TENDER NOTICE

Tripura Tourism Development Corporation Ltd, Agartala on behalf of the Governor of Tripura invites Expression of Interest (EOI) from Govt. registered firms/Organization to quote their rate for providing House Keeping Service in the following Tourist Lodges:

1. Geetanjali Tourism Guest House, Agartala
2. Sagarmahal Tourist Lodge, Melaghar
3. Eden Tourist Lodge, Jampui Hill

The detailed terms and conditions of the EOI shall be available at www.tripuratourism.gov.in and interested bidders may download the documents from the aforesaid website.

EOI complete in all respect should be submitted in sealed cover enveloped in the office of the Tripura Tourism Development Corporation Ltd, Agartala on or before 18th August 2018 upto 4:00 PM in prescribed format super scribining “Bid for Housekeeping service at 1) Geetanjali Tourism Guest House, Agartala 2) Sagarmahal Tourist Lodge, Melaghar 3) Eden Tourist Lodge, Jampui Hill”

The tender box will be open on 20th August 2018 at 3:30 Pm. In case if the tender box could not be opened on the mentioned date, fresh notification will be issue by this office and bidders are advised to checked www.tripuratourism.gov.in .

-Sd-
Managing Director
Tripura Tourism Development Corporation Ltd.
Expression of Interest (EOI) for:
Providing Housekeeping service at

1) Geetanjali Tourism Guest House, Agartala
2) Sagarmahal Tourist Lodge, Melaghar
3) Eden Tourist Lodge, Jampui Hill during the year 2018-19

This DNIT contains 21 pages.
**LIST OF IMPORTANT DATES IN CONNECTION WITH THE BID**

**Name of work:** Providing Housekeeping service in 3 Tourist Lodges under TTDCL in the following places:

1) Geetanjali Tourism Guest House, Agartala
2) Sagarmahal Tourist Lodge, Melaghar
3) Eden Tourist Lodge, Jampui Hill during the year 2018-19.

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Milestones</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Period for engagement</td>
<td>As detailed in the DNIT</td>
</tr>
<tr>
<td>2.</td>
<td>Date of publishing of Tender</td>
<td>07.08.2018</td>
</tr>
<tr>
<td>3.</td>
<td>Period of downloading of Bidding documents at <a href="http://www.tripuratourism.gov.in">www.tripuratourism.gov.in</a></td>
<td>From the time of appearance in the website to the last date of dropping of tender.</td>
</tr>
<tr>
<td>4.</td>
<td>Last date of seeking clarification</td>
<td>2 (two) days prior to Tender Due Date (TDD)</td>
</tr>
<tr>
<td>5.</td>
<td>Tender Due Date (TDD):</td>
<td>18.08.2018</td>
</tr>
<tr>
<td>6.</td>
<td>Date of opening of Bid/Bids</td>
<td>20.08.2018</td>
</tr>
<tr>
<td>7.</td>
<td>Place for Opening of Bids:</td>
<td>TTDCL Swetmahal, Agartala</td>
</tr>
<tr>
<td>8.</td>
<td>Validity of the tender:</td>
<td>60 day</td>
</tr>
<tr>
<td>9.</td>
<td>Officer inviting Bids:</td>
<td>Managing Director, Tripura Tourism Development Corporation Limited, SwetMahal, Agartala.</td>
</tr>
</tbody>
</table>

**Signature of the Bidder**

**Signature of the Managing Director,**

Managing Director,
Tripura Tourism Development Corporation Ltd.
DISCLAIMER

1. The information contained in the Bidding Document or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of Tripura Tourism Development Corporation Ltd or any of their employees or advisers, is provided to Bidders on the terms and conditions set out in this Bidding Document and such other terms and conditions subject to which such information is provided.

2. Though adequate care has been taken in the preparation of this Bidding Document, the Bidder should satisfy himself that the Document is complete in all respects. Intimation of discrepancy, if any, shall have to be brought in to the knowledge of the Managing Director, TTDCL immediately before the Tender due date. If no intimation is received by the Tripura Tourism Development Corporation Ltd within the date, it shall be deemed that the Tender is satisfied that the Bidding Document is complete in all respects.

