



NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH
(MINISTRY OF EARTH SCIENCES, GOVERNMENT OF INDIA)
HEADLAND SADA, VASCO-DA-GAMA,
GOA -403 804
(TEL: 0832-2525556/557)

**TENDER DOCUMENT FOR PROVIDING PROFESSIONAL
CARETAKING, CATERING AND HOUSEKEEPING SERVICES
IN NCAOR GUEST HOUSE.**

*(TO BE DEPOSITED IN THE TENDER BOX KEPT IN THE
ADMINISTRATIVE BLOCK (GROUND FLOOR))*

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Sub: Professional caretaking, catering and housekeeping services for NCAOR Guest House.

Director, NCAOR invites sealed quotations from caretaking and catering contractors/vendors who have satisfactorily executed similar work for other government guest house/private guest house/hotels in the preceding one year and having valid trade license/ registration issued by the appropriate government authority for providing professional caretaking and catering services in NCAOR Guest House. The service to be rendered with terms and conditions of the contract are detailed in the annexure. The eligible vendors may download all the details from our website: www.ncaor.gov.in

The sealed quotation along with documents duly completed in all respects superscribed as "Tender for empanelment for providing professional **caretaking and catering services in NCAOR Guest House**" may be submitted on or before 12th January, 2015 at 16:30 hrs and the same will be opened on 13th January, 2015 at 15:30 hrs in the presence of tenderers or their representative, if any.

Tender No.: **NCAOR/77/14**

Administrative Officer

NCAOR, Headland Sada, Vasco, Goa, invites you to submit your bid for the captioned work in complete accordance with this Invitation for Bid.

Interested vendors fulfilling the following criteria may apply within the stipulated date:

1. Vendors shall have requisite valid permission/permits/ license issued by appropriate government authority to carry out/provide caretaking/catering services.
2. The vendors should have minimum of 1 year experience in managing guest houses of leading PSUs/Government bodies/Private Cos. or Multi National Companies.
3. The vendors should have adequate number of trained / experienced workforce in their establishment.
4. The vendors should provide their current client list containing information such as details of the company, name of the person of the company and contact address/telephone numbers.

B. Documents to be submitted along with the bid :

- a) Certificate as at **Annexure-I**.
- b) Copy of work completion certificates from at least three major clients as on 31/12/2014 where the work of caretaking/catering/housekeeping has been carried out, as per **Annexure-II**.
- c) Valid PAN No.(submit copy of PAN card),
- d) Copy of valid trade license / registration issued by appropriate authority of Government granting permission to carry out/provide caretaking/catering/housekeeping services.
- e) Particulars of the tenderer as per ó **Annexure-III**
- f) Quotation without the above details/documentary proof will not be considered.

C. Scope of Work :

- a) The contractor shall be responsible for performance of the following duties:
 - i) Caretaking of Guest House, facilitating accommodation and its allied services for comfortable stay of guests of NCAOR. The Guest House comprises two suites with attached toilets, Six double-occupancy rooms with attached toilets, two staffrooms for the caretaker and a corridor connecting the rooms ó Total floor area 642 square meters.
 - ii) Regular maintenance and cleaning of the area under the scope of this contract by using proper tools, tackles & equipments. Cleaning of Kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins etc. attached to it (Twice Daily). Cleaning has to be carried out with approved material manually or by using Mechanized equipments like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. or both.
 - iii) Furniture, fixtures, sofa sets, cushion chairs, LCD-TV, kitchen equipments, exhausts fans and other electronic gadgets are required to be cleaned DAILY.

- iv) Cleaning and dusting of all the doors and windows, glass panes etc in the guest house accommodation rooms ONCE DAILY.
- v) Proper regular care for the safe maintenance of fittings, fixtures, LCD-LED-TV, equipments and furniture shall be sole responsibility of the contractor. Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.
- vi) The contractor shall exclusively manage catering arrangements like supply of tea/snacks, meals, lunch, dinner etc. as and when required by the guests on payment basis at the specified rates fixed by the NCAOR (Price list enclosed óAnnexure-IV). Caretaker should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests & collect the approved rates only from the Guests/Visitors before they leave the Guest House. Contractor will arrange all the food items which are required in Guest House for serving the Guest(s) and collect the charges from Guests.
- vii) All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles etc. shall be collected back from the tables/rooms immediately.
- viii) Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of Guests. The contractor shall not be permitted to stop supply of any item for any reason whatsoever.
- ix) Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh and of good quality and manufactured by well-know manufactures. Lists of few branded items have been mentioned at Annexure öVö.
- x) The eatables served by the contractor to the Guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, fillies or non-usable liquid etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected.
- xi) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk product such as curd, yoghurt, chesses etc. shall be of good standard and should be prepares and served fresh.
- xii) If any of the above mentioned items are found to be of substandard quality the same shall be rejected outrightly. An authorized representative of NCAOR has the right to destroy such items on the spot without any compensation to the contractor, whatsoever. The contractor shall ensure that beverages and eatable prepared in the Guest House are not sub-standard. NCAOR reserves the right to reduce the prices or refuse the payment of such items already served/supplied.

- xiii) The used cups, saucers, tea pots, utensils are washed with good quality utensils cleaning powders. Used utensils/bowls are to be additionally washed in hot water.
- xiv) NCAOR shall not be responsible for any amount/due of the contractor arising out of supply of foodstuffs supplied by him to any person/individuals.
- xv) The contractor shall maintain the premises in proper; and hygienic condition as per the satisfaction of NCAOR representative.
- xvi) The total manpower for Guest House shall be four comprising one supervisor, one cook, and two caretakers/helpers.
- xvii) The Guest House Supervisor and the Caretakers should be present in the Guest House all the days including Sundays & Holidays round the clock on shift basis and collect requests for accommodation from Guest House-In-charge, daily.
- xviii) The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense and the contractor should ensure that his staff are in uniform while working and specially while serving coffee/tea, lunch, snacks, dinner etc.
- xix) The payment from the guest for the stay, as per applicable rate, will be collected by the Contractor or his representatives by issuing proper receipt on behalf of NCAOR and the collected amount will have to be deposited by the contractor to NCAOR on weekly basis. In this regard the contractor is required to maintain a proper room rent register or/and computer generated report.
- xx) Guest House Catering will not be closed or the contractor will not suspend service for any reason, whatsoever. The services should be as per menu.

b) Provision of toiletries:

1. The contractor will provide one small soap, one shampoo pouch per day per guest at its cost. In addition, naphthalene balls in all washbasins, toilet paper, liquid soap, paper napkins, Mosquito repellent liquid, room freshener and Hit spray etc. of standard brands shall be made available by the contractor at its cost. Selection of brand will be done with the approval of NCAOR Guest house in-charge. A list for quality of material supply is attached herewith at Annexure-VI
2. Any other work which is incidental and essential to keep the Guest House clean and hygienic.

c) Readiness of room for guests:

1. The Contractor shall be responsible to keep room ready in all respect within 01 hr. of the vacation of the room by the guest.

2. Filling drinking water in jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of guest and the same should be changed daily or on request of the guest.
3. Making of the beds of guests i.e. spreading the bed sheets, quilts/ blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.
4. The Contractor shall ensure that linen of rooms during the stay of guests are changed every alternate day.
5. The contractor shall be responsible to replace linen of rooms in case room remains vacant for more than 03 days.
6. The contractor will also ensure that linen is changed as & when requested by the guest. However, the charges for cleaning to the linen are directly borne by NCAOR.
7. The bed sheet , bed spreads, pillow covers, bed covers shall be got washed by the caretaker only from the washer man approved by the NCAOR and charges thereof shall be paid by NCAOR at the rates decided from time to time.
8. The total stock of bed covers, bed sheets, bed spreads, pillow covers, blankets, towels, curtains etc. handed over in bulk against acknowledgement of the caretaker shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/ worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels etc shall be replaced by NCAOR, any loss due to any reason would be recovered from vendor.

d) Disposal of garbage:

1. Tea leaves, leftover food shall be collected in proper refuse bins and disposed of immediately. It shall be the responsibility of the contractor to dispose off garbage, accumulated during the operation of this contract, as per rules and regulations of the Corporation, at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The contractor shall ensure that garbage should never be kept overnight in the premises of NCAOR Guest House.

e) Food Menu:

1. A sample menu has been provided as per Annexure-IV. NCAOR shall in its discretion order for any of the menus.

f) Cost of Fuel:

1. One LPG system with stove shall be provided by NCAOR but the cost of gas cylinders and fuel cost is to be met by the contractor. However, electrical oven/hot plates/microwave ovens supplied by NCAOR can be used with the permission of Officer in charge.
2. NACOR will provide water supply and electricity free of charge but power should not be used for cooking. Necessary fans, fixtures, fittings, refrigerator and furniture items for the dining hall as well as in other rooms will be provided by NCAOR and the contractor is solely responsible for the proper care and general maintenance of these system.

g) RECORD KEEPING:

1. The supervisor/caretaker will record in the register maintained for the purpose the names of the guest, rooms allotted, issue and collect back room keys and almirah keys, collection of tariffs, issues of receipts to guest, maintain the account and the collected tariffs shall be deposited with NCAOR office on weekly basis.

h) MISCELLANEOUS:

1. Special Eventsø Arrangements: There may be special arrangements organized besides regular activities in which the contractor may be asked to provide the services. The contractor has to supply caretakers/cooks/service boys etc. under this contract as and when required. For such arrangements if any of food menu is different or in addition, the rates shall be mutually decided prior to the event takes place.
2. The caretaker shall also carry out the instructions of the authorized official of NCAOR for smooth running of the Guest House, such as visit to the State Electricity Board office, Water Board office, Telephone office, arranging for plumbing repairs etc. However, the charges for such repairs and local conveyance charges by public transport (bus) will be borne by NCAOR.

PENALTIES:

- D) Failure to perform to the services mentioned below would attract penalty.
- (a) Deviation from approved menu or mutually agreed menu : Rs. 200/-per occasion.
 - (b) Shortage or poor quality of any of the materials, vegetables or edibles: Rs. 200/-per occasion.
 - (c) Non-supply of paper napkins, towels , liquid soap etc: Rs. 100/- per event
 - (d) Non-provision or non-wearing of uniform by the staff: Rs. 100/-per occasion
 - (e) Not maintaining cleanliness: Rs. 150/ per occasion.
 - (f) Damage or lapse and loss of NCAORø's property: Rs. 500/- on each occasion. It may extend up to actual recovery of the property.

CAUTION DEPOSIT:

1. The successful bidder of the tender has to submit a caution deposit of Rs. 30,000/- (Thirty Thousand only) by submitting a draft in favour of NCAOR payable at Vasco-Da-Gama, within eight days from the receipt of the work order.

TERMINATION OF THE CONTRACT:

1. In case the NCAOR/contractor decides to terminate the contract prematurely i.e. before the expiry of the contract period, they can do so by giving two monthø advance notice. However, if the contractor fails to perform the contract, NCAOR may terminate the contract without giving any notice and in such circumstances the security deposit will be forfeited.

CLARIFICATION:

1. NCAOR reserves the right to ask any clarification for the purpose of examination and evaluation of the bids from the bidders after opening of the bids. However, the quoted price and substance of price will remain unchanged.
2. Bidder can ask any clarification related to the work from NCAOR before submission/opening of their bid. No clarification will be entertained after opening of the bid.

TERMS AND CONDITIONS OF CONTRACT

- i. All welfare measures of the personnel employed will have to be borne by the contractor only. However, NCAOR may provide accommodation facility to the caretakers.
- ii. The Guest House Caretaker shall follow the lawful instructions of the Guest House In-charge or the concerned officer from time to time for strict compliance.
- iii. The contractor shall be responsible for maintenance of the Guest House items as per the inventory list to be provided. In case of loss of any item, the cost of the same will be recovered from contractor's bill or Security deposit without considering any request.
- iv. The contractor shall obtain all the required clearances from the concerned authorities before entering into contract with this organisation.
- v. The contract is purely a works contract intended for caretaking of the guest house initially for a period of two years from the date of commencement of the work, renewable on year to year basis on the same rates and on same terms and conditions depending upon the performance of the party & requirement of the Centre.
- vi. The agency shall be responsible for compliance with the provisions of the applicable labour legislations/Acts for the time being in force and Rules made there under and such other laws, rules and regulations as may be made from time to time.
- vii. Employees deployed by contractor at NCAOR guest house shall not be paid less than the rate fixed under the Minimum Wages Act, 1948 at any point of time during currency of the contract by the contractor.
- viii. NCAOR shall provide all necessary items in the Guest house like utensils/crockery/cutlery/beds/TV/Fridge etc.
- ix. The contract can be co-terminated with two months notice, if the services are not found satisfactory or for any other reason(s). However, Director, NCAOR, reserves the right to terminate the contract without assigning any reasons, what so ever, at any time, without any notice or reason(s).
- x. Payments will be made after deduction of applicable statutory taxes on monthly basis against submission of bill in duplicate along with receipt of payments to the caretakers by the contractor.
- xi. Any replacement of Caretaker shall be done with the consent of NCAOR only. In case of absence of the caretaker any day during the month, payment will be deducted on pro-rata basis.
- xii. Director, NCAOR reserves the right to issue the quotations and to accept or reject any part or full quotations without assigning any reasons thereof.
- xiii. The tenders submitted, without one year satisfactory completion service certificate or in progress certificate, will not be considered and rejected forthwith.
- xiv. In the event of any dispute in this respect, the decision of the Director, NCAOR shall be final and binding on the party.
- xv. The bidder should provide the Bio-Data with photographs of the prospective Caretakers along with the bid, if the work is awarded to him/her.

PAYMENT CONDITIONS:

1. For due performance of specified work contractor will be paid the quoted and accepted amount per month.
2. Payment for each calendar month will be made on presentation of contractor's bill in duplicate, which shall be verified and passed.
3. The contractor shall submit the bill to the Guest House-In-charge during the 1st week of subsequent month. However, contractor has to disburse the wages to its employees deployed at NCAOR Guest House, as per the payment of wages Act- 1936. All deductions towards Income Tax at source are applicable under the Income Tax Act. 1961 and will be made from all the payments of contractor.
4. Proof of payment of Wage Register, Muster Roll etc shall be enclosed along with the bill for payment. Apart from these documents, if any other documents as asked by NCAOR shall also be produced.
5. During the currency of Contract including extension period if any granted, the contractor has to pay minimum wages as well as other payments which would be made applicable to the contractor by various laws, to the labourers as applicable & notified by the Government from time to time.

Administrative Officer

SCHEDULE OF RATES (FINANCIAL BID):

**TO BE QUOTED LUMPSUM RATE FOR THE CONTRACT FOR CARETAKING,
CATERING AND HOUSEKEEPING SERVICES :**

Sr. No.	Description	No. of person(s) Required	Lump sum Rate per head per month (all inclusive)
(1)	(2)	(3)	(4)
1	Rates for supply of services of a Professional Supervisor for NCAOR Guest House who can supervise Caretaking, Catering and Housekeeping services. In addition, he will look after the duties of reception/room bookings and other allied services for comfortable stay of visitors/guests of NCAOR Guest House.	One	` í í í .
	Total(I)	One	` í í í .

Sr. No.	Description	No. of person(s) Required	Lump sum Rate per head per month (all inclusive)
2	Rates for supply of specialized manpower for Cooking services at NCAOR Guest House.	One	` í í í .
	Total(II)	One	` í í í .

CERTIFICATE

Certificate that, I _____ .. on behalf of _____ (Name of the party/Agency) hereby accept all the terms and condition laid down here in above and submit my quotation for an amount of Rs _____ /-(Rupees _____ .only) inclusive of all taxes etc., per month for providing professional caretaking, catering and housekeeping services for NCAOR Guest House.

Signature of Tenderer _____
Name & Address of the Tenderer _____
.....
Telephone No. (O) _____ (R) _____
Mobile No: _____
Date :
Seal :

Full Name & Address of the Tenderer:

Contract Experience Certificate

List of clients where the bidder has successfully completed the work of providing caretaking, catering and housekeeping services during **the last one year ending 31/12/2014**. Copy of work completion certificate to be enclosed as proof.

Sl. No.	Name of Work	Period		Location of Site	Value of Work	Name of Organization or executive under whom work is done
		From	To			

Name & :
Signature of Tender with date
Seal:

Full Name & Address of the Tenderer:

ANNEXURE –III

Particulars of the tenderer :

(Contractor shall fill this form and enclose it with original copy of the tender)

Name of the Contractor í ..
Firm of Contractor í ..
Telephone No. (O)í í í í í í í í í í (R)í í í í í í í í í í Mobile Noí í í í í í ..
Office address.....

Residential address.....

PAN No.

PF Code, if any.....

ESI Code, if any.....

Trade Licence/Registration No.....

.....

Name & :
Signature of Tenderer with date
Seal:

Full Name & Address of the Tenderer :

FOOD MENU & RATES

Sl. No.	Description	Qty in ml/gms	(Rs.)
1	Tea	120 ml	10.00
2	i. Coffee ii. Special Coffee (Nescafe)	120 ml 120 ml	10.00 15.00
3	Cold drinks	-	As per MRP
4	Water Bottle (Bisleri / Kinley / Aquafine)	½ or 1 ltrs.	As per MRP
5	Breakfast (The contractor to provide atleast 3 itmes alternatively on daily basis) i. 2 Aloo parathas with pickle/sauce ii. Pav Bhaji (Two pav (standard size) and bhaji) iii. Puri Bhaji (4 Puri and bhaji) iv. Bread butter with Omlet (of 2 eggs) v. 2 Potato Vadas with sambar & chutney vi. Onion Pakoda(125gms.) vii. Samosa (2nos. standard size) viii. Sweet Buns (2nos.) ix. Upma / poha with chutney x. Veg sandwitch with chutney(125gms.) xi. 2 nos. of Set Dosa/Onion Uttapam with sambar and chutney(standard size) xii. Masala Dosa with sambar and chutney(standard size)	1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate	25.00 15.00 15.00 15.00 15.00 15.00 15.00 15.00 15.00 15.00 15.00 15.00
6	Plated Meals (Veg.) (Fixed Thali) One Rice (sona massorrie or better quality) í í Dal í í í í í í í í í í í í í í í í Veg Curry í í í í í í í í í í í í í í í . Sambar/Rasam í í í í í í í í í í í í í í .. Papad í í í í í í í í í í í í í í í í Pickle í í í í í í í í í í í í í í í í Curd í í í í í í í í í í í í í í í í . Chapati/Puri/Rotí í í í í í í í í í í .. Seasonal Vegetable í í í í í í í í í í ..	150 gm 080 gm 120 gm 100 gm 01 No 05 gm 60 gm 2 Nos 100 gms	50.00
7	Non-Veg Thali to be supplied (on demand) i. In addition to items mentioned at 5 above excluding Veg Curry, Fish Curry with fried fish to be added. ii. Chicken curry rice thali with chapatti & Salad	1 plate 1 plate	70.00 70.00
8	Snacks i. Biscuits ii. Samosa/Pakoda/Vada etc. with chutney/sauce/ketch up (of kissan/Maggie/Heinz only)	- 01 No.	MRP 15.00

Suggested brands raw material to be used/served

01.	Cooking oil	Sundrop/Saffola/Nature Fresh
02.	Masala	MDH/Everest
03.	Ice Cream	Mother Dairy/Kwality/Amul/Vadilal
04.	Salt	Iodised (Tata/Captain Cook)
05.	Wheat Flour	Nature Fresh/Rajdhani/Annapurna/Captain Cook/Aashirwad
06.	Ghee/vanaspati	Gagan/Rath / Amul
07.	Jam/Tomato sauce	Kissan/Maggie
08.	Butter	Amul
09.	Tea Bags	Nes tea/Twinings/Taj mahal / TATA
10.	Coffee	Nescafe / Bru
11.	Pickle	Nilons/Mothers/Maggie
12.	Sugar Cubes	Daurala
13.	Cornflakes	Kelloggø
14.	Bread	Britania/Harvest/Modern or equivalent
15.	Salted Biscuits	Monaco/Krack Jack/Britannia 50-50/Britannia/Maska Chaska
16.	Sweet Biscuits	Britannia Marie Gold/Cream/Parle-G/Good day/Little hearts/Hide & Seek /Milk Bikies/Bourn-Bourn/ Orange Cream Priya Gold/Sungfeast
17.	Water Bottle	Bisleri / Kinley / Aquafine

Note: In addition to above, Guest House in-charge may suggest any brand, which shall be adhered by contractor.

SUPPLY OF MATERIAL

A broad list of items is indicated below, which contractor may be requiring to supply under the contract. The list is indicative only and by no means exhaustive. The contractor shall also supply material, which is not indicated below but may be required during the entire scope of work.

1. Liquid Soap- Lux/Dettol etc. ISI mark.
2. Phenyl-Celanzo/Blossom Lemon /Domex or equivalent make in containers of liter/ liter as approved by officer-in-charges- ISI mark.
3. Concentrated sulphuric acid in containers of 1 ltrs. each.
4. Naphthalene balls.
5. Cleaning powder, Tide make or equivalent in standard packing of ISI mark.
6. Odonil or ISI mark air purifier in standard packing of 75 gram each (for common toilet and attached room.) To be replaced on weekly basis.
7. Soft brush for carpet cleaning.
8. Brass or dara liquid metal cleaner or equivalent make in standard packing available.
9. Glass cleaning agent, colin make or equivalent to be supplied in standard plastic.
10. Cloth/scrubber for floor polishing.
11. Yellow/Orange colour soft cloth with fur for cleaning furniture & delicate objects.
12. Shampoo sachets, clinic/sun silk or equivalent.
13. Liquid Mosquito repellent, Baygon/Goodnight or equivalent.
14. Room freshener (Odonil /Airwick) spray all rooms on daily basis.
15. Cells for T.V & A.C remote control.
16. Toilet/Tissue paper-Wintex or equivalent.
17. Harpic.
18. Paper napkin Tissue. (standard/good quality)
19. Urinal Cake-Odonil, Admire
20. Drainex to clean blockage in urinals
21. Dettol/Savlon/Phenyl
22. Thinner for removing paint stains
23. Garbage collective polythene bag
24. Cloth duster. (standard/good quality)
25. Mop (standard/good quality)
26. Broom (standard/good quality)

All the above-mentioned items are to be replaced by contractor as and when existing ones are exhausted.

Note: The contractor shall assess the quantity of material required independently as per the quantum, scope of work and experience for excellent up keeping services of the building & its furnishings/assets. Brands may be changed with the consent of Guest house-in-charge at no extra cost of NCAOR.