashing, Pest Control, Garden and Swimming Pool Maintenance work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of Housekeeping & Laundry, F& B service, F & B Production, Dishwashing, Pest Control, Garden and Swimming Pool Maintenance and production, PF, ESI details etc. Should be attached with Expression of Interest. Document in support of GST, ESI, EPF deductions and details of the health and safety measures, the Service Provider takes for his workers should also be attached with Expression of Interest.
8. The Service Provider should have at least 1000 Nos. and above of captive manpower on his payroll on the day of filing the Expression of Interest. The Service Providers with captive manpower less than this number will be rejected.
9. The period of contract will be for Three **years** extendable one year with a built-in scheme for review of the performance at the end of each year. TSTDC will not entertain any request for revision of rates in the first 3 (three) years of the contract period. Revision of Minimum wages of manpower will be applicable as per rule of Govt. of Telangana, Minimum Wages Act, and Department of Labour & Employment.
10. TSTDC reserves the right to terminate the contract by serving one month's notice, in writing if the services of the Agency are not found satisfactory. The Agency may also ask for the same by giving three months notice but he has to provide the housekeeping and F&B production and Service facility till the next agency is engaged as stop gap arrangement.
11. The persons to be deployed by the Agency should be properly trained, have requisite experience and skills for carrying out a wide variety of Housekeeping & Laundry, F&B production & Service, Dishwashing, Pest Control, Garden and Swimming Pool Maintenance work using appropriate materials and tools/equipment's.
12. The Agency should ensure the Health and safety measures of the employees.
13. The Agency will be responsible for supply /installation /refilling /maintenance of all consumables, items and equipment's used in all areas of the Hotel's Campus for Housekeeping, Dishwashing, Laundry, Pest Control, Gardening and Swimming Pool purpose, as given in "Annexure"
14. The Agency must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code also.
15. The Agency at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. TSTDC will not own any responsibility in this regard. **The Agency should comply with all the labour laws in force.**
16. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by Govt. of Telangana. The rate will be revised solely based on the revision of minimum wages as notified by Govt. of Telangana from time to time.
17. In the event of injury, illness or accidents to any worker, TSTDC will not be liable to pay any compensation. The insurance cover shall include the liability under the Workmen Compensation Act.
18. The agency shall in no case pay its employee less than the minimum mandatory rates per day in accordance with the Minimum wages fixed by Government of Telangana and a record of that should be kept in a register, which may be made available for examination to TSTDC as and when demanded.

19. The workers employed by the Agency shall be his sole employees and TSTDC Ltd., shall not have any relation whatsoever with employees of the Agency. He will be fully responsible for their acts, conduct and any other liability.
20. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by TSTDC Ltd besides annulment of the contract.
21. Once the Housekeeping & Laundry, F &B Service, F & B Production, Dishwashing, Pest Control. Garden and Swimming pool Maintenance staff is allotted an area of work he or she will be under supervision of the Unit Manager his authorised representatives and in addition to the instructions issued by the agency side they have to follow all instructions and orders given by the Unit Manager/ authorised officials. These instructions should be considered as the scope of work. Preferably for Supervisory staff should be trained and experienced from 3 Star & above/3Top MNC Companies, should possess Diploma/ Degree in Hotel Management from reputed institute.
22. The Agency shall:-
  - a) Provide all items and consumables to the **Mechanized Housekeeping, Laundry & Dishwashing, Pest Control, Garden and Swimming Pool Maintenance staff as per Annexure.**
  - b) Ensure that their managers /supervisors are equipped with mobile phones and are available round the clock.
  - c) Only deploy the work force that is on his payroll.
  - d) Provide Waste (Non-Biomedical) management Services including all equipment, containers, trolleys etc.
  - e) Arrange for a garbage disposal vehicle and other equipment's required for segregation and disposal of waste in a professional manner.
  - f) Plan, manage and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Agency will arrange for required resources, including manpower, machinery, disposables etc which is used by the house keeping staff.
  - g) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. Shall be provided by the Agency to the housekeeping staff.

## **22. Details of Nature and Scope of work**

1. The services to be provided under the contract are as shown below.
  - (A) **Mechanized Housekeeping & Laundry, Cleaning, sweeping, mopping and dusting etc.**  
**(B)Dishwashing: Washing Dishes form to time etc. (C) F&B Service: Service of Food and Beverage, (D) F & B Production: Production or Cooking of Food items, (E) Garden Maintenance: daily watering, Plantation, Cleaning, trimming, pruning, removal weeds, grass cutting, manures and pesticides application etc. (F) Swimming Pool: Daily Sweeping, Brushing and Operation of Filtration plant etc., (G) Pest Control: Pest control for prevention of pests, mosquito and rodents etc.**
  - (B) Failure to execute with adequate man power, materials and punctuality in timings will attract penalty in monthly payments ranging from 10% - 25% may be levied by the Unit Manager (10%) more than 10% -25% DVM or GM, as the case may be for not maintaining service level standards.
2. Bed making in hotels changing of linen in hotel rooms and other places.
3. Maintain the inventory of every room in the hotel, operate a checklist and submit requirement of repairs and maintenances to the Unit Manager.
4. The Agency should provide adequate Manpower for F & B Service as per the number of covers in the restaurant as per the industry norms.
5. The agency should provide adequate manpower for production of Food items i.e. cooks as per required as per situation by business.
6. The Agency should provide adequate manpower for maintenance of Garden.
7. The Agency should provide adequate manpower for maintenance of Swimming Pool.
8. The concerned supervisors shall check the rooms before vacating with the inventory and the linen items provided. Losses / damages if any shall be reported to Unit Manager.

### **A. Management of Hotel accommodation:**

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

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

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

**E. Uniforms & Identity cards to staff:**

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

**F.** House-keeping and Food & Beverage production and services staff are prohibited from demanding or **accepting tips**.

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

**H. Thefts:**

The agency is responsible for the safe custody of Hotel property assigned and belongings of guests/tourists. The agency is responsible to make good of the losses due to thefts/ damages to the Hotel and guests/tourists.

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

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

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

**L.** Detail Mechanized Housekeeping and Food & Beverage production and services schedule is included as Annexure to this document has to be followed strictly.

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

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

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

## ANNEXURE

### THE SCOPE OF WORK FOR HOUSE KEEPING

#### 01. THE SCOPE OF WORK SHALL INCLUDE THE FOLLOWING:

##### A. DAILY:

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

##### B. WEEKLY:

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

##### C. MONTHLY

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

##### D. GENERAL

- a) All the cleaning materials and consumables shall be of best quality and standard make and it should be got approved by the Unit Manager of work before using the materials. While using the materials adherence to the instructions of the manufactures shall be maintained.

- b) Whenever the authorized person of TSTDC wants to verify the labour and workers engaged by the contractor should be able to make all the labour & workers assembled at the place specified by the Department. In the premises of the building, the number of persons come to count at the time of verification will be final for that shift. If any short coming found during verification time against the standards specified in the agreement, penal action will be taken as per the conditions of the contract.
- c) The firm should engage housekeeping machinery operators separately.

## ANNEXURE

### THE SCOPE OF WORK FOR MAINTENANCE OF GARDEN & LANDSCAPING AT HARITHA HOTELS

The Garden Maintenance details/specification are as follows.

1. Maintenance of developed lawns i.e removal of weeding, daily watering, cleaning, applying pesticides and manure, operating lawn mover regularly as and when required.
2. Maintenance of flowerbeds, shrubs, Avenue trees, trimming, pruning, removal weeds and daily watering etc.
3. Maintenance of Garden/Lawns in undeveloped areas (future development) like Upcoming Garden work, Hedges, flower beds, Trees, on both sides of Main road, and in between buildings, in the premises of Haritha Hotel (S), main entrance gate area and other locations in and around, Haritha Hotel (S) premises.
4. Engaging labor for day to day maintenance, watering cleaning, trimming, operating lawn mover in lawns every fortnight, removal of weeds, applying fertilizers & pesticides, planting of new plants, trees, formation of flower beds.
5. Necessary water hose pipes, lawn mover etc, fertilizers & pesticides, and manure should be provided by the agency/ contractor, plants and saplings will be provided by TSTDC.
6. Fertilizers, Pesticides and manure preferably should be provided every 3months or as per the situation requires by the Agency/contractor.
7. The subletting of works is strictly prohibited. In the event if it is found that any portion of work is sublet, action will be taken against the contractor, by debarring him from participating in the Expression of Interests for the period as decided by the corporation. Award of the MD is final in this regard and bound by the Agency.