3. The Bidding Document is not an agreement and is neither an offer nor invitation by the TTDCL to the prospective Bidders or any other person. The purpose of the Bidding Document is to provide interested parties with information that may be useful to them in the formulation of their Tenders pursuant to this Bidding Document. The Bidding Document may not be appropriate for all persons, and it is not possible for TTDCL, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses the Bidding Document. The assumptions, assessments, statements and information contained in the Bidding Document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in the Bidding Document and obtain independent advice from appropriate sources.

4. Information provided in the Bidding Document to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. TTDCL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

5. TTDCL, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in the Bidding Document.

6. TTDCL also accepts no liability of any nature whether resulting from negligence.
7. TTDCL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in the Bidding Document.

8. The issue of this Bidding Document does not imply that TTDCL is bound to select a Successful Bidder for the project and TTDCL reserves the right to reject all or any of the Tenders without assigning any reasons whatsoever.

9. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Tender including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by TTDCL or any other costs incurred in connection with or relating to its Tender. All such costs and expenses will remain with the Bidder and TTDCL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Tender, regardless of the conduct or outcome of the Selection Process.

Signature of the Bidder

Signature of the Managing Director,
Managing Director,
Tripura Tourism Development Corporation Ltd.
NOTICE INVITING TENDER

Sub: Tender for Housekeeping service at 1) Geetanjali Tourism Guest House, Agartala 2) Sagarmahal Tourist Lodge, Melaghar 3) Eden Tourist Lodge, Jampui Hill under Tripura Tourism Development Corporation Ltd.

Sealed tenders are invited for Annual Contract for Housekeeping service of the Tourist Lodges under Tripura Tourism Development Corporation Ltd from interested contractors/ firms/ organization having experience in this field for a period of two year.

WORK SCHEDULE:

The tender is for the work for Housekeeping which includes general cleanliness of the premises, rooms, up-keeping of the rooms, toilets, corridors, staircase, common areas such as reception area, open terrace, roof ceiling, windows panel, ceiling fan. The successful bidder shall have to supply the required quantity of goods quality cleaning materials such as phenol, harpic, dettol, cleaning powder, mob, brooms etc.

TIME SCHEDULE:

The cleaning work is scheduled to be carried out twice in a day i.e within 9:00 Am 1st Cleaning and after 4:00 Pm 2nd cleaning. In addition successful bidder shall have to ensure the cleaning of incidental requirement on call between 9:00 Am to 4:00 PM. The services shall be extended by the contractor on all days.

EARNEST MONEY DEPOSIT:

An amount of Rs. 15,000/- (Rupees Fifteen Thousand) only has to be deposited as EMD by means of DD Cheque in favour of the Managing Director, Tripura Tourism Development Corporation Ltd. This will be returned back on completion of the tender process.

The EMD shall stand forfeited if a Contractor withdraws or amends the Tender and fails to accept the contract within the stipulated period. The EMD shall also stand forfeited in the event pre-mature withdrawal of the Tender.

Signature of the Bidder

Signature of the Managing Director,

Managing Director,
Tripura Tourism Development Corporation Ltd.
PROCEDURE FOR SUBMITTING THE TENDER:
Interested and eligible Firm/Agencies/Contractors can collect the tender documents from www.Tripuratender.gov.in or www.tripuratourism.gov.in

Incomplete tender/quotations in any respect shall be rejected and no tenderer shall have any right to represent. Interested tenderers or their authorised representatives (with authorization letter) may be present at the time of opening of the tender/quotations.

IMPORTANT NOTE:

1. Intending tenderers are advised to visit the place of work for assessing the nature and volume of work realistically before quoting the rates.

2. The contract will remain in force for a period of one year from the date of award of work and the same may be extended for another two year (2 extension may be given on annual assessment of performance)

3. The firm entrusted with the work shall have to carry out the contract at the rates approved by this office which shall be valid for the whole of the contract period. No upward revision/any additional claim will be entertained during the period of the contract under any circumstances.

SECURITY MONEY DEPOSIT:

The firm entrusted with the work shall have to deposit Security Money of Rs. 25,000/- for each tourist lodges to TTDCL before execution of the works or signing of Deed of Agreement. The Security deposit has to be deposited by means of DD Cheque in favour of the Managing Director, Tripura Tourism Development Corporation Ltd.

PROCEDURE FOR PAYMENT:

a. The bill for the services prepared on the basis of rates will have to be submitted on first week of succeeding month to the Managing Director, Tourism Development Corporation Ltd. Swetmahal, Palace Compound, Agartala-799001. Monthly payment will be made only after full payment of monthly labourer's dues of previous month. Relevant payment records (acquittance roll, bank deposit statement against salary transfer to staff etc.) has to be enclosed.
b. The payment will be released through RTGS, e-payment system to the concerned tenderer bank account after deducting income tax and other applicable taxes, if any as per the bills submitted.

c. In case of delay in monthly payment the agency/firm/contractor should be financially sound to make payment to its manpower and consumables without affecting the work for a minimum period of three months.

ELEGIBILITY CRITERIA

a) The bidder should be register under appropriate registering authority. (Attach copy of the registration certificate.)

b) The bidder must have GST registration certificates. (copy to be attached)

c) The bidder must have a valid PAN Number (copy to be attached)

d) The bidder must possess EFP & ESI registration.(copy to be attached)

e) The bidder should be a reputed firm with a minimum of two years experience in relevant field. Details of experience with Govt./Semi-Govt/Autonomous bodies during the last 2 years (2016-17, 2017-18) (copies of relevant paper to be attached)

f) The bidder should have a minimum turnover of Rs. 3 lakh and above in a single year during the last 2 years. 2016-17, 2017-18) (copies of relevant paper to be attached)

g) The bidder must have a valid labour Licence issued from competent authority.

h) The firm/Agency should possess the following machineries which is a compulsory criteria for eligibility of firm for the financial bid. It is mandatory to submit Annexure I (A).

   i. AC vent cleaning machine
   ii. Dust pan machine
   iii. Mattress cleaning machine
   iv. Staircase cleaning machine
   v. W/C block cleaning machine
   vi. Floor scrubbing machine
   vii. Wet & Dry vacume machine

i) It is mandatory for the firm/agency to submit Annexure- I (B): Training of manpower. Ref; Sl no. 33.

j) It is mandatory for the firm/agency to submit Annexure- I (C): Availability of required manpower as per specified at Annexure –III.

Signature of the Bidder

Signature of the Managing Director.
k) It is mandatory for the firm/agency to submit Annexure- I (D): Standard Operation Procedure (BOP) and Quality. Ref: Sl no. 22-23.

TERMS AND CONDITIONS:

1. The work shall be carried out satisfactorily as per the direction of the competent authority of the Tripura Tourism Development Corporation Ltd.

2. The competent authority of this office reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges, if the competence authority notices or it is brought to notice of the authority any un-satisfactory -cleaning, non-wearing of uniform by the employees or non payment of salary to its staffs, on failure to adapt/execute terms of the agreement signed between TTDCL and firm/agency/contractor decision of the Managing Director, Tourism Development Corporation Ltd is final and binding in this regards.

3. The contractor/ firm shall deploy adequate manpower/workers to execute a work of cleaning/maintenance of the premises.

4. The Tourism Development Corporation Ltd shall not provide any cleaning materials/machine equipments for the cleaning work. However the contractor can use water for washing/cleaning works. All cleaning materials/machine equipment shall be brought by the contractor and no extra payment will be made for the above washing/cleaning materials.

5. The contractor/firm shall use standard cleaning materials of reputed companies only. Sample of chemicals, detergents, liquid soaps, cleaning agents, garbage bags etc. used for cleaning work should be approved by the competent authority of Tourism Development Corporation Ltd within 15 days of contract award.

6. The attendance of the workers will be taken by the Manager or authorized person of the corporation. Proportionate amount of labour charge will be deducted if any of the labourers remain absent from their duties for the absent period.

7. Cost of any damage done to tiles, wooden articles, furniture, equipments, materials, machinery, electric fitting or any Govt property within the premises of the building due to mishandling by the workers/ labourer deployed by the contractor/agency shall be borne by the contractor/agency and he shall repair, replace/fix the damage portion immediately. In case the contractor/ agency fails to make good the loss/damage to the satisfaction of the competent authority,

Signature of the Bidder

Signature of the Managing Director,

Managing Director,
Tripura Tourism Development Corporation Ltd.
Managing Director, The Tourism Development Corporation Ltd. at its discretion deduct such amount from the bills of the contractor/firms.

8. All day to day waste materials, dust garbage etc. will have to be removed and thrown into the dustbin located outside the building premises.

9. Cleaning and washing of toilets, urinals, pans, marble flooring/tile walls, taps and fittings should be done with appropriate cleaning agents daily.

10. The contractor/firm shall be responsible for keeping the area neat and clean by means of sweeping & cleaning and dusting of all rooms/office rooms/kitchen area/conference hall/common area/staircase etc.

11. The contractor/firm himself shall be responsible for the safety and maintenance of his tools and materials. No damage claim shall be entertained in any circumstances.

12. The contractor should supply sufficient sets of uniforms, badges and boots to each staff. All staff should wear standard uniform while doing their duty.

13. Under no circumstance shall the contractor/firm appoint sub contractor or sub leases the contract. If it is found that the contractor/firm has violated these conditions, his contract will be terminated without any notice by the TTDC Ltd.

14. Electricity, if requires for any equipment/machine will be supplied free of cost to the contractors.

15. Income tax and other applicable tax as usual shall be recovered from the gross amount of the contractual charges as per statutory order of the government.

16. The contractor/firm shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel. The contractor shall comply with all relevant labour laws as may be applicable or modified from time to time by the concerned authorities. In no case the Tourism Development Corporation Ltd would compensate for the losses and damage of materials and manpower.

17. The staff deployed in the work place should be well skilled and well behaved.

18. The contractor should abide by the provision of Child Labour Acts. He should ensure no violation on his parts at the work place.

19. The contractor should provide 2 set of uniform per year to the staff engaged under him.

Signature of the Bidder

Signature of the Managing Director,
Managing Director,
Tripura Tourism Development Corporation Ltd.
20. The firm shall comply with all prevalent rules and regulations in force relating to minimum wages act and shall be responsible for all statutory dues to its staff engaged under this contract.

21. The materials for daily use like Vim powder, Liquid soap, Naphthalene balls, odonil, phenyl, sanitary cubes, harpic and liquid phenyl, toilet brush, brooms, wiper, soft/hard broom, table duster, surf etc shall be arrange by the contractor himself and nothing will be paid extra for the above.

22. The contractor/firm should have
   - Monthly deeply cleaning schedule
   - Daily work report
   - Bathroom (Daily check list)
   - Hygiene cleaning control round sheet/scheduled

23. The firm/agency/contractor shall submit Annexure-I D for having SOP (Standard operation procedure) and enclose certified copies of reporting/monitoring format along with declaration.

24. The contractor/firm should provide photo-identity card to every labourer deployed for the job in all the work places and one copy of the same should be submitted to office of Tourism Development Corporation Ltd.

25. The TTDCL shall have right to issue addendum to tendered documents to clarify, amend, modify supplement or delete any of the condition, clause or items stated therein. Each addendum shall form a part of the original invitation to tender.

26. The TTDCL reserves the right to accept or reject tender or cancel without assigning any reason thereof. No claim or complaint in this regard will be entertained by the TTDCL.

27. The TTDCL is under no obligation to accept the lowest or any tender received in response to this tender notice.

28. Tender document should be signed on all the pages by the Authorised signatory along with seal of the tenderer.

29. All the obligation as described in this tender document shall be complied by Tenderer and those obligations shall be binding on the contractor/firm during the validity of the contract period.

30. All disputes in connection with the annual contract will come under the Jurisdiction of the Tripura High Court, Agartala only.

Signature of the Bidder

Signature of the Managing Director,
Managing Director,
Tripura Tourism Development Corporation Ltd.
31. JURISDICTION: The enforcement of the terms of the contract as well as all the transactions entered into by the firms/companies with the TTDCL shall be deemed to have been taken place within the jurisdiction of Agartala High Court and any cause of action arising to the due performance or breach of contract by either of the parties hitherto shall be deemed to have arisen within the jurisdiction of Agartala notwithstanding the residence or place of business of the contractor.

32. ARBITRATION: Notwithstanding anything contained in any document under this contract, all disputes and claims whatsoever, arising out of this contract between the parties shall be referred to a sole Arbitrator who shall be nominated and appointed by the TTDCL and the Arbitrator's decision shall be final and binding. The place of Arbitration will be Agartala and venue will be the TTDCL office, Swetmahal, Agartala.

33. Firm all the staff should be responsible for compliance with quality management system and for ensuring all procedure and works instructions are properly executed and standard are met.

a) All staff should be trained in the process mentioned above and in the following segments:

<table>
<thead>
<tr>
<th></th>
<th>Operative cleaning manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Safety measures</td>
</tr>
<tr>
<td>3</td>
<td>Chemical and machinery equipments</td>
</tr>
<tr>
<td>4</td>
<td>Hard floor maintenance</td>
</tr>
<tr>
<td>5</td>
<td>Toilet and sanitary appliances</td>
</tr>
<tr>
<td>6</td>
<td>Furniture and fittings</td>
</tr>
<tr>
<td>7</td>
<td>General Cleaning</td>
</tr>
<tr>
<td>8</td>
<td>Glass window</td>
</tr>
<tr>
<td>9</td>
<td>Floor care maintenance</td>
</tr>
<tr>
<td>10</td>
<td>Supervision and motivation</td>
</tr>
<tr>
<td>11</td>
<td>Staff handling</td>
</tr>
<tr>
<td>12</td>
<td>Quality control</td>
</tr>
</tbody>
</table>

The bidder should submit Annexure I(B) (Undertaking by the firm/agency certifying trained manpower or above processes mentioned in Sl. No-32 of tender document. (The certificates and photograph of the training programmes (From In-House or other Govt. agencies) undertaken by the staffs should be attached.)

**Signature of the Bidder**

**Signature of the Managing Director,**

*Managing Director,*
*Tripura Tourism Development Corporation Ltd.*
34. **Selection Method & Criteria**

The Bidding process shall be a two stage process for finalizing agency/firm. The evaluation shall be based on the technical and financial parameters. Prior to the detailed evaluation of the Technical Bids, TTDCL shall determine whether each bid is:

a) Complete in all form.

b) Is accompanied by the required information and documents towards Eligibility Criteria and

c) Is substantially responsive to the requirements set forth in the tender documents.

35. **How to apply**

Application of agencies/ bidder that fulfil the above criteria only would be considered by the TTDCL. Mere accepting the application by the Organisers would not guarantee the award of contract.

36. The application in sealed envelope super scribing “**Bid for Housekeeping service at 1) Geetanjali Tourism Guest House, Agartala 2) Sagarmahal Tourist Lodge, Melaghar 3) Eden Tourist Lodge, Jampui Hill**” along with the copies of the relevant certificates and other specified documents may please be forwarded to the following address on or before the last date mentioned in the tender document.

The
Managing Director,
Tripura Tourism Development Corporation Ltd
Swetmahal, Palace Compound, Agartala.

---

**Signature of the Bidder**

**Signature of the Managing Director,**

Managing Director,
Tripura Tourism Development Corporation Ltd.
**Annexure-I**

**Technical Bid for the work of General Cleanliness of different Tourist Lodge under Tourism Development Corporation Ltd**

(To be filled by the Tenderer)

I / we have read and fully understood the Notice inviting Tender No. dated _________ and hereby furnish details of my/ our agency/firm/company/organization.

<table>
<thead>
<tr>
<th>1. Name and address of the agency/firm/company/organization/ contractor. Registration No. of the firm/agency and period of validity of registration.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Contract details (Mandatory)</td>
</tr>
<tr>
<td>1. Phone number</td>
</tr>
<tr>
<td>2. Office Telephone</td>
</tr>
<tr>
<td>3. Fax (not mandatory)</td>
</tr>
<tr>
<td>4. E-mail address.</td>
</tr>
<tr>
<td>1.</td>
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<tr>
<td>2.</td>
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<tr>
<td>3.</td>
</tr>
<tr>
<td>4.</td>
</tr>
<tr>
<td>3. Name of organization / office where the contractor/firm is presently providing cleaning services. (Mention only 2-3 address and phone no.)</td>
</tr>
<tr>
<td>4. a) Whether the firm/ agency is registered (attach copy of the registration certificate.)</td>
</tr>
<tr>
<td>b) GST (copy to be attached)</td>
</tr>
<tr>
<td>c) PAN Number (copy to be attached)</td>
</tr>
<tr>
<td>d) ESI Number (copy to be attached)</td>
</tr>
<tr>
<td>e) EPF number (copy to be attached)</td>
</tr>
<tr>
<td>f) Labour Licence (copy to be attached)</td>
</tr>
<tr>
<td>5. Details of experience with Govt./ Semi-Govt./Autonomous bodies during the last 2 years along with annual turnover (2016-17, 2017-18) (copies of relevant paper to be attached)</td>
</tr>
<tr>
<td>6. The bidder should have a minimum turnover of Rs. 3 lakh and above in a single year during the last 2 years. 2016-17, 2017-18) (copies of relevant paper to be attached)</td>
</tr>
<tr>
<td>7. a) Enclosure of Annexure I (A) Yes/No</td>
</tr>
<tr>
<td>b) Enclosure of Annexure I (B) Yes/No</td>
</tr>
<tr>
<td>c) Enclosure of Annexure I (C) Yes/No</td>
</tr>
<tr>
<td>d) Enclosure of Annexure I (D) Yes/No</td>
</tr>
</tbody>
</table>

List of enclosure:

1. 
2. 
3. 

**Signature of the Bidder**

**Signature of the Managing Director**

Managing Director,
Tripura Tourism Development Corporation Ltd.
To
The Managing Director
Tripura Tourism Development Corporation Ltd.
Swetmahal, Agartala.

Sub: Submission of undertaking.

Sir,

I/we do hereby declare that the desirable machinery and materials as mentioned in the EOI documents under Desirable section of Page -8 are available under my/our possession.

I/we through this undertaking confirms and undertake that I/we shall be liable and responsible, to execute the works of house keeping service at Geetanjali guest house, Sagar Mahal tourist lodge and Eden Tourist Lodge by ensuring dedicated supply of the following machinery and materials:

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Name of Machine</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
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<td></td>
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<tr>
<td>7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Shri: __________________________)  
For and on behalf of ____________________________
M/s. ____________________________

Place: ____________________________
Date: ____________________________

Signature of the Bidder

Signature of the Managing Director.
To
The Managing Director
Tripura Tourism Development Corporation Ltd.
Swetmahal, Agartala.

Sub: Submission of undertaking.

UNDEARTAKING

Sir,

I/we __________________________ Address __________________________
do hereby declare that all the manpower are well trained in relevant field as mentioned in the EOI documents under Sl no-33.

I/we through this undertaking confirms and undertake that I/we shall be liable and responsible, to provide and execute the works of housekeeping service at Geetanjali guest house, Sagarmahal tourist lodge and Eden Tourist Lodge by deploying only well trained manpower in case the works is awarded to me/us. I am also attaching relevant certificates/documents issued by the firm or by Govt. Agencies certifying trained manpower or courses of the firm.

(Shri: __________________________ )
For and on behalf of __________________________
M/s. __________________________

Place: __________________________
Date: __________________________

Signature of the Bidder

Signature of the Managing Director,
Managing Director,
Tripura Tourism Development Corporation Ltd.
To
The Managing Director
Tripura Tourism Development Corporation Ltd.
Swetmahal, Agartala.

Sub: Submission of undertaking.

UNDEARTAKING

Sir,

I/we __________________________ Address ______________________

____________________________ do hereby declare that the desirable and required manpower as mentioned in the EOI documents under Annexure -III are available under my/our firm.

I/we through this undertaking confirm and undertake that I/we shall be liable and responsible, to execute the works of housekeeping service at Geetanjali guest house, Sagarmahal tourist lodge and Eden Tourist Lodge by providing adequate manpower as specified in the EOI documents in case the works is awarded to me/us.

(Shri: _________________________)
For and on behalf of _______________________
M/s. _______________________________

Place: _______________________
Date: _______________________

Signature of the Bidder

Signature of the Managing Director,
To
The Managing Director
Tripura Tourism Development Corporation Ltd.
Swetmahal, Agartala.

Sub: Submission of undertaking.

UNDERTAKING

Sir,

I/we_________________________________ Address________________

_________________________________ do hereby declare that the desirable SOP
(Standard operation procedure) and Quality as mentioned in the EOI documents under
Sl no-22 are maintain and followed by my/our firm.

I/we through this undertaking confirm and undertake that I/we shall be
liable and responsible, to execute the works of housekeeping service at Geetanjali guest
house, Sagarmahal tourist lodge and Eden Tourist Lodge as per desirable SOP and
quality standard set in the documents. I am also attaching relevant
certificates/documents in this regards.

(Shri:_________________________)
For and on behalf of_______________________________
M/s.___________________________________________

Place:______________________________
Date:_______________________________

Signature of the Bidder

Signature of the Managing Director,
# Annexure-II

**Requirement of housekeeping purpose is as follows (per room per occupancy)**

<table>
<thead>
<tr>
<th>S/No</th>
<th>Particulars</th>
<th>Brand</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Soap</td>
<td>Lux (Rs. 5 pack)</td>
<td>After customization of the products with the Tourism Brand. The items will be supplied by TTDCL or contractor has to purchase from selected vendors.</td>
</tr>
<tr>
<td>2.</td>
<td>Shampoo</td>
<td>Sunsilk black (Rs.1 pack)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Tea Bag</td>
<td>Tata normal tea bag</td>
<td>To be supplied as per requirement</td>
</tr>
<tr>
<td>4.</td>
<td>Sugar Sachets</td>
<td>Tata normal sachets</td>
<td>-do-</td>
</tr>
<tr>
<td>5.</td>
<td>Room freshener</td>
<td>of good quality</td>
<td>-do-</td>
</tr>
<tr>
<td>6.</td>
<td>Odonil, air purifier</td>
<td>ISI mark</td>
<td>Standard packing of 75 gm each to be replaced on weekly basis in all places.</td>
</tr>
<tr>
<td>7.</td>
<td>Hand wash</td>
<td>ISI brand (Preferable Dettol)</td>
<td>Liquid hand wash.</td>
</tr>
</tbody>
</table>

1. The supply of the above material should be as per occupancy of the day. If guest is occupying room for more than one day, housekeeping service provider (contractor) should supply these items (as per the morning service schedule) on the day under above consideration. The payment against above material will be made as per day occupancy.

2. The materials have to be provided by the contractors according to the requirement and occupancy of the tourist lodge as discussed below:
   a) The quantity to be kept reserved would be in accordance with last year’s occupancy of that period. The contractor should keep 20% extra material above required material to avoid last hour mismanagement. If contractor fails to abide above clause, he may be penalised by the competent authority.
   b) Against above room serviceable material contractor shall submit separate bill. The payment will be made against MRP. Materials to be provided by the contractor should be of quality and standard as certifies by the competent authority. The material should be of ISI mark qualified.

3. Stock register to be maintained by the contractors for all the materials mentioned above. The concern manager will certify stock register at its opening and on weekly basis. He will do assessment on quality and quantity required as per occupancy.

**Signature of the Bidder**

**Signature of the Managing Director**
ANNEXURE-III

SCHEDULE OF RATES (FINANCIAL BID)

To be quoted lump sum rate for the contract for housekeeping services of Geetanjali Tourism Guest House, Sagarmahal Tourist Lodge, Eden Tourist Lodge

-A-

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Rate for supply of services of a professional <strong>Supervisor</strong> for Housekeeping staff in the following tourist lodges</th>
<th>No. of person(s) Required</th>
<th>Rate per head per month (all inclusive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Geetanjali Tourism Guest House, Agartala</td>
<td>1(one)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Sagarmahal Tourist Lodge, Melaghar</td>
<td>1(one)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Eden Tourist Lodge, Vanghmun, Jampui Hill</td>
<td>1(one)</td>
<td></td>
</tr>
</tbody>
</table>

-B-

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Rate for supply of Housekeeping staff for providing cleaning services in the following tourist lodges</th>
<th>No. of person(s) Required</th>
<th>Rate per head per month (All inclusive)</th>
<th>Total amount for all staff. (All inclusive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Geetanjali Tourism Guest House, Agartala</td>
<td>8 (Eight)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Sagarmahal Tourist Lodge, Melaghar</td>
<td>5 (five)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Eden Tourist Lodge, Vanghmun, Jampui Hill</td>
<td>8 (Eight)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of the Bidder

Signature of the Managing Director,
Managing Director,
Tripura Tourism Development Corporation Ltd.
Annexure-IV

CERTIFICATE

I, ............................................................. s/d/w/o .............................................................
r/o .................................................................................................................................
hereby certify that none of my relative as defined in the tender document is/are employed in Tourism Development Corporation Ltd as per details given in the tender document. In case at any stage, it is found that the information given by me is false/incorrect, Director, Tourism Development Corporation Ltd shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

Signature......................................................
Name...........................................................
Position......................................................
Date..........................................................

Signature of the Bidder

Signature of the Managing Director,
Managing Director,
Tripura Tourism Development
Corporation Ltd.