

Ref No: AAI/RHQ/SR/ENGG/AGM (E)-IV/WO-05/2019-20/105 Date: 28.02.2020

To,

M/s Bright Staffing Solutions LLP.
No.5, Jerry Street,
ARN Annexe,
Korattur, Chennai - 600076.

Name of Work : Up-Keeping of Guest House at AAI Residential colony, SR, Chennai Airport
for the year 2019-2020.

REF : 1. AAI Tender Id: 2020_AAI_40872_1
2. Price Bid dated: 17.02.2020

Dear Sirs,

1. Your tender for the work mentioned above is hereby accepted on behalf of Chairman, Airports Authority of India, at the item rates quoted by you totaling to **Rs.41,69,784/-** (Rupees Forty One Lakhs Sixty Nine Thousand Seven Hundred and Eighty Four Only) plus applicable GST @18% which is **17.51% below** the Justified cost of Rs.50,55,140/- plus applicable GST @ 18%. The Scope of work shall be as per Schedule of Quantity & Special Conditions of Contract attached.
2. **Jt. General Manager Engg (E) AAI**, New Operational Office, Southern Region, Chennai Airport, Chennai shall be Engineer – in – charge of the work. You are requested to attend this office by 12.03.2020 to sign and complete the contract agreement. The contract Agreement shall be executed on a non-judicial stamp paper of value Rs.100/- (Rupees One Hundred only). The cost of the stamp paper shall be borne by you.
3. **EMD Rs.1,20,000.00(Rupees One Lakhs Twenty Thousand only)** in the form of demand draft submitted by you will be converted as part of security deposit and please deposit **Rs.2,96,978/-** (Rupees Two Lakhs Ninety Six Thousand Nine Hundred and Seventy Eight only) towards Security Deposit within 10 days from the date of issue of this letter, failing which, the same will be deducted from your running bills as per the Clause of 1-A of Clauses of Contract.
4. You are requested to comply with the provision of Contract labour (Regulation and Abolition) Act 1970 and contract labour (Regulation and Abolition) Central rules 1971 and minimum wages act and rules thereof Central and State Governments.

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AIRPORTS AUTHORITY OF INDIA

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5. You are also directed to contact Asst. General Manager (Engg-E), immediately who will arrange to hand over the site to you.
6. Please note that the time allowed for carrying out the work shall be **12 (Twelve) Months** and same shall be reckoned from 01.03.2020.
7. Any further correspondence in connection with the contract should normally be addressed to the Asst. General Manager Engg (E) - IV, AAI, New Operational Office, Southern Region, Chennai Airport.
8. Please acknowledge the receipt and return the duplicate copy of this letter enclosed herewith after signing it to the undersigned as a token of acceptance.

Thanking you,

Encl: 1) Schedule of Quantities – Schedule 'A'
2) Special Conditions – SCC1 to SCC 12

Yours faithfully,

Asst. General Manager Engg (E)-IV
AAI, RHQ-SR, Chennai Airport

Schedule of Quantity

Schedule A

Name of work : Up-Keeping of Guest House at AAI Residential colony, SR, Chennai Airport for the year 2019-2020
E - Bid No: 2020_AAI_40872_1

Sl. No.	Description	Qty	Unit	Rate	Amount (Rs)
1.01	Upkeeping of Guest House & Transit accommodation at AAI, Chennai Airport on all days including holidays, carrying out day to day cleaning of rooms including common areas etc as required as per the special conditions of Tender document and as per the instruction of EIC from time to time.	12	Months	249716.65	2996599.8
1.02	Providing of complementary kit such as 1 Ltr Mineral water bottle, Dip tea bags, milk powder sachet, instant coffee sachet, sugar, coconut oil, tooth paste, bathing soap, shampoo,moisturiser, laundry etc, Hindu news paper including dry cleaning of bed sheet, pilow cover,towel and blanket etc as required as per occupancy and special conditions of tender document. A.SINGLE OCCUPANY	3,060	Each	180.00	550800
1.03	Providing of complementary kit such as 1 Ltr Mineral water bottle, Dip tea bags, milk powder sachet, instant coffee sachet, sugar, coconut oil, tooth paste, bathing soap, shampoo,moisturiser, laundry etc, Hindu news paper including dry cleaning of bed sheet, pilow cover,towel and blanket etc as required as per occupancy and special conditions of tender document. A. DOUBLE OCCUPANCY	1,530	Each	360.00	550800

Sl. No.	Description	Qty	Unit	Rate	Amount (Rs)
1.04	Providing of following good quality materials once in six months in each room etc as required as per special conditions of tender document. Water glass, Teas cup & saucer, Drinking water jug, Bucket & mug for toilet & bath room, tea spoons, door mat, food plate, tray big & small and dust bin.	34	set	2000.00	68000.00
1.05	Dry cleaning of curtain cloth of windows as and when required.(Quarterly basis)	132	Each/ qrtly	12.00	1584.00
1.06	Arrangement Flower decoration for VIP Suite Rooms/Common Area during the VIP Visits etc as required as per the special conditions of Tender document and as per the instruction of EIC from time to time.	4	Each	1000.00	4000.00
1.07	Providing of fresh seasonal fruits in the Fruit Bowls for VIP Suite Rooms during VIP Visits etc as required as per the special conditions of Tender document and as per the instruction of EIC from time to time.	4	Each	500.00	2000.00
1.08	Buy back for old items such as news paper, magazines and replaced old items in Item No. 1.04 etc as required. (Amount of Item No.7 will be deducted Automatically from the total amount of Item No. 1 to 6)	2	Half Yearly	2000.00	4000.00
	Total amount of items from 1.01 to 1.07 in Rs.				4,173,783.80
	Less for buy back item no 1.08				4,000.00
	Total				4,169,783.80
	Add GST @ 18 %				750,561.08
	Total				4,920,345.00

(Rupees Forty Nine Lakhs Twenty Thousand Three Hundred and Forty Five Only)


28/2/2020

Asst.General Manager (Engg-E) - IV
AAI/SR/Chennai Airport

SPECIAL CONDITIONS

GENERAL NOTES

These special conditions of contract shall be read in conjunction with Airports Authority of India General conditions of contract, if there are any provisions in the special conditions of contract which are at variance with the provisions of general conditions of contract, the provision in these special conditions shall take precedence.

- 1.1 The work force deployed for this job contract shall be the permanent employee of the contractor. The contractor shall be responsible for the recruitment, detainment and retrenchment of the employees of their establishment and for settlement of dispute arising out of the terms and conditions of services of the personnel.
- 1.2 The Engineer in charge or an officer nominated by AAI shall be authorized to give instructions to the personnel of the contractor at the premises of AAI on the matters relating to this work. Similarly, the authorized personnel of the contractor shall report on all matters concerning the above to the Engineer-In-charge or to the officer nominated by AAI.
- 1.3 Any condition(s) not included in the contract will be discussed mutually and settled.

2. GENERAL SCOPE OF WORK

- 2.1 The Guesthouse facilities covered under this contract are as listed below.
 - a. **Main Guest house** consists of 6 rooms and 3 suite rooms, Lobby, Front desk area, passages, stair case, open area, foot path& seating in the garden area, etc.
 - b. **Annex Guest house** consists of 8 rooms, open area, stair case, etc.
- 2.2 The scope of works includes the following
 - a. Cleaning, up keeping of the rooms and other connected premises of the AAI Guesthouse facilities mentioned above including supply of all required consumables, etc. to the satisfaction of EIC and best industrial practice.
 - b. Providing of complementary kits to the occupants as required.
 - c. Providing Newspapers & magazines at front desk/lobby as required.
 - d. Providing of items such as Crockery items/ Tray set etc. as mentioned elsewhere in the tender document and replacement of the same once in six months. The contractor shall take away the old items as required.

- e. Providing of flower arrangement & fruit baskets in VIP suite rooms during VIP visits as directed by EIC.
- f. Dry washing of curtain clothes on quarterly basis for the Rooms & Lobby.
- g. Checking of all taps & sanitary fittings & intimating any damages and replacement to the Engineering-in-charge.
- h. Cleaning of refrigerator, TV, Kettle etc.
- i. Checking the RO system installed, any fault to be intimated to the Engineering-in-Charge.

3. **PERIOD OF CONTRACT**

The contract period shall be 12 months from the date of handing over. The contract period can be extended for further period of 03 months on the same terms and conditions of the Tender. AAI reserves the right to terminate the contract fully or partially by giving 30 days' notice in writing to the contractor. If in the opinion of the Engineer-in-Charge, it is observed that the contractor is not doing the works satisfactorily as per the terms and conditions of contract, and then the contract can be terminated with immediate effect without giving any reasons thereof.

4. **STATUTORY & REGULATORY CLAUSES**

- 4.1 The contractor has to discharge all the obligations as provided under various statutory enactment including the EPF/ ESI/ Contract Labour (Regulation and abolition)/ Minimum Wages / Payment of Wages / Payment of Bonus /Payment of Gratuity / Workmen's compensation / Works Contract and other relevant Acts, Rules and Regulations in force and as amended from time to time in the State, as applicable.
- 4.2 The engagement and employment of workers and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the contractor and any breach of such laws or regulations shall be deemed to be violation of this contract. AAI may ask the contractor to produce documents to verify that these provisions/laws are complied by the contractor.
- 4.3 The contractor has to follow the local security/safety rules & regulations and such instructions on restricted hours of work as may be imposed on him by the department / local authorities, while working in security restricted zones and no claim whatsoever on account of this, will be entertained.
- 4.4 The contractor has to deploy their staff to run the system throughout contract period including Sundays and Gazetted holidays in shift as per BOQ for which nothing extra shall be paid. Contractor has to submit the details of staff such as, qualification documents and experience letters of the staff, the CV and passport size coloured photograph before engaging them on work. All the documents should be self-attested by each worker and signed and stamped by contractor/ agency. The decision of Engineer-in-charge, to accept or reject any candidate on the basis of lack of experience, qualification, lack of skills required for job, will be final and binding on the Agency.

5. UNIFORM

- 5.1 The contractor/ agency has to provide every year, during the currency of the contract, 2 sets of uniform (pant and shirt), 1 pair of shoes & 2 pair of socks to his staff of approved colour during the contract period, within 15 days from the date of award failing which, AAI recover an amount of Rs 200/- per person per week till the compliance of the same from the contractors running/final bill, In the event of non-compliance of wearing uniform & shoes by workers on daily basis a recovery of Rs. 50/-per day per person shall be made from running bills. The workers should wear a badge on the left pocket of the shirt mentioning company's name.
- 5.2 No accommodation shall be arranged by the AAI for the staff / workers of the contractor. It is the responsibility of contractor to make his own arrangements for the facilities.

6. RATES

- 6.1 This work is being of composite supply in nature, the rates shall be quoted inclusive of all taxes, duties, octroi, etc. but exclusive of GST. The evaluation of offer shall be on the quoted rates by the contractor excluding GST. The contractor shall submit the undertaking on GST as per the enclosed Annexure I.
- 6.2 Also the quote shall be exclusive of PF/ ESI & Bonus. PF & ESI amount (contractor's contribution & administrative charges) remitted to the statutory authorities by the contractor shall be reimbursed on actual basis throughout the contract period on submission of the documentary evidence in next bill or after the final bill.
- 6.3 Bonus amount (on pro-rata basis) as per latest Govt. rules or 8.33% of annual salary whichever is higher will be paid to the deployed manpower by the contractor and the same shall be reimbursed on actual basis throughout the contract period on submission of the documentary evidence in next bill or after the final bill. In case of nonpayment of bonus necessary recovery/withheld against bonus from their RA Bill / Final bill shall be made as decided by EIC and appropriate action will be initiated by AAI against the contractor. The decision of EIC is the regard will be final and binding on the Agency.

7. PF & ESIC Contribution

- 7.1 The contractor shall be register himself with labour Licensing Authority and obtain Labour License number in this regard, if applicable.
- 7.2 The contractor shall have to register with PF & ESIC (where ever applicable) for workmen engaged for the work & challans / deposit receipts of PF & ESI contribution shall be submitted in AAI office for verification/ reimbursement, at the time of submission of bill.

- 7.3 The PF dues (including EDLI and administrative charges) in respect of workers engaged by the contractor for AAI works to be deposited by the contractor every month by a challan and the documentary evidence in support of such payments along-with employee wise details of the PF contribution (both Employee's share and the employer's contribution) needs to be submitted to the Engineer in charge for the work/ contract.
- 7.4 ESI (where ever applicable) & EPF amount (contractor's contribution & administrative charges) paid to the statutory authorities by the contractor shall be reimbursed on actual basis on submission of documentary evidence.
- 7.5 If ESI not applicable, the agency shall provide Rs. 2.00 Lacs Mediclaim policy to each person engaged at the site.
- 7.6 The contractor has to deposit PF & ESI as applicable, failing which recovery/ withheld @ 26% and 6% against PF and ESI respectively from their R.A bills/ Final Bill shall be made.
8. **LABOUR WAGES**
- 8.1 **The contractor has to pay the prevailing minimum wages issued by the office of Regional Labour Commissioner/ Chief Labour Commissioner (whichever is higher), from time to time. However, the difference in minimum wages based on actual payment made to the labour and wages applicable at the time of submission of tender will be reimbursed including difference in EPF and ESI payment to the contractor on revision of minimum wages and no additional amount such as contractor's overhead & profit will be paid on this account.**
- 8.2 **In this regard the bidder shall submit an affidavit on non-judicial stamp paper of Rs.100 as per Annexure along with the Technical bid submission online/offline. Failing which may disqualify from Bid II.**
- 8.3 **For the purpose of admitting the claim for reimbursement of statutory increase in wages paid by him, the contractor has to produce the required documentary evidence to the satisfaction of Engineer-in-Charge.**
- 8.4 The payment to the workmen's engaged by the contractor is to be paid through NEFT/RTGS/Cheque on or before 7th of every month irrespective of Saturday, Sunday and bank holidays. If any violation with respect to payment of wages for any two months in a contract period, necessary action for cancellation of contract, debarring of the agency for participating in future contracts in AAI shall be initiated. The agency will not be allowed to participate in any of the tendering process in AAI till finalization of the decision.
9. During the contract period if any new installations are added/withdrawn or modified the existing ones in these areas, which do not warrant any additional manpower, the maintenance services for these installations are also to be provided by the contractor without any extra cost.

10. QUALIFICATION & WAGES OF STAFF

10.1 The contractor should depute the persons as per the qualification given below for running the Guesthouse facilities.

(i) Skilled manpower (Front desk receptionist/Supervisor) - shall be Graduate / PG Diploma / Diploma holders with 01 year experience (Preferable) in hotel management/ Housekeeping. The personnel deputed should have working knowledge of local language (Tamil) & English with computer operation and additional knowledge in Hindi is preferable.

(ii) Semi-Skilled manpower (Room Services/Housekeeping) - shall be Graduate Diploma holders (Preferable) in hotel management/ Housekeeping or +2 Passed with 2 years relevant experience in hotel restaurant etc. The personnel deputed should have working knowledge of local language (Tamil) & English and additional knowledge in Hindi is preferable.

10.2 However, EIC reserve the rights to relax above mentioned educational requirement and experience criteria for any specialized skilled person suitable to site requirements only after taking approval in writing from one rank higher than TS authority.

10.3. MINIMUM WAGES DETAILS AS PER TAMIL STATE WAGES DATED w.e.f 01.04.2019

Class of Employee	Min Rate of wages per Day	DA	Total	Monthly wages
Front Desk (Skilled)	486	234.35	720.35	21610.50
Room Attender (Semi skilled)	480.5	234.35	714.85	21445.50
Housekeeping attendant (Semi-Skilled)	480.5	234.35	714.85	21445.50

11. MINIMUM LABOUR REQUIRED TO BE DEPLOYED

S. N	DESCRIPTION	GEN. SHIFT	SHIFT 1	SHIFT 2	SHIFT 3	Reliever	RELEIVER DUTY
1	Front desk Receptionist/ Supervisor – Skilled	1	1	1	1		General duty staff shall perform three days reliever duty for front desk Receptionist and three days general shift in a week.
2	Room attender– Semiskilled	-	1	1	-	1	One staff for reliever for Room Attender and Housekeeping.
3	Housekeeping– Semi skilled	-	1	1	1		

The shift timings will be decided by Engineer-In-charge or his authorized representative. However, deployment of manpower may be redefined by AAI.

The contractor has to mobilize additional work force if any required during the contract period, the same shall be arranged by the contractor on the applicable minimum wages plus overhead and profit @ 15%.

12. RECOVERY FOR NON-DEPLOYMENT OF LABOUR

In case of absence of staff from duty recovery will be made by the department at the following rates, which shall be binding on the contractor.

- i) Skilled : As per daily wages
- ii) Semi- Skilled : As per daily wages

But apart from daily wages, an amount of Rs.100/- will be recovered from the agency per person per shift for absenteeism of any worker as a penalty.

The EIC has full rights to instruct the agency of expel/ replace the person with the regular habit of taking unauthorized leave frequently or continuously absent without proper justification, which may impact the morale of co-workers.

- 13. It is the responsibility of the contractor to maintain and ensure 100% availability of Guesthouse facilities under this contract, except for the reasons beyond the control of the contractor. The decision of engineer-in-charge is final and binding on the contractor in respect of establishment & "the reason beyond the control of the contractor". If the failure to maintain the availability of facilities attributed to the contractors / agency, penalty to be imposed on the contractor as deemed fit by the Engineer in Charge.
- 14. In case the agency is not able to maintain and make available the facilities at all times, AAI reserves the rights to engage outside agency to maintain/attend the same. If the same is attended by the outside agency or third party, the amount for such work carried out along with suitable penalty for the lapses shall be recovered from the agency, who otherwise is responsible for the up keeping of these facilities.
- 15. There shall be no liability on the part of the AAI to pay any compensation arising out of the labour dispute, accident etc. at site. The contractor will be fully responsible for safety, security and coordination of the workers deployed at site. Nothing extra will be paid to the Agency on this account.
- 16. Contractor or his authorized representative shall visit the site at least once in one month and as and when called by the Engineer-in-Charge or his representative and will report about satisfactory up keeping of guesthouse facilities.
- 17. Any material taken out for the purpose of repair/ rectification/ replacement from the Guesthouse or work premises shall have necessary permission from the EIC and security personnel/ competent authority in the form of a Gate pass.

18. **HANDING/TAKING OVER**

All the facilities/equipment/installations/systems with accessories complete in all respect shall be checked by agency before taking over the site and the same has to be handed over to AAI by the contractor in good running condition at the end of the contract. Defects, if any notified during contract period shall be rectified by the agency before the closure of the contract. If the agency failed to rectify the defects, notified to him (during contract period) the EIC shall rectify the defects at the contractors risk & cost. The decision of EIC in this regard will be final& binding on the agency.

19. The contractor has to deploy their staff to run the guesthouse facilities on all days as detailed elsewhere in the document. If there is some labour under a court case that need to be deployed by the agency as directed by EIC.

20. The work shall be carried out in a professional manner, as per the conditions of the contract and best industrial practice.

21. If there is any requirement of material at site which is not available in AAI store then contractor has to procure from market as per approved makes with EIC permission and close the complaint as soon as possible. Contractor will provide the tax invoice/ bill for the same and the payment for such material will be given along with 15% OH & CP in running /final bill as an extra item. The contractor has to supply the materials as and when required/ordered by the Engineer-in-Charge or his representative during the currency of the contract.

22. **Guarantee:** -In case of supply of any material, the tenderer shall guarantee the equipment/material against all defects as per manufacturer. Any defects arising during the guarantee period shall be rectified by the Tenderer at his own expenses to the satisfaction of the EIC.

23. **Water and Electricity:** - AAI will provide water & electricity for up keeping/maintenance purpose, free of cost and the same shall be utilized judiciously.

24. **TERMS OF PAYMENT**

24.1 The Bi-Monthly Running payments for the work done shall be released by AAI only after salary payments to all workers &submitting the proof of disbursement and deducting the applicable taxes. The Security Deposit @ 10% shall be deducted from the running bills, which shall be released after successful completion of Defects Liability Period. The following documents as applicable shall be produced and self-attested photocopy shall be submitted by the contractor during each running bills:-

- i. GST Invoice by agency with HSN/SAC code for AAI to claim input tax credit (ITC).
- ii. Copy of attendance register and Wages register signed by workers of each month.
- ii. Copy of Monthly Challans of E.P.F and E.S.I. remittance up to previous month
- iii. Bonus details received and signed by workers.
- iv. Delivery challan and invoice of material supplied if any.
- v. Log Books like store registers, Laundry registers Crockery items register etc.

24.2.1 Final Bill Payment: -The total amount of final bill worked out at the accepted tender rates, if found to be more than the amount worked out at the quoted rate of second lowest, the contractor shall be paid lower of the two.

24.2.2 The agency shall submit final bill along with all the documents related with PF, ESIC & Bonus to AAI in addition to all log books, register, documents etc. related to the work. The agency also formally hand over the items taken over in good working condition, without any damage as handed over to them by AAI.

25. SECURITY DEPOSIT:

The security deposit shall be 10% of contract value. The contractor shall submit an irrevocable Bank Guarantee for an amount of 10% (Ten percent) of the contract amount, from a Nationalized/Scheduled Bank as per RBI schedule (but not from a Cooperative/Gramin Bank), having office in India. The Bank Guarantee shall remain valid till the expiry of Defects Liability period plus claim period of 90 days. If the contractor fails to submit bank guarantee AAI shall deduct @ 10% of running bill account from the contractor's payment till full security deposit amount (i.e. 10% of contract value) is deducted.

The security deposit/bank guarantee shall be released only after completion of DLP of three months after deducting dues if any.

26. CONTRIBUTION TOWARDS TAMIL NADU MANUAL WORKERS WELFARE SCHEME

As per section, 8a of Tamil Nadu manual workers (Regulation of Employment and conditions of work) Act 1982 and as per the G.O order no. G.O.(MS)No.295 Dt:17.12.2013 for an amount of 1% (One percent) of the value of work is to be paid to the Tamil Nadu construction workers welfare board. The rate quoted by the tenderer shall be inclusive of this amount also and AAI shall be deducting the same from the payments due to the contractor.

27. The contractor shall be responsible for any damage caused to any equipment's/building of AAI due to the negligence of the staff. The same shall be made good by the contractor at his cost.

28. Agency has to submit the cleaning Activity Plan within 15 days of award of work in line with the site condition and site requirement for approval of Engineer-in-charge or his authorized representative.

29. The agency shall provide minimum 01 no. mobile phone with active SIM to the site in charge/authorized representative for official use during the currency of the contract, nothing extra will be paid on this account.

30. MACHINERY/ EQUIPMENT/ TOOLS

30.1 No machinery/ equipment shall be supplied by the AAI.

30.2 The contractor shall provide the required cleaning materials/tools and continue to maintain the same throughout the period of contract for effective maintenance of guest house facilities. All required materials, tools, etc., but not limited to, is listed below.

- i. Naphthalene Balls
- ii. Toilet Cleaner
- iii. Toilet Napkin
- iv. Dustbin cover small
- v. Room freshener
- vi. Good Night Liquid / Gel
- vii. Odonil
- viii. Floor Cleaner
- ix. Glass Cleaner
- x. Stainless steel polish
- xi. Mop Cloth
- xii. Kentucky Mop Set
- xiii. Grass Broom
- xiv. Scotch Bright (5Pcs)
- xv. Hand Gloves
- xvi. Dust pan
- xvii. Toilet Brush
- xviii. Water wiper
- xix. Toilet Roll
- xx. Dish washer steel Scrubber
- xxi. Checkered Cloth

31. MATERIAL STORAGE

- 31.1 A store room for keeping cleaning material will be provided by AAI as per requirement & availability at free of cost. Contractor shall make all necessary arrangements for storage at his own cost to the satisfaction of Engineer-in-charge or his authorized representative.
- 31.2 Materials brought to the site by the contractor shall be stored by the contractor in a safe /dry storage space. The contractor shall be responsible for safe custody of materials at site.
- 31.3 Necessary registers and stationers required for entering data shall be provided by the contractor at his own cost as directed by the Engineer-in-charge or is authorized representative.

32. DETAILED SCOPE

- 32.1 The contractor shall provide the required manpower (as detailed elsewhere in the document), maintenance of registers, guest convenience/facilitation, tariff collection & deposit with accounts section at Chennai, RHQ, SR Admin Building, etc. as required for running the guest house facility in an immaculate & orderly manner.
- 32.2. The bed sheet/spread, blanket, pillow cover, bath/face towel shall be replaced after every occupation with the washed & ironed items. However, in case of occupancy for more than one day, the same shall be carried out every day of occupation.

- 32.3 Brooming, Mopping/Wiping of corridor, floor & common passage area with good quality floor cleaner & using necessary floor scrubbing machine like single disk machine, Vacuum cleaners, hard broom etc.
- 32.3 Cleaning of rooms, bath rooms and toilet, drinking water jugs, glasses, plates, spoons, cup & saucer, buckets & mugs, dust bin, Electric Kettle, water dispenser/Refrigerator wherever provided etc. shall be done every day/after each occupancy including supply of all required cleaning materials including viz. Harpic, etc. for cleaning of toilets. The garbage collected from Guest House shall be disposed in the earmarked area only. Necessary dustbin bag/cover shall be provided for collecting waste in each room as and when required.
- 32.4 Provide/replenish toilet napkin, tissue paper, toilet refresher, room spray etc.
- 32.5 Cleaning of all common areas (floor wall & ceiling, artificial plants, pictographs, photographs, etc). The necessary cleaning materials are included in the scope of this work.
- 32.6 Replacement of necessary batteries for the TV & AC remote control, wall clock, alarm clock etc., as and when required.
- 32.7 Dusting/cleaning of furniture.
- 32.8 The contractor shall ensure all the rooms are well maintained by using clean bed sheets, pillow covers, blankets etc.
- 32.9 Vacuum cleaning shall be carried out at least once in a month. Wet and dry vacuum cleaner has to be arranged by the agency and nothing extra will be paid on this account. Dry cleaning of upholstered furniture shall be carried out by agency on regular basis to keep in immaculately clean condition at all times.
- 32.10 Mosquito repellent machine along with Liquid shall be provided for all rooms , as and when required the liquid has to be supplied for refilling. The contractor shall use good quality material duly approved by AAI.
- 32.11 Bed sheets/spread, blanket, pillow cover and towel shall be provided by AAI. However, any request of this items shall be supplied by the contractor and the payment for such supply shall be released after producing original bill/invoice from the supplier in addition to normal OH & profit @ 15%.
- 32.12 A register of consumables/non-consumables shall be maintained by the agency. Accounting of the items (inwards, usage, etc.) shall be maintained. This register shall be produced as and when required for verification by Engineer-in-charge or his authorized representative.
- i.13 Providing the following at front desk/reception area
- i) News Papers 1 no. each daily – The Hindu (English), Daily Thanthi (Tamil) and Rajasthan Patrika (Hindi) and
 - ii) Weekly Magazines – Any 2 magazines per week.

32.14 Providing Complimentary room kits for the guests as detailed below. The Kit items to be supplied shall be approved by EIC. Any change in the brand/item shall be intimated to the EIC and prior approval shall be obtained for the same.

Sl.No	Material	Qty (for single occupancy)	Qty (for double occupancy)
1	Mineral water bottle of 1 liter	1Nos.	2Nos.
2	Tea/ coffee kit a. Assorted tea bag sachets (Typhoo/ Twining's) – 1 Nos. b. Dairy creamer / Milk powder sachet (Nestle/Everyday/ Amul /Amulya) - 2 Nos. c. Instant coffee sachet (Nestle/Bru) - 1 Nos. d. Sugar Sachet (Normal & Brown) – Each 2 no's e. Sugar free sachet (sugar free Natura) – 2 Nos	1 set	2 set
3	Dental kit (toothbrush & paste- Colgate 1set)	1 set	2 set
4	Shaving kit (Gillette twin blade shaver gel)	1 set	2 set
5	Comb with handle	1 No.	2 No.
6	Bathing kit a. Soap – 1 nos (Herbal) b. Shampoo, conditioner, Body lotion/ moisturizer bath/shower gel – 1 no each (in 20ml bottle) c. Shower cap – 1 no d. Loofah – 1 no e. Coconut oil – 1no	1 set	2 set
7	Shoe shiner (round plastic box)	Each 1 No	Each 2 No
8	New paper – as per guest preference (Hindu / TOI / Indian Express)	1 Nos.	1 Nos.
9	Paper bag	1 Set	1 Set

NOTE: However, double the above quantity except newspaper shall be provided in case of double occupancy/family/two guests on sharing basis. Any additional requirement of drinking water shall be supplied in water jug filled from the RO plant.

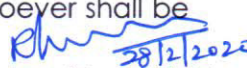
- 32.15 Providing and replacing the following items in each room once in six months and taking away the old items. These items shall be of reputed brand and selected with the approval of EIC of his authorized representative.

Sl.No	Material	Qty (Per Room)
1	Water Glass	2 Nos.
2	Tea Cup & Saucer	2 Set
3	Tea spoon	1 Nos.
3	Drinking water jug (glass)	2 Nos.
4	Bath room bucket & mug	1 Set
5	Toilet bucket & mug	1 Set
6	Toilet door mat	1 No.
8	Food plate	2 Nos.
10	Tray Big	1 No
11	Tray small	1 No.
12	Dust bin (closed type)	1 No.

- 30.16 In case of non- performance or non-maintenance of cleanliness or lapse of service or poor service by the contractor, EIC may at his discretion, impose the Penalties as detailed below.

Sl.No	Description	On each occasion/instance /compliant
1	Cleanliness of Rooms including common area of Guest House	Rs.250.00
2	Negligence in reporting of non-functioning of equipment's like air-conditioning, geyser, kettle, refrigerator, clock, water dispenser etc.	Rs.100.00
3	Compliant from guests on cleanliness of bed spreads/ pillow cover /8 towels etc. Laundry services.	Rs.100.00.
4.	Deficiency and compliant from guest on complimentary kits, newspaper etc.	Rs.200.00

The penalty can be waived off by the EIC if the reason given by the contractor is beyond the control of contractor or found satisfactory. The decision of Engineer-in-charge shall be final and binding on the contractor and no claim whatsoever shall be entertained in this regard


 Asst. General Manager (Engg-E)-IV
 AAI/SR/Chennai Airport