

Office of the Controller of Defence Accounts

Government of India, Ministry of Defence
No. 1, Staff Road, Secunderabad- 500 009

Tele:040-27843385/7957/1676

FAX-040-27810499

NOTICE INVITING TENDERS (NIT)

Tender No. AN/III/2001/OC/MO/2018-19

Dated:09.05.2018

To:

1. The Controller of Defence Accounts, Secunderabad on behalf of the President of India invites sealed tenders from reputed Contractors with GSTIN and PAN numbers for provision of House Keeping including internal Conservancy and Catering services at DAD Guest House, Rudrama, at No. 1-1-27, Senior DAD Officer's Residential Complex, Main Guard Road, Secunderabad (Adj. to Belsons Taj Hotel) on contract basis. The period of contract will be for one year from the date of commencement of the contract. The contract may be extended on mutual consent under same terms and conditions on need basis.

2. The tender documents are available in Central Public Procurement Portal and this office web site: www.cdasecd.ap.nic.in.

3. The sealed offer documents completed in all respects with clear recording of the Tender Notice No. and due date on envelope shall be deposited in the Tender box provided for this purpose in AN-III Section of CDA, Secunderabad. Tenders have to be submitted for all in one i.e. Housekeeping including internal conservancy and Catering services put together. Part service offers will not be entertained.

3. CRITICAL DATES

- a) Last Date and time for receipt of tenders: 25.05.2018 (16:00 Hrs)
- b) Time and date for opening of Technical Bid: 25.05.2018 2018 (17:00 Hrs)
- c) Time and Date for opening of Commercial bid: Shall be intimated in due course to technically qualified bidders

4. The Controller of Defence Accounts, Secunderabad, reserves the right to accept / reject any tender or all tenders without assigning any reason whatsoever. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.


Sr. Accounts Officer (Admin)

REQUEST FOR PROPOSAL (RFP)

Tender No. AN/III/2001/OC/MO/2018-19

Dated:09.05.2018

RFP for House Keeping including internal Conservancy and Catering services at DAD Guest House, Rudrama, Main Guard Road, Secunderabad

INTRODUCTION

Defence Accounts Department is an institution of repute under the functional control of Min of Defence, Govt of India. The Controller of Defence Accounts, Secunderabad houses Senior IDAS Officers' Transit Accommodation, Rudrama situated at No. 1-1-27, Senior DAD Officer's Residential Complex, Main Guard Road, Secunderabad (Adj. to Belsons Taj Hotel). The Transit Accommodation comprises of 2 VVIP suites, 2 VIP suites, VIP Lounge, VVIP Lounge and facilities like Store Room, Kitchen etc., for maintenance.

INSTRUCTIONS FOR THE BIDDERS

1. The contract for the above services will be for a period of one year from **the date of issue of Supply/Work Order**. The period of the contract may further be extended after completion of the contract with mutual consent, if this office is satisfied with the present arrangement for housekeeping and catering or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of cleanliness by the selected Company/Firm/Agency. This office, however, reserves the right to terminate the contract at any time after giving one month notice to the selected service provider.

2. GENERAL INFORMATION ABOUT THE TENDER:

a	Bids/queries to be addressed to :	Shri. Siva Sankar Bandi, IDAS, DCDA
b	Postal address for sending the bids:	O/o The CDA, No.1 Staff Road Secunderabad – 500 009
c	Name/desgn. of contact person:	Shri. L. Padmapani Sr. Accounts Officer (AN)
d	Tel / fax nos of contact person :	Tel 040-27893623 / Fax - 27810499

3. **Tender can only be submitted for all services (Housekeeping services including internal conservancy and Catering Services).** Tender submitted for single service will not be accepted.

4. Conditional bids shall not be considered and will be rejected outright at the very first instance.

5. The tendering Company/Firm/Agency is required to enclose clear photocopies of the documents, duly self-attested, as per the requirements of the Technical Bid as given in the Part-IV, failing which their bids shall be summarily / out rightly rejected and will not be considered any further.

6. All entries in the tender form should be legible and filled clearly. If the space for furnishing of information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Commercial Bid Form. In such cases, tender shall be summarily rejected. However, cutting, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.

7. The premises may be seen by your representative during working Hours of this Office for assessment and clarification, if any, before submitting quotation. A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the CDA in writing about the clarifications sought not later than 10 days prior to the date of opening of the bids. Copies of the query and clarification by the purchaser shall be sent to all prospective bidders who have received the bidding documents along with placing the same in portals.

8. The quotation should be given in a two bid system, the Technical and Commercial bids. The RFP is divided into 7 parts as follows :-

Schedule of Requirements(SOR)	Part-I
Scope of Work(SoW)	Part-II
Standard conditions of Contract (SCoC)	Part-III
Format of Technical Bid	Part-IV
Format of Commercial bid	Part-V
Fraud and corrupt practices	Part-VI
Rate at which the foods/Tea/Coffee/ Snacks are to be supplied	Part-VII

9. Quotations shall remain valid up to 90 days from the date of opening of the Bid (i.e. up to 24.08.2018).

A. Submission/Opening of Tenders

PLEASE QUOTE OUR TENDER REFERENCE No. DATE OF TENDER OPENING ON SEALED COVER. FAILURE TO DO SO MAY RENDER YOUR OFFER INVALID.

1. The Technical and Commercial bids are to be submitted in two separate sealed envelopes, duly marked as “Technical Bid for RFP No. AN/III/2001/OC/MO/2018-19 dated 04.05.2018 “ and “Commercial Bid for RFP No. AN/III/2001/OC/MO/2018-19 dated 04.05.2018”. The quotes are to be super-scribed with your firms name, address and official seal and ink signed by an authorized representative of the tenderer. Sealed bids will be addressed to The Controller of Defence Accounts, No. 1, Staff Road, Secunderabad 500 009 and should be dropped in the tender box placed at AN-III Section of this office.
2. Bids should be forwarded by Bidders under their original memo / letter pads inter-alia furnishing details like TIN number, GST details, Bank address with NEFT Mandate Form (Appendix- D) and complete postal & email address of their office.
3. Payment shall be made in arrears on monthly basis.
4. If the services are not found to be satisfactory and due to which if the contract is foreclosed with the prior approval of the competent authority, the Security Deposit shall be forfeited.
5. Extension of contract: On mutual consent the contract can also be extended on same rates and conditions on need basis.
6. Suspension & increase/decrease of man power of contract: In consideration of the funds available the man power may be increased or decreased and the contract may be altogether suspended with immediate effect if situation warrants, without any notice. The decision of the CDA, Secunderabad will be final in this aspect.
7. Sealed quotations will be opened by a committee on due date and time. Your authorized representative duly carrying the authorization letter from the company may attend the tender opening. Due to any exigency, if the date of opening the tender is declared as closed holiday, the tenders will be opened on next working day at the same time. **The date of opening of Commercial Bids will be intimated after acceptance of Technical Bids by the Technical Committee.**
8. The bidder should submit the Certificate of Incorporation and certificate of registration of the firm. The tenders sent by Fax will not be considered. To avoid complications with regard to late receipt/Non-Receipt of Tenders, it may be noted

that the responsibility rests with tenderers to ensure that tenders reach this office before due date and time. Late quotes will be rejected outright.

9. Commercial offers of only those firms will be opened, whose technical offers would be found suitable after technical evaluation. Further negotiations, if required, will be made only with lowest bidder (L-1) as determined by the committee. The date, time and venue fixed for this purpose will be intimated separately. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for negotiations specifically and asked to justify the rates.

B. Bid Security /EARNEST MONEY DEPOSIT (EMD)

1. The technical Bid should be accompanied with an earnest money deposit (EMD) of Rs.30,000/- (Rupees Thirty Thousand only) in the form of DD/Pay Order drawn in favour of the CDA Secunderabad, payable at Secunderabad failing which the tender shall be rejected outright. EMD is to remain valid for a period of forty five days beyond the final bid validity period.

2. The EMD in respect of the agency which does not qualify the Technical Bid shall be returned without any interest. EMD of the unsuccessful bidder shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The EMD shall be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.

C. Standard Conditions of Contract (SCoC)

The Firm shall be required to accept the SCoC. A Contract will be signed between the Contract Operating Authority (CoA) i.e the Contractor and CDA, Secunderabad incorporating the conditions and requirement mentioned under Part-I, Part-II and Part-III of this RFP, which will form an integral part of the Contract.

D. Pre-Bid Conference

The SoR (Part-I), Scope of Work (Part-II) and SCoC (Part-III) should be carefully considered while preparing the bids. Interested Tenderers may resolve all doubts/clarifications by visiting the location i.e. the location before tendering. You are advised to visit this office and the Guest House, Rudrama between 09:00 AM to 05:30 PM from 07.05.2018 to 18.05.2018 for better understanding of the nature and quantum of work before submitting your offer on any working day.

E. TECHNICAL AND COMMERCIAL BIDS

1. The Technical & Commercial bids are to be submitted strictly in accordance with Annexure- IV & Annexure-V to this tender enquiry. Bids of those firms which do not fulfill the requisite qualifications are liable to be rejected.
2. This RFP is being issued with no financial commitment and office of the CDA, Secunderabad reserves the right to change or vary any part thereof at any stage. The office of the CDA, Secunderabad reserves the right to reject any or all of the offers without assigning any reason whatsoever. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.

F. TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY /FIRM/ AGENCY

1. The tendering Service provider company/Firm/Agency should fulfill the following technical specifications:
2. The Service Provider Company / Firm / Agency should have **at least five years' experience** in providing similar services to private and/or public sector companies/banks/Government Departments etc. out of which at least one similar contract in a Central/ Govt/State Govt office is essential.
3. Service Provider Company / Firm / Agency should have its own Bank Account, PAN No., GSTIN No.
4. Service Provider Company / Firm / Agency will have to provide details of Income tax and Service return of their firm for last three financial years.
5. Service Provider Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws.
6. The Service Provider Company/Firm/Agency should have completed at least one service contract of **value not less than Rs.10 lakhs** per annum related to providing similar services in the single contract in each of the last three years. Satisfactory Performance certificate from the client needs to be enclosed.
7. The Service Provider Company/Firm/Agency must have an average turnover of Rs.25.00 lakhs per year during the last three years.

8. The Service Provider Company / Firm /Agency shall submit affidavit stating that the agency is / has not been black listed by Central Government / State Government / any PSU in last three years.
9. The deployed staff in Guest House should be able to deal with minimum essential trouble shooting of electrical, sanitary and plumbing problems.
10. The contractor shall maintain an Attendance Register for his Employees and shall rotate the Employees every six months.
11. The contractor shall ensure that the assigned job is executed through the employees on their roll and under no circumstances casual employees shall be deployed to carry out the job nor shall they sub-contract the job of providing services to the CDA.
12. The employees deployed by the contractor in the premises shall be physically fit and able bodied with good eye sight and hearing power. They should be able to read, write and speak in Hindi, Telugu and English and be mentally alert. They shall be within the age group of 18-35 years. They should be well trained in Fire fighting system.
13. The contractor shall provide Identity Cards with Photographs to his Employees. The character and antecedents of all personnel should be got verified and got cleared by the Contractor from Local Police Authorities of their native place. The personnel should be without any criminal record or linkages.
14. The Baggage of the Contractor's Employees shall not be permitted inside the premises of the Guest House except those items or stores which are required for the performance of assigned duty, duly approved by the caretaker of the Guest House.
15. In case of any injury or loss of life to Contractor's men inside and outside the premises, it shall be the sole responsibility of the Contractor in respect of payment towards any Treatment or Compensation or Legal matters arising thereon. The payments towards Group Insurance shall be made by the Contractor.
16. The Contractor's Employees shall not involve themselves in any type of discussions, arguments, quarrels or fighting with any of the co-workers, guests, staff or officers of CDA and shall always behave politely and firmly while attending to their

duties. Any matter creating hindrance in performance of the duties shall be brought to the notice of the caretaker immediately.

17. The Contractor's Employees shall not be allowed to participate in any union activities or agitations. Undesirable individuals shall be replaced forthwith by the Contractor as and when directed by the caretaker.
18. The performance of contract shall be reviewed at random by the authorized representative of CDA, Secunderabad. If the performance is not found satisfactory the contract can be terminated by giving 30 days notice.
19. The contractor on receipt of any complaint shall attend to the job immediately and complete it to the satisfaction of CDA or his authorized representative.
20. You shall therefore, employ persons as deemed necessary for the scope of work as detailed in the Tender Enquiry.
21. The payment for services shall be made by the CDA, Secunderabad, after due inspection of services.
22. The responsibility of providing suitable uniforms to the staff for identification and the payment of their wages etc., shall be that of the contractor including the share of employers contribution towards PF and ESI on the basis of wages paid to them each month as per the relevant Acts and CDA, Secunderabad shall have no responsibility whatsoever on the subject. The workers of the contractor shall have no claim to the facilities/amenities that are extended to the officers and staff of CDA, Secunderabad.
23. The contractor shall not allow his workers to participate in any trade union activities, agitations in the premises of the Guest House.
24. Any damage to the Govt. Property caused by the Contractor or his staff shall be made good by the Contractor to the entire satisfaction of the owner or his representative.
25. The CDA Secunderabad reserves the right to cancel the agreement/work order in case of default in depositing/paying all mandatory payment due to either to the Central/State Govt or to the employees, as per the rates and the periodicity as fixed by the Govt and as amended from time.

26. In case the contractor fails to execute the services in accordance with the terms and conditions as laid down in the scope of services and as accepted, to the entire satisfaction of the CDA Secunderabad or his authorized representative, the CDA Secunderabad reserves the right to cancel the work order/agreement and to get the same executed through some other agency at the risk and cost of the contractor. The CDA Secunderabad also reserves the right to recover the variation of above amounts so calculated, from the contractor either from the security deposit or any other amount due to the contractor from other work or from any other Government agency.

G. Training: The Contractor should ensure that all workers deployed are adequately trained in all aspects.

H. Subletting of Contract: The contractor shall not sublet, transfer or assign the Contract or any part thereof without the written permission of the CDA. In the event of the Contractor contravening this condition, the CDA shall be entitled to place the contract elsewhere on the Contractor's account at his risk and expense and the contractor shall be liable for any loss or damage which the CDA may sustain in consequence of or arising out of such replacing of the contract. The grant of permission in such cases shall not absolve or affect the obligation of the Contractor under this Contract.

I. Secrecy: (i) The contractor shall ensure that all persons employed on any work in connection with this contract have noted that the Indian Official Secret Act, 1923 (XIX of 1923) applies to them and shall continue to so apply even after the termination or expiry of the Contract. These conditions shall also apply to the Sub contractor(s) of the Contract, if any.

(ii) Non compliance with any of the above conditions by the Service Provider Company/Firm/Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily.

J. LEGAL

1. The Service Provider shall be responsible for compliance of all statutory provisions relating to minimum Wages, Employees Provident Fund, Employees State Insurance, Service Tax any other Laws/Taxes/acts/Rules etc. governing the matter/issues etc. If at any point of time it is noticed that the contractor is not meeting out/violating any procedures/taxes/Acts/Rules then that will be met out, out of the performance Security deposit made by the contractor.

2. The service Provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to the office of the Controller of Defence Accounts, Secunderabad to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
3. The Service Provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this office or any other authority under law.
4. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income tax Law, as amended from time to time and certificate to this effect shall be provided to the agency by this office.
5. In case, the tendering agency fails to comply with any statutory provision/taxation liability under appropriate law and as a result thereof the Office is put to any loss/obligation, monetary or otherwise, the office will be entitled to get itself reimbursed out of the outstanding bills or the performance security deposit of the agency to the extent of the loss or obligation in monetary terms.
6. The Service Provider will solely be responsible for any legal case/dispute raised by his workers deployed by the Service Provider and CDA, Secunderabad will in no way be responsible for any such dispute and the Service Provider shall indemnify the CDA, Secunderabad against any such legal costs/disputes.

K. FINANCIAL

1. The Commercial Bid Format required to fill this up correctly with full details, as required under Part-V of RFP. This format should be filled up with items/requirements as mentioned in RFP). The taxes applicable are to be indicated separately.
2. The rates mentioned in the proforma of Commercial Bid is wef 01.04.2018, for Supervisor (Semi-skilled), Cook (Semi-skilled), Steward (Unskilled), Sweeper (Unskilled) and Washer boy (Unskilled), as per the notification no. F.No.1/10(3)/2018-LS-II dtd 03.04.2018, issued by GOI, Min. of Labour & Employment for A Area. **The tenderers are required to fill the col. 7(a) to 12(e), 13, 15 & 16, DULY INDICATING PROFIT IN PERCENTAGE in the Commercial Bid Proforma. Commercial Bids not in the enclosed proforma will be rejected.**
3. In accordance to Min of Finance, Dept. of Exp. OM No. 29(1)/2014-PPD dtd 28.01.2014 as in Sl. No.9 of Commercial Bid , the Bidder should quote amount (along with percentage) and the column should not be left blank. **Quotes with NILL profit will be rejected.**
4. The bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through public sector bank or private sector bank authorized to conduct Government business (ICICI Bank Ltd., Axis Bank Ltd., HDFC Bank Ltd.) for sum equal to 10% of the contract value within 30 days of receipt of the confirmed order.

5. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty.
6. In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the agency to be forfeited by this office besides annulment of the contract.
7. **Payment Terms:** The Contractor shall submit a pre-receipted bill for payment of monthly installments on the first working day of the subsequent month for provision of Housekeeping Services at Guest House over the attestation of the Guest House caretaker to arrange payment after deducting penalties, if any, and other Statutory Levies. The original copy of the Bill must be stamped with a Revenue Stamp and all copies be endorsed "Payment Received in full" and signed by the Contractor. All mandatory payments/levies inclusive of professional tax and other taxes and levies etc are inclusive in the quoted amount except GST, EPF and ESI. The firm should submit pre-receipted bill inclusive of GST, EPF and ESI and the documents in support of EPF and ESI in the subsequent month. Non-submission of these receipts shall be viewed seriously by the CDA, Secunderabad and shall also initiate action for termination of contract. **The receipts towards procurement of cleaning materials should be enclosed to the bill.**
8. The monthly payment shall be made regularly by CDA Secunderabad during the following month on receipt of pre-receipted bills from the contractor on satisfactory completion of work, through NEFT. As such the contractor shall own full responsibility for regular payment of wages to his personnel. The consideration shall be solely for the scope of services mentioned in the tender documents and does not include any other service. Income tax as per the extant orders on the subject shall be recovered from the bills.
9. **Contract Management:** The CDA shall nominate a caretaker who shall ensure execution of the work as per the terms and conditions of the contract, on behalf of the CDA.
10. For effective execution of the contract and conditions between the CDA and contractor, the contractor's accredited representatives shall meet and brief the caretaker and also take orders from him at least once in the morning and the evening. The instructions of the designated officer, i.e. Caretaker, shall be adhered to by the contractor and his employees, in all respects.
11. Requisite standards of attire should be maintained by all the workers deployed by the contractor. The Contractor shall ensure that personnel employed by him are well disciplined, properly shaven, wearing approved uniform with polished shoes and well behaved. The contractor shall be solely responsible for good conduct of the work

force deployed by him. In case of misconduct or misbehavior by any of his employees, the contractor shall take immediate steps to replace them. The employees should carry identification cards issued by the contractor. Check shall be carried out by the Supervisor on day to day basis. No staff shall ever be found drunk in the premises of Guest House. In case of any lapse, action as deemed fit, will be initiated by the office, against such personnel. All the employees shall invariably wear uniforms while on duty.

12. The Contractor shall be responsible for safe custody and maintenance of all items handed over to him in the Guest Rooms. A complete list of the items available in the Guest House (room wise inventory) shall be given to the contractor on his assumption of charge. He shall hand over all the items in the inventory and other stock registers at the time of termination of the contract in serviceable condition. He shall make good, the deficient/damaged items or pay the replacement cost as decided by the CDA.
13. All the Employees employed by the Contractor are in no way connected to the administration of the CDA. The CDA reserves the right to nominate an Officer to oversee the cleanliness and upkeep of the Guest House which are being maintained by the employees of the Contractor. Any deficiency found by the officer appointed, the same shall be reported to the Supervisor of the Contractor who should rectify it immediately or within a reasonable period of time.

L. Evaluation Criteria

1. Technical bids received from all the bidders from whom bids are solicited will be opened and evaluated. Contractors those qualify technical bid, their quotation for Commercial bid will be opened. Disagreement to any condition mentioned in the tender documents shall result in the tender being rejected.
2. Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the Tender documents.
3. The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per Proforma for Commercial Bid (Part-V). The L-1 bidder will be determined by excluding levies, taxes and duties levied by Central/State/Local Governments such as excise duty, GST, Octroi /entry tax. etc., on final product, as quoted by bidders.
4. The taxes applicable are to be indicated separately. Bids submitted without mentioning taxes separately would be summarily rejected. If NIL taxes are mentioned the relevant notification / exemption certificate should be indicated.
5. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price

will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

6. Levies, taxes and duties levied by Central/State/Local Governments such as excise duty, GST, Octroi / entry tax, etc., on final product will be paid by the Controller on actual, based on relevant documentary evidence. Taxes and duties on input items will not be paid by CDA, Secunderabad and they may not be indicated separately in the bids. Bidders are required to include the same in the pricing of their product.
7. The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the CDA, Secunderabad. The CDA, Secunderabad will have the right to award contracts to different Bidders for being lowest in particular items. The CDA, Secunderabad also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

8. Determination of L1 Firm:

- i. The L1 Firm will be decided on sum total of cost of services, material excluding levies, taxes and duties levied by Central/State/Local Governments such as excise duty, GST, Octroi /entry tax. etc., on final product, as quoted by bidders. However, the wages of the employees should not fall below Minimum Wages.
- ii. The Minimum Wages will be as per latest Central Govt Minimum Wages notification as applicable on the subject . The bidders should prepare their price bid by taking the same into account. If any Firm quotes more than minimum wages indicated above, the same will be treated as the wages that the Firm intends to pay to its employees and will be considered as such for determination of lowest bid.
- iii. In the event of the minimum wages undergoing an increase, the Contractor may give a written request for revision of minimum wages.

Part-I

Schedule of Requirements(SOR)

A. Services Required

- i. House Keeping and General Services incl. conservancy services
- ii. Pantry Services

B. Requirement of Manpower for the services

Sl. No.	Description	No. of placements
1	Supervisor (Semi-skilled)	01
2	Cook (Semi-skilled)	01
3	Steward (unskilled)	01
4	Sweeper (unskilled)	01
5	Wash boy (unskilled)	01
	Total:	05

The requirement may be enhanced or decreased on same terms and conditions, if felt necessary by CDA Secunderabad.

Wages will be governed by the notification issued by the Min Of labour and employment ,Gov of India, subject to changes from time to time .

C. Miscellaneous Services required:

Apart from the duties associated with the task description, washing of Table covers, Table napkins, bed sheets, pillow covers, towels etc., used in dining hall etc., in the premises.

D. Crockery and Cutlery required:

Will be provided by the CDA, Secunderabad.

Part-II

SCOPE OF WORK (SoW) FOR HOUSE KEEPING SERVICES INCLUDING CONSERVANCY AND CATERING SERVICES CONTRACT

ANNEXURE – A

SCOPE OF SERVICE Under contract for Catering and Housekeeping services at DAD Guest House, Rudrama:-

- a. Upkeep, day to day maintenance and catering arrangement of the DAD Transit Accommodation (Guest House) consisting Two VVIP Suites, Two VIP Suites, Lounge 2 Nos, Dining Room, Kitchen/Pantry.

Requirement of man power is as under:-

1. Supervisor- One:

(The supervisor should be competent to manage the complete performance of Guest House – from reception and accommodation of the guests/ officers, sponsored VIPs/ transients as per reservations / instructions issued by this office, to seeing off the guests, including managing local sight seeing / shopping requirement/ ticket booking,/ car booking of guest by liaising with AN III section of this office. He should be having experience of 2 yrs in Guest House maintenance. He should be conversant in three languages i.e. English, Hindi and Telugu. Knowledge of additional languages and communication skills are desirable and welcome. He should be able to manage and run the Guest House, in its entirety, even during the absence of any of his staffers, including cook)

2. Cook - One:

(Should be well trained and should be able to prepare all varieties of food items both Veg and Non-veg including continental cuisines up to 50 members if necessary)

3. Steward - One: (Should be sufficiently educated, well mannered, presentable and courteous. Should be able to understand English, Hindi and Telugu)

4. Sweeper-- One

All the above posts require round the clock service.

5. Wash boy- One

All the above posts require round the clock service.

b. To provide any type of food to the Guests as desired.

c. To provide adequate watch and ward cover.

d. Upkeep of the area in and around the Transit Accommodation (Guest House). Cost of contract includes cleaning material such as Phenyl, Soap Oil, Brooms, Toilet Soap, Detergents, Air purifiers and mosquito repellents, etc.,

e. To provide catering service including room service, limited to Bed Coffee / Tea, to the occupants in the rooms and Tea/Coffee, Breakfast, Lunch, Dinner and other items, in the dining hall at the rates fixed by the CDA as mentioned in detail in Annexure IV.

f. To provide laundry and mail service to the occupants.

g. To attend phone calls at all times, to receive and note down the telephone messages and convey to the guests concerned promptly.

h. To provide minimum bath room items like Soap, Liquid Hand Wash and shampoo sachets etc.,

i. To provide newspapers and periodicals daily at Lounge in III floor, as follows: (1) Economic Times (2) Deccan Chronicle (3) The Hindu. In addition, whenever the guests are present, at least one English Newspaper or regional language as desired shall be provided to the guests in their rooms.

j. To maintain proper record of in and out timings of the occupants to issue bills both for rent and messing charges separately, to collect the charges and to deposit the rent amount so collected with the Office of the CDA, Secunderabad on 1st and 15th or

subsequent working day of the month. Under no circumstances the Contractor shall collect charges in excess of the rates laid down by the CDA. Receipts shall be issued for all payments received. Messing charges to be collected and retained by the contractor.

k. The Contractor shall be responsible for safe custody and maintenance of all items handed over to him in the Guest House. A complete list of the items available in the Guest House (room wise inventory) shall be given to the contractor on his assumption of charge. He shall hand over all the items in the inventory and other stock registers at the time of termination of the contract in serviceable condition. He shall make good, the deficient/damaged items or pay the replacement cost as decided by the CDA.

l. All the Employees employed by the Contractor are in no way connected to the administration of the CDA. The CDA reserves the right to nominate an Officer to oversee the cleanliness and upkeep of the Guest House which are being maintained by the employees of the Contractor. Any deficiency found by the officer appointed, the same shall be reported to the Supervisor of the Contractor who should rectify it immediately or within a reasonable period of time.

OBLIGATIONS OF CDA, SECUNDERABAD WITH REFERENCE TO CATERING AT DAD GUEST HOUSE, RUDRAMA:

- 1) To provide cooking utensils, gas stove and empty gas cylinders, Cutlery and crockery required for the setting up of fully furnished kitchen.
- 2) Three independent rooms with provision of kitchen and attached toilets will be made available for occupation / utilization by the Manager, Cook and other work force, free of rent, electricity and water charges.
- 3) Attend to all major repair work when brought to their notice by the Contractor.
- 4) Major repair means; (i) Non working of AC etc., could be considered as a major repair whereas routine electrical repairs shall be attended to by the Contractor. (ii) Bulbs required to replace the fused/damaged bulbs shall be provided by the CDA.

ANNEXURE –B

DETAILED SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

1) While under occupancy, bedroom linen and bath towels shall be changed daily and when the rooms are vacated by the occupants and that the rooms are always kept ready. The linen and soft furnishing shall be clean at all time. Bed sheets and pillow covers shall be changed once in two days or daily during occupancy. Washing and ironing of linen shall be done at the cost of the contractor. Also the screens shall be washed once in a month.

- 2) Cooking shall be done in hygienic conditions by well trained cooks and services done by presentable, well mannered and trained attendants. The medical check-up of the staff like cooks, attendants will be done every quarterly for their fitness in the respective work.
- 3) Floors of all rooms shall be swept and cleaned with mop daily with detergent/chemicals like Lizol etc., and kept clean at all times including spraying of anti-mosquito chemicals, irrespective of room /suite being occupied.
- 4) Carpets wherever provided shall be cleaned/vacuum cleaned daily. Proper care of fittings, fixture, furniture, soft furnishing and other items in the Guest House should be ensured. All the times of furniture, fixture, fans light fittings etc, shall be cleared daily.
- 5) Bathrooms shall be cleaned daily and mopped with Phenyl. Toilets/Baths shall be cleaned with 'Sanifresh' or 'Harpic' or any other standard floor sparkler for sparking results. Bath soaps and toilet papers shall also be provided by the contractor in bathrooms at ail times. Anti-mosquito spray / fragrance spray shall be done by the contractor whenever required. Bathrooms shall be provided with Odonil and Baygon to prevent bad odor and bugs. Odonil shall be provided in all rooms. Rooms shall also be sprayed with room freshener daily.
- 6) The kitchen shall always be kept clean. The cutlery and crockery as also cooking utensils shall be kept clean by cleaning with standard washing powder. The furniture and the furnishings in all the rooms shall be kept dust free at all times.
- 7) Fans, electrical fittings and air conditioners etc. shall be kept clean and in serviceable condition at all times. Minor repairs shall be attended to by the contractor and major repairs due to normal wear and tear shall be intimated to the owner without any delay for getting them repaired/rectified.
- 8) Flower arrangements shall be made in VIP Rooms and others rooms. The entire premises of Guest House as well as the cook house, dining room surroundings should be cleaned properly.
- 9) The Contractor should appoint a Manager/Supervisor to visit the Guest House at frequent intervals to satisfy himself in respect of the quality of services rendered to the Guests. The Manager/ Supervisor should sign and record his findings in the Register kept at the Guest House for this purpose.
- 10) The menu as well as the items that can be prepared in the kitchen (along with rates) shall be displayed in all the rooms besides the Drawing room and the Dining Room. The menu to be provided as well as the rate to be charged for Breakfast/ Lunch/ Dinner etc., as indicated in Annexure IV.
- 11) A separate Register shall be maintained by the Contractor and all catering requests in connection with meetings/ conferences etc., organized by the Office shall be entered. The same shall be paid by the CDA only after formal approval by the designated Officer viz., Sr.A.O. (Admn.) of CDA, Secunderabad. Alternatively, the person placing the request shall sign the vouchers which shall be presented to the SAO (Admn) for payment.
- 12) The washing machine shall be carefully and sparingly used by the Contractor and ensure that the same is kept functional at all times.

13) It shall be the responsibility of the Contractor to ensure that the inventory is exhibited in each room so that the items could be checked.

14) The rent recovered from the occupants of the Guest House by the Contractor shall be remitted to the cashier CDA, Secunderabad on the first working day of fortnight of the month during which rent has been recovered. The amount thus realized, with the nominal roll of the occupants indicating details of occupation / vacation shall be submitted to this office on the first working day of fortnight of the month during which rent has been recovered.

15) The Contractor shall maintain a log book in which the repairs to be carried other than special points connected to the maintenance of Guest House shall be noted. The Caretaker/ AAO (AN-III) shall pursue the same and shall write his remarks. This shall be put to GO (AN) every week end.

16) The Contractor shall maintain a register for supplying items for official functions or for officials visiting the CDA or other officers. The AAO (AN-III) shall sign the register during his weekly visit. Bills/claims shall be submitted only after check and a certificate to this effect shall be given on the bill/claim. The register shall be submitted to the SAO/GO (AN) once a month for verification.

17) All the furniture, fixtures, electrical appliances, fittings, equipments in the premises of the Guest House and in the Guest House will be handed over to the Contractor, with the inventory of such items, duly signed by authorized representative of this office, which shall be acknowledged by the Contractor. The Contractor shall hand over all the items in the inventory in proper condition at the expiry of agreement/ work order.

ANNEXURE –C

PENALTY FOR BAD/DEFICIENT CATERING / HOUSE KEEPINGSERVICE

1. Should the CDA find that the service provided by the Contractor is deficient and does not meet the requisite standards, the CDA reserves the right to deduct any sum he deems fit for deficiency in service. However, the CDA shall give the Contractor reasonable opportunity for rectification after pointing out the deficiency, before resorting to reduction. The CDA shall inform the Contractor in writing the specific deficiency for which deduction is made.

2. Deficiency in service would include:

- (a) improper maintenance of toilets, rooms, etc.
- (b) Hygiene of dining hall, kitchen etc., not up to the desired standards.
- (c) Non-cleaning/ dusting of the rooms/ Conference Hall/ Lounge/ Dining Hall etc, daily.
- (d) Complaints from guests of poor service.
- (e) Complaints from guests of poor catering-both service & quality.
- (f) Non-functioning/ mal-functioning of the equipments - non- reporting of the same to the office for rectification.
- (g) Non-wearing of uniforms.
- (h) Non-changing of linen as and when required.
- (i) Non-adherence of the instructions of the guests.

- (j) Not getting up early in the morning/ non-serving of bed tea to guests.
- (k) Telephone not manned. Messages not taken properly, not passed on promptly.
- (l) Not responding to call-bell of the guests immediately,
- (m) Any other action which in the opinion of the owner/ Guests would constitute bad/ deficient service.

Part-III

STANDARD CONDITIONS OF CONTRACT(SCoC)

1. Special conditions of contract are supplementary conditions applicable to a specific tender and contract. Such conditions become essential particularly in cases of contract for supply of services. Any short supply or inadequacy with regard to manpower, consumables and equipment employed by the contractor as stated in the commercial bid shall be viewed seriously.
2. In the areas in the Office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 am. All periodical operations shall be executed continuously till the closing time i.e. 6.00 pm. The Contractor shall be provided with Vacuum Cleaner Machine, washing/drying machine and other electronic gadgets.
3. The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated Officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and Holidays or at the convenience of the Officer occupying the chamber.
4. The Contractor shall ensure that his employees shall have Identity Cards, provided by the Contractor which shall be worn in such a way that it is prominently displayed and visible for any person to identify the individual representing the Contractor.
5. The employees shall report to the Officer-in-charge assigned by the Department. If the performance of the Contractor is not found to be satisfactory, 5% of the Bill amount of the month shall be deducted and in case of continued poor performance, contract will be terminated after giving written notice.
6. The Contractor shall provide all cleaning materials which shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading stain, foaming, eroding etc. No escalation of cost of consumable cleaning materials will be allowed during the period of the Contract.

Some cleaning materials to be used are as under.-

Sl. No	Particulars
1	Liquid Soap (Dettol / Lifebuoy / Lux)
2	Lizol / Domex Floor Cleaner
3	Colin or Glass Cleaner
4	Duster Cloth
5	Soft Broom
6	Coconut Broom
7	Harpic/Sanifresh Toilet cleaner
8	Mop Stick / PINZA Mop
9	Air Freshner / Odonil
10	Toilet napkins
11	Garbage Bag Big
12	Garbage Bag Small
13	Toilet Brush with stand
14	Squeezer
15	Scrub Pad
16	Mugs
17	Dust Pan
18	Toilet Roll
19	Paper Napkins (Soft 2/4 ply)
20	Air Freshener / Spray Refill
21	Mosquito Spray
22	Detergent Cake
23	Detergent Powder
24	Baskets
25	Yellow clothes soft

7. The rate at which the contractor has to provide Tea/Coffee/Food etc. is as given in Part-VII. No change in rate will be allowed during the period of the contract.

8. The Contractor is solely responsible for the statutory payments such as ESI, PF etc., paid to the concerned authorities. Proof of such payments have to be produced along with the bill.

9. The Contractor shall submit the bills along with relevant documents for the current month in the succeeding month or thereafter so as to enable the Department to process the same and pay the Contractor.

10. Tax shall be deducted at source as per the Income Tax Act for the monthly bills.

11. If in the opinion of the Department, the Contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and / or the money available with the Department as performance guarantee.

12. In the event of the Department deciding to renew this contract on the same terms as embodied, the parties to this agreement shall be governed by such documents for future or further transactions.

13. It shall be the responsibility of the contractor to comply with the service conditions of its employees including fixation and payment of their wages. However, in order to keep the Department informed, for the purpose of the Department's statutory responsibilities and liabilities, if any, as may be applicable from time to time, shall intimate the Department, the details of wages paid to the workers and if the need arises to depute the representative to be present at the time and place of disbursement of wages by the contractor and inspect relevant records , if any. The department may verify such payments made in the wage register maintained by the contractor.

14. The Contractor shall indemnify and shall keep the department indemnified against acts of omission or negligence, dishonesty or misconduct of the workers engaged for the work and the department shall not be liable to pay for any damage or compensation to such person or to third party.

15. The contractor shall at all times, indemnify the Department against any claim which could arise under the workmen's compensation Act 1953 and /or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the contractor or other persons whose entry into the department premises has been authorized by the contractor

16. GST as per laws in force shall be paid by the contractor.

17. It shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on the department. The department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the contractor. The contractor is fully responsible for the disciplined behavior of its employees.

18. All damages caused by the contractor or that of the contractor's workers shall be charged to the contractor and recovered from his dues/bills or adjusted against the performance guarantee.

19. Failure by the contractor to comply with any statutory requirement and /or terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by this department for each lapse and/or termination of the agreement and subsequent disqualification from future tender of this department and/or any other government department.

20. The contractor is to ensure that no worker is continuously engaged for work beyond six days. Short fall arising out of weekly off / Compensatory off/ absenteeism will have to be effectively managed. No extra amount will be payable towards this.

21. All cleaning materials provided by the contractor should be harmless, eco friendly and certified for human use by the ISI/BIS. The material used will in no way damage the floors and other items by way of fading, stain forming, eroding etc. The contractor will ensure sufficient provision of liquid soap/toilet paper and other articles in the wash rooms.

22. Close liaison will be maintained by our officer-in-charge concerned for smooth and efficient use performance of duties of housekeeping and catering services.

23. All the persons deputed/engaged by the contractor will be the employees of the contractor and all disputes between the contractor and its employees will have no bearing on this centre.

24. Failure by the contractor to comply with any statutory requirements and/or the terms of the agreement during the period of contract will result in termination of the contract

25. In case the contractor withdraws or the CDA terminates the contract due to violations of terms and conditions and/or deficiency in service during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contract through a tender process, will be adjusted against the payments due to the relinquished contractor or through his Performance Bank Guarantee (PBG).

26. No negotiation will be undertaken with any tenderer except the firm adjudged L1.

27. The contractor will have no right to subcontract any or all of the provisions contained in this contract.

28. The workers deployed by the contractor will have no right to claim absorption on completion of the contract period.

29. The PGB will be forfeited if the contractor backs out without the explicit consent of the CDA , Secunderabad.

30. If the performance of the service provider is not up to the mark or is not found satisfactory, the CDA, Secunderabad will either engage another contractor and /or cancel the contract on one month notice.

31. In the event of any question, disputes or differences arising between both the parties relating to any interpretation and application of these provisions of this agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so will be referred to a mutually agreed arbitrator. The decision of the arbitration to the agreement in this regard will be final and binding upon both the parties. The parties will continue to perform obligation under this agreement during arbitration proceedings.

32. Payment will be made on monthly basis on receipt of Bill along with proof of disbursement of wages to its employees deputed in this centre for the month, remittance of EPF/ESIC/Service Tax as required. Penalty levied if any, will be deducted from the monthly Bills. No payment will be made in advance.

33. Payment will be made through ECS/NEFT after the usual deduction of TDS such as Income Tax.

34. Any lapses in cleaning and dusting will be liable for penalty.

35. **Quality of cleaning Material** : In case any shortcoming or inferior quality is noticed in the cleaning materials, the same will be purchased from market and bill amount will be recovered from the monthly Bill along with penalty as deemed necessary.

36. The contractor shall submit a Performance Bank Guarantee amounting to 10% of the annual value of the contract on the name of the CDA, Secunderabad. The Bank Guarantee can also be in the form of Term Deposit having validity for 02 months beyond the last date of the Contract. The Controller reserves the right to encash the Bank Guarantee if the service provided is not up to the mark.

37. **Verification of antecedents of contractual employees:** The onus of police verification and antecedents of the persons deployed in this centre will vest with the contractor. The Contractor has to provide a self signed copy of permanent address and other details of its employees along with a copy of their photograph.

38. The Controller of Defence Accounts, Secunderabad reserves the right to terminate the contract in case of any breach of discipline.


Sr. Accounts Officer (Admin)

Part-IV

Technical Bid (PART-A)

(To be enclosed in a separate sealed envelope)

For providing Housekeeping incl. conservancy and Conservancy Services

SI No.	Description	
1	a) Name of the Tendering Company /Firm / Agency for supply of manpower for similar services. Please attach a clear copy of registration.	
	b) Registration valid up to (date)	
2	Name of the proprietor /director of company/firm/agency	
3	Full address of registered office with telephone No., FAX and e-mail ID	
4	Full address of operating/Branch Office with telephone No., FAX, e-mail and name of the Contact person(s)	
5	Banker of the Company/Firm/Agency	
6	PAN/GIR No. (Please attach a copy)	
7	GST Registration No. (Please attach a copy)	
8	EPF Registration No. (Please attach a copy)	

9	ESI Registration No. (Please attach a copy)	
10	Documents showing details of similar services (Housekeeping and Catering services) rendered/rendering for the last five years in the following format (please mention name of the contracts greater than contract value of __ lakhs and above per year)	
Sl. No.	Details of clients along with address and name and telephone no. of the contact person	Amount of contract per annum (in lakhs)
		Duration of contract (from: to:)
(If the space provided is insufficient, a separate sheet may be attached)		
11	Certificate of appreciation/satisfactory completion certificate from the last two major clients (preferably Govt / PSU)	
12	Total No. of years of experience in providing similar services with the list of clients year wise (Attach a separate sheet, if space insufficient)	
13	Total income declared in IT Returns for last three years (Enclose copy of acknowledgement of IT Returns)	

14	Total service tax remitted during last three years	
15	Total service tax/ GST remitted in last three years	
16	Total No. of employees in the company/agency/Firm	
17	Affidavit stating that the agency is/has not been black listed by Central/State Govt/PSU in last three years	
18	Declaration about Fraud and corrupt practices(Duly signed and attested as given in the Tender Document-Annexure-III)	
19	Details of EMD DD No, date Drawn on Bank for Rs _____/-	

Date:

Signature with seal of the firm

Part-IV

Technical Bid (PART-B)

Sl. No	Description	Compliance
1	Copy of Registration Certificate	Yes/No
2	Copy of PAN/GIR	Yes/No
3	Copy of GST Registration of the Firm	Yes/No
4	Copy of Service Tax /GST remittance for the past three years	Yes/No
5	Certificate as per Appendix-A to Part-IV	Yes/No
6	Acceptance of scope of work/Schedule of Requirement	Yes/No
7	Acceptance of standard conditions of Contract(SCoC)	Yes/No
8	Proof of having experience of providing similar services to at least one Govt organization/PSUs	Yes/No
9	Undertaking regarding character and antecedent verification as per Appendix-B to Part-IV	Yes/No
10	Copy of registration with EPF and total EPF remitted in last three years	Yes/No
11	Copy of Registration with ESI and total ESIC remitted in last three years	Yes/No
12	Earnest Money Deposit(EMD) as mentioned	Yes/No
13	Copy of acknowledgement of IT Returns for last three years	Yes/No
14	Certification of appreciation / satisfactory completion from last two major clients	Yes/No
15	Details of experience in providing similar services with the list of clients for last five years	Yes/No
16	Declaration about Fraud and corrupt practices duly signed and attested as given in the Tender Document- Appx- C	Yes/No

Date:

Signature with seal of the firm

Appendix – A to Part-IV

CERTIFICATE

Any amount payable to the workers deployed under the proposed contract or payable to any organization in respect of the said workers in terms of any applicable labour laws will be paid to such workers/organizations. The bid has been prepared taking into account all such payments.

Place:

Date

Authorized signatory of the Firm/Company

Appendix – B to Part-IV

UNDERTAKING

I/we undertake to position only those employees on the premises whose police verification and screening has been carried out.

Place:

Date

Authorized signatory of the Firm/Company

PROFORMA FOR COMMERCIAL BID

PART-V

Sl. No.	Details	Supervisor (Semi skilled) -1	Cook (Semi skilled) -1	Steward (unskilled) -1	Sweeper (unskilled) -1	Washboy (unskilled) -1
		a	b	c	d	e
1	Basic Wages per month (30 d)	17,370.00	17,370.00	15,690.00	15,690.00	15,690.00
2	VDA per month (30 d)	990.00	990.00	900.00	900.00	900.00
3	Total of wages + VDA per month 1+2	18,360.00	18,360.00	16,590.00	16,590.00	16,590.00
4	EPF per month 13.15% on sl. No. 3 subject to ceiling of Rs.15000/-	1,972.50	1,972.50	1,972.50	1,972.50	1,972.50
5	ESI per month 4.75% per month on Sl. No.3	872.10	872.10	788.03	788.03	788.03
6	Bonus per month 8.33% per month on Sl. No1 subject to minimum of Rs.7000 (GOI, Gazette Notification No. 06 of 2016)	1,446.92	1,446.92	1,306.98	1,306.98	1,306.98
7	Cost of Uniform per month					
8	Total from 3 to 7:					
9	Contractor's Profit per month _____ % on Sl. No. 8 **					
10	Total 8+9					
11	GST @ 18% (or as applicable) per month on Sl. No.10					
12	Total cost (job wise) per person per month [Sl. No. 10+ Sl. No. 11]					
13	Total cost for supply of man power [12a +12b+ 12c+ 12d+ 12e]					
14	Cost of Cleaning material per month incl. GST					2,000
15	Total cost per month for man power and cleaning material (Sl. 13+14)					
16	Total cost for 12 months (Sl. 15x12)					

** Percentage of profit should be indicated.

Authorized signatory of the Firm/Company

Fraud and corrupt practices

1. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Office may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the bidding process.

2. Without prejudice to the rights of this office under para hereinabove, if an applicant is found by the office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the bidding process, such Applicant shall not be eligible to participate in any tender issued by this office during a period of 2 (two) years from the date such Applicant is found by the Office to have directly or indirect or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, undesirable practice or restrictive practice as the case may be.

3. This organization has zero tolerance for crime/atrocities against women and this must be ensured during operation under the activities included in SoR.

4. For the purpose of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- a) "Corrupt practice" means (I) the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the bidding process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;
- b) "fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding process.
- c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the bidding process;
- d) "undesirable practice" means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing,

- lobbying or in any manner influencing or attempting to influence the bidding process; or (II) having conflict of interest; and
- e) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the bidding process;

Part -VII

FOOD ARRANGEMENTS IN GUEST HOUSE, RUDRAMA

A. BREAKFAST:

The contractor should provide one of the combinations below for breakfast and **also Tea / Coffee, served at the end of the course.**

Bread- (4 Pcs), Butter and Jam, 2 Egg Omelet	OR
Paratha - 3 with Subzi & curd	OR
Puri - 4 with Subzi	OR
Idli - 3 with One Vada with Sambar and Chutney	OR
Dosa - 2 with Chutney and Sambar.	

B. LUNCH/DINNER:

- (a) Two seasonal vegetables, subzis dal, rice, chapathi / pulka, salad, raita/curd, pickle, one fruit/ sweet dish.
- (b) Any special dish of Veg/Non-Veg may be given at extra charge after consulting the Guest.

C. SNACKS & BEVERAGES:

Bread roll of One Piece Bread is to be served as and when required.

The rates of snacks and beverages should be provided by the contractor as the following rates:

SI No.	Details	Rate in Rs.
1	Breakfast	Rs.30/-
2	Lunch / Dinner	Rs.50/-
3	Tea**	Rs.6/-
4	Coffee**	Rs.8/-
5	Lassi of 100 gms. Curd Sweet	Rs.10/-
6	Lassi of 100 gms. Curd Namkeen	Rs.8/-
7	Omelet One Egg	Rs.10/-
8	Omelet Two Eggs	Rs.20/-
9	Nimbupani (Sweet)	Rs.5/-
10	Plate of Pakoda apprx 150 gms	Rs.15/-
11	Bread Pakoda	Rs.8/-
12	Samosa/ Cutlet	Rs.5/-

13	Ready snacks	As per rates on carton
14	Soft drinks	As per rates on carton
15	Bottled water (when specifically requested by the guest)	As per rates on carton
16	Ice Creams	As per MRP

**Tea/ coffee, milk, sugar and hot water to be served separately in the tray.

D. WATER:

RO unit is provided for drinking purposes. RO purified water shall be given to the guests in normal course. Bottled Mineral water may be given, if the guest specifically requests for it, for which the actual cost shall be charged.

E. VARIABLE MENU:

The menu shall be variable apart from Indian Menu as indicated at B (a). There shall be other variations as follows:-

(a). Continental:

- i. Cutlet (Veg/Non-Veg)
- ii. Salad (Russian Salad etc.)
- iii. Baked Veg Bread/ Sandwiches

(Other variations eg. Roast chicken, fried fish in Non-Veg)

(b). Chinese:

- (i) Chowmein
- (ii) Sweet and Sour (Veg/Non-Veg)
- (iii) Fried Rice
- (iv) Other Chinese preparations

(c). South Indian:

- (i), Dosa, Idli, Vada etc.

In addition one sweet dish, eg. Ice Cream/ Indian Sweets/ Fruit Salad should be also be served.

F. MENU FOR CONFERENCES / MEETINGS:

For Conference/ Meetings there shall be a special menu and rates can be mutually fixed before the orders.

G. LAUNDRY CHARGES:

(a) The clothes from the guest shall be washed in the washing machine provided in the Guest House and ironed also in the Guest House. For this, the following charges shall be made:

SI No	Details	Rate in Rs.
1	Pant/ Shirt	Rs.8/- per piece
2	Coat/ Suit	Rs.12/- per piece
3	Saree	Rs.10/- per piece
4	Under garments	Rs.2/- per piece

(b) Dry Cleaning if necessary shall be got done from outside on actual cost.

Appendix – C

Specimen of Affidavit

I/We _____ (Name)

Authorized Agent /Dealer /Distributor /Sole Proprietor/ Manufacturer (strike out word which is not applicable) of the firm /company (Name)

_____ do hereby declare and solemnly affirm to the fact that the individual firm/company is not black-listed by the Union or State Government or any autonomous body.

DEPONENT

Address

I / We do hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed.

DEPONENT

Dated:

(Note : To be furnished on non judicial stamp paper duly attested by Notary)

MANDATE FORM FOR NEFT

1	Name of the Firm with Address	
2	PAN No.	
3	Name of the City	
4	Bank Code (MICR)	
5	IFSC Code	
6	Bank's Name	
7	Bank Branch Address	
8	Bank Branch Tel./Fax No.	
9	Account No.	
10	Type of Account	

Authorized signatory of the Firm/Company

Confirmed by Bank