**THE SCOPE OF WORK FOR MAINTENANCE OF SWIMMING POOL AT HARITHA  
HOTELS**

- 1) Skilled and semi skilled workers shall be deployed every day and one supervise maintenance the pool every week, as per requirement to make sure pool is clean and water is maintained as per P.H Value 7.4 to be maintained.
- 2) Daily brushing and cleaning the total pool with suction box to be taken up everyday.
- 3) Operating filter plant and adding the chemicals and look after the pool site to maintain chlorine level and P.H level.
- 4) The following are the requirements for maintenance of Swimming Pool per month
  - a). Chlorine 15Kgs
  - b). Alam 10 Kgs
  - c). Ploya Oil 2 Lts
  - d). Lawns Brushes 2 Nos.
- 5) The cost is inclusive of chemical consumables and labor charges.
- 6) Swimming Pool water has to be changed once in 3 months.
- 7) The swimming pool shall be maintained crystal clear and bacteriological safe. If any skin allergies /skin diseases are complained by the members due to swimming in the pool, the contractor will be held responsible for such mistakes.
- 8) The agency shall do sweeping, brushing and plant operation of the pool daily.
- 9) Electrification and make up water shall be supplied by TSTDC. LTD.
- 10) The agency shall be totally responsible for the maintenance and swimmers in the Pool.
- 11). All the chemicals and equipment for maintenance of Swimming Pool should be borne by the Agency.

## **THE SCOPE OF WORK FOR PEST CONTROL AT HARITHA HOTELS**

1. Pest control treatment for effective prevention and control of Cockroach, Rodents, Snakes, Housefly, Bedbug, Drain flies, Silverfish, Mosquito, Ants, Lizard, Termite, other general pests etc.
2. Get Treatment for cockroaches ---Daily Service.
3. Rodo –kill treatment for rodents—Daily service.
4. IPM Techniques for Mosquitoes& Flies—Daily service.
5. Bed Bugs Management Services—Daily Service.
6. Kitchen Fumigation service—daily Service.
7. Fogging for Mosquitoes once in week and our request if necessary.
8. Pest control staff must be attended daily as per our requirement timings.
9. Chemicals and Machinery for pest control should be provided by the Agency/ contractor
10. Preferably the pest control operations should be taken up during nights for avoiding inconvenience to Hotel Operations during the day.

## **THE SCOPE OF WORK FOR FOOD & BEVERAGE SERVICE AT HARITHA HOTELS**

1. F & B service personnel in other words means a person is a Waiter,
2. A Waiter who is the one who is engaged in service of F & B in the restaurant, bar and rooms.
3. All Waiters on duty should be well groomed and shall maintain personal hygiene, such as wearing clean uniform, neatly cut hair and should be clean shaved giving a good appearance.
4. Should be well versed in F & B service with good knowledge of Multi Cuisine.
5. Should be trained and having a certificate for F & B service from a reputed institution preferably.
6. Should report on time to duty and the agency should maintain sufficient personnel in shift, such as break shift, morning shift, evening shift and night shift.
7. Break shift timing 07:00AM to 11:00 AM and Evening 07:00PM to 11:00 PM (closing of the restaurant/bar), Morning Shift 06:00 AM to 03:00 PM, Evening Shift 02:00 PM to 11:00 PM, Night Shift 11:00 PM to next day Morning 08:00 AM.
8. To Keep the restaurant/bar ready for the service by cleaning the restaurant/bar placing of crockery cutlery on the tables for service.
9. Cleaning of crockery cutlery etc. and **Mis-en-place** of equipment and inventory of the restaurant/bar service equipment.

**THE SCOPE OF WORK FOR FOOD & BEVERAGE PRODUCTION AT HARITHA  
HOTELS**

1. F & B Production personnel in other words means a Cook,
2. A Cook who is the one who is engaged in Production/Cooking of Food items in the kitchen, such as Indian, continental Chinese and other Speciality Cuisine as per the menu specified Hotels restaurant and bar.
3. All Cooks on duty should be well groomed and shall maintain personal hygiene, such as wearing clean uniform, neatly cut hair and should be clean shaved, giving a good appearance.
4. Should be well versed in F & B Production/cooking, with good knowledge of Multi Cuisine dishes.
5. Should be trained and having a certificate for F & B Production from a reputed institution preferably.
6. Should report on time to duty and the agency should maintain sufficient personnel in shift, such as break shift, morning shift, evening shift and night shift.
7. Break shift timing 07:00AM to 11:00 AM and Evening 07:00PM to 11:00 PM (closing of the restaurant/bar), Morning Shift 06:00 AM to 03:00 PM, Evening Shift 02:00 PM to 11:00 PM, Night Shift 11:00 PM to next day Morning 08:00 AM.
8. To Keep the kitchen ready for the service by cleaning the kitchen, kitchen equipment, burners etc.
9. Cleaning of kitchen equipment etc. and **Mis-en-place** of ingredients and maintain inventory of raw material of perishables and non-perishables.
10. The personnel of F & B Production/Cooks should take at most care in cooking/ producing tasty and hygiene food.

