

**Government of India**  
**Ministry of Defence**  
**Office of the Controller of Defence Accounts**  
**No.1, Staff Road, Secunderabad – 500 009**



**040-27843385**



**040-27817275**

Regd. Post and Ack. Due

No.AN/III//catg GH/2013-14

Date: 17.10.2013

Sir,

**Sub: Tender enquiry for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar**

**Tender Enquiry No.AN/III/catg GH/2013-14 dated 17.10.2013**

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1. Tenders in sealed cover with registration No with Labour Department and PAN numbers are invited for providing Catering (including Housekeeping) services at DAD Guest House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar, Secunderabad as detailed in Part II of this Tender Enquiry.

2. Senior IDAS Officers' Transit Accommodation "RUDRAMA" functioning under the administrative control of the Controller of Defence Accounts, Secunderabad, is located at No. 1-1-27, Senior DAD Officer's Residential Complex, Main Guard Road, Secunderabad (Adj. to Belsons Taj Hotel). This transit accommodation hereafter referred as "Guest House" caters to accommodating guests and dignitaries like Very

Senior Level Officers of Defence Accounts Department, other Departments / Ministries of Government of India and State Government and two Guest Rooms located in DAD Quarters, Lekhanagar, Secunderabad.

3. This office intends to enter into a Maintenance & Catering Contract for the above said Guest House for one year i.e. from the date of acceptance of the contract. The description of the terms and conditions of the contract are as under:

**a) Maintenance of Guest House consisting of 2 VVIP suites, 2 VIP suites, VIP Lounge, VVIP Lounge, Store Room, Kitchen etc., in Guest House Rudrama and also maintenance of 2 double bed room dwellings converted as Guest House in DAD Quarters, Lekhanagar including room service.**

**b) To provide catering services both Vegetarian and Non-vegetarian including room service to the guests at Guest House, Rudrama. Detailed scope of work is enclosed as Annexure I to Annexure IV.**

4. The address and contact numbers for sending Bids or seeking clarifications regarding this tender enquiry are given below:-

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a	Bids/queries to be addressed to :	Moina Benazir, 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 T. Venkateswara Rao Sr. Accounts Officer (AN)
d	Tel / fax nos of contact person :	Tel 040-27893623 / Fax - 27810499

5. This Tender Enquiry is divided into four parts as follows:

Part I – Contains General Information and Instructions for the Bidders about the tender enquiry such as the time, place of submission and opening of tenders, validity period of tenders etc.

Part II – Contains Scope of work, Terms & Conditions of the contract, inclusive of Annexure I to IV.

Part III – Contains Commercial Aspects of the contract.

Part IV – Contains General conditions of the contract.

6. This tender enquiry is being issued with no financial commitment and the CDA reserves the right to change or vary any part thereof at any stage. CDA also reserves the right to withdraw the tender enquiry, should it become necessary at any stage.

7. **Following documents should be attached to the tender. Tenders without these documents are liable for rejection.**

**Earnest Money Deposit**

**Bidder's Credentials with previous experience/ commendations, if any**

**Affidavit that the firm / company is not black-listed**

**Check-list:**

**a) Forwarding letter (Top sheet) for tenders**

**b) Mandate Form for NEFT**

**c) Under taking to supply services at fixed rates**

**d) Last three years' Income-tax returns**

**e) Proof of Firm's Regn. Number of ESI, EPF**

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**Note:** As per departmental policy Financial condition/status of the participative bidder has to be assessed before awarding the contract. Accordingly, Firms having an annual turnover of ₹.50 lakhs and above shall submit their requisite proof in support of their bid.

**Part I General Information**

1. **Tenders should be in single bid i.e Financial Bid.**
2. **Last date and time for submission of the bids:- 7<sup>th</sup> Nov 2013 up to 1700 Hrs.**
3. The sealed bids should be deposited / reach by the due date and time. The responsibility to ensure this lies with the Bidder.
4. **Manner of depositing the Bids** – Sealed Bids should be clearly super scribed as “**Tender enquiry for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar**” and should be either dropped in the Tender Box marked as “**bids for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar**” or sent by ordinary post at the address given above so as to reach by the due date and time. Late tenders shall not be considered. No responsibility shall be taken for postal delay or non delivery / non receipt of bid documents. Bids sent by FAX or e-mail shall not be considered.
5. **Time and date for opening of Bids:- On 8<sup>th</sup> Nov 2013 at 1100 Hrs** in the Conference Hall of CDA Secunderabad.
6. **Location of the Tender Box** :Tender Box marked as “**bids for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar** “ has been placed in **AN–III Section\_of CDA, Secunderabad**. Only those bids that are found in the tender box shall be opened. Bids dropped in the wrong tender box shall be rendered invalid.
7. **Place of opening of the Bids** - The Bids would be opened at the time and date mentioned above in the Conference Hall of CDA Secunderabad. The Bidders may depute their representatives duly authorized in writing, to attend the opening of Bids on the due date and time. This event shall not be postponed due to non presence of your representative.
8. **Forwarding of Bids** – Bids should be forwarded by Bidders under their original memo / letter pads inter-alia furnishing details like TIN number, VAT/CST number, Bank address with NEFT Mandate Form (as per format enclosed) and complete postal & email address of their office.
9. **Clarification regarding contents of the Tender Enquiry** – A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the CDA in writing about

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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.

10. In case site visit is preferred, you may contact the Sr. Accounts Officer (AN) of the office of the CDA, Secunderabad, along with relevant documents on any working day **between 10.00 AM to 5.00 PM on or before 4<sup>th</sup> Nov.2013**. On satisfying the requirements you shall be taken for a visit to the premises.
11. **Modification and withdrawal of bids:** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the CDA prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during the period shall result in bidder's forfeiture of bid security.
12. **Clarification regarding contents of the bids:** During evaluation and comparison of bids, the CDA may, at its discretion, ask the bidder for clarification of his bid. The request for clarification shall be given in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post-bid clarification on the initiative of the bidder shall be entertained.
13. **Rejection of bids:** Canvassing by the bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders shall be rejected.
14. **Validity of bids:** The bids should remain valid for **Three months** from the date of opening the tenders, i.e. till 7<sup>th</sup> Jan 2014.
15. **Earnest Money Deposit :** Bidders are required to submit **Earnest Money Deposit in favour of CDA Secunderabad, for an amount of ₹. 25,000/- (Rupees Twenty Five thousand only)** along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or private bank i.e ICICI Bank, Axis Bank or HDFC Bank. EMD is to remain valid for a period of forty five days beyond the final bid validity period. 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 30<sup>th</sup> 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.
16. The bids should be submitted intact in **sealed envelope**, duly super scribed and bearing the stamp of the bidders on the face of the envelope.
17. To qualify for award of the contract each bidder in the same name and style should have at least 3

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years of experience in the field and should produce relevant testimonials issued by the establishment where the firm has executed similar contract. The value of each such contract should be not less than `8 Lakhs per year. Preference would be given to those firms whose financial turnover is sound and sustainable for Govt. Guest House maintenance as stipulated vide “Note” under point no 7 of T.E.

18. As a proof of experience/competence, the bidder(s) should submit along with their tender a statement showing similar nature of work as detailed above executed by them and also credentials from the clients with whom they have worked for successfully completion of their work.
19. The bidder should submit the Certificate of Incorporation and certificate of registration of the firm.
20. An affidavit in the enclosed Proforma may be submitted along with the bid to the effect that the firms / company/ distributor/ agent/ dealer/ sole proprietor has not been black-listed by Union Government or any State Governments or autonomous bodies.
21. The Bidder should furnish a copy of valid registration certificate issued by the Labour Department.
22. The Bidder should furnish copy of permanent account number (PAN) and copy of latest Income Tax returns for last three years submitted along with the proof of receipt.
23. **Payment shall be made in arrears on monthly basis.**
24. **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.**
25. **Extension of contract: On mutual consent the contract can also be extended on same rates and conditions on need basis, except increase in statutory levies and minimum wages, if any.**

**Part II The Scope of work, Terms & Conditions**

1. The contractor has to deploy **7 workers**, as mentioned below towards catering and maintenance (housekeeping) of the Guest House, for a period of one year at DAD Guest House, Rudrama and DAD Guest Rooms at DAD Quarters, Lekhanagar, Secunderabad
  - i. **At DAD Guest House, Rudrama:** Supervisor/ Manager- 1; Cook- 1; Asst. Cook-cum-Helper- 1; Stewards- 2; Sweeper-cum-wash boy-1
  - ii. **At DAD Guest Rooms, DAD Quarters:** Helper-cum-wash boy -1
2. Further, additional manpower is to be provided at no extra cost if the deployed individuals are not sufficient to carryout the work at the above-mentioned premises, on need basis like VVIP visits, functions or felicitations etc., Knowledge of electrical work, Genset Operation and plumbing work is desirable. Driving skill with valid Licence shall be an added advantage.
3. CDA, depending on the requirement may increase number of workers on same conditions.

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**4. Terms & Conditions for Catering (including House Keeping):** Scope of catering (including housekeeping) services, responsibilities and conditions attached with the contract, food arrangements, laundry etc, **are as per Annexure-I to IV to this tender document.**

**Part III - Commercial Aspects of the contract**

1. **While tendering the quotation, due consideration should be given to prevailing Rules, Regulations and Rates as per Government of India Notifications under Minimum Wages Act, 1948. Further, it should be ensured that the employees under your concern are paid as per Minimum Wages Act, 1948. If bidder quotes less than Minimum Wages Act, the bid will be rejected.**
2. **The rates(prevalled as per AP State Govt.Order as on date of this T.E) should be quoted per person on consolidated manner duly taking all components like wages, VDA, EPF, ESI, bonus, uniform, profit.**
3. **Cleaning Material: The , L-1 firm shall bear charges towards monthly cleaning material for maintenance of G/H to the tune of Rs 5000/-.**
4. **Service Tax, EPF and ESI:** Services mentioned in the Tender Enquiry may be covered under the statutory Service Tax regulations, EPF Scheme and ESI Scheme. If covered under the governing rules/regulations/Acts, the contractor shall deposit the respective due amount in to the Government treasury regularly as per the rates and the periodicity as fixed by the Government and as amended from time, if applicable. Applicability of Service Tax, EPF and ESI rules, to the services which are being sought through this Tender Enquiry, either partly or fully, be verified by the contractor from the respective rules/regulations/acts or governing bodies. **It is intimated that the Department shall make payment only the following taxes/mandatory payments as per agreed terms and conditions listed in the General and other conditions-**
  - a) Service Tax
  - b) Employees Provident Fund (EPF)
  - c) Employees' State Insurance (ESI)
5. **Security Deposit:** The Contractor shall submit **Bank Guarantee for an amount equal to 10%** of the Contract value as Security Deposit at the time of accepting the Contract. **The same shall be valid up to one month beyond the period of the Contract.**
6. **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 House keeping 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.

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All mandatory payments/levies inclusive of professional tax and other taxes and levies etc are inclusive in the quoted amount except Services Tax, EPF and ESI. The firm should submit pre-receipted bill inclusive of Service Tax, 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.

7. The quoted rate inclusive of uniform and bonus to the workers and no claim in respect of these elements shall be made by your firm in future.
8. **EMD:** Earnest Money Deposit to the tune of **₹. 25,000/- (Rupees Twenty Five thousand only)** either in the form of Account Payee Demand Draft or Banker's cheque in favour of CDA, Secunderabad, from any of the commercial banks in an acceptable form may please be submitted with the Tender.
9. **Penalty/LD:** In case of any damages or loss caused to the CDA's premises or property due to any default or failure on the part of the contractor for providing maintenance services, the requisite standard or negligence of the contractor or his employees, the same shall be recoverable from the dues of the contractor in addition to the civil or criminal liabilities. In addition, penalty shall be levied for not adhering to any of the terms of the contract. If any of the personnel is found in-disciplined, discourteous or improperly dressed, a penalty of ₹. 250/- (Rupees Two hundred Fifty only) per default will be imposed upon such employee and deducted by the monthly payment bill. The decision of the CDA in this regard shall be final and binding on the Contractor.
10. **Terms of Payment:** 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 fee shall be solely for the scope of services mentioned in the tender documents and do not include any other service. Income tax as per the extant orders on the subject shall be recovered from the bills. Present rate being 2%.
11. **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.

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.

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



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personnel. All the employees shall invariably wear uniforms while on duty.

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.

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.

**Part IV - General Conditions of Contract**

1. The deployed staff in Guest House should be able to deal with minimum essential trouble shooting of electrical, sanitary and plumbing problems.
2. The contractor shall maintain an Attendance Register for his Employees and shall rotate the Employees every six months.
3. 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.
4. 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.
5. 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.
6. The Baggage of the Contractor's Employees shall not be permitted inside the premises of the CDA except those items or stores which are required for the performance of assigned duty, duly approved by the caretaker of the Guest House.
7. In case of any injury or loss of life to Contractor's men inside and outside the premises, it shall be the



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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.

8. The Contractor's Employees shall not involve themselves in any type of discussions, arguments, quarrels or fighting with any of the co-workers, 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.
9. 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.
10. The performance of contract shall be reviewed at random by the authorized representative of CDA. If the performance is not found satisfactory the contract can be terminated by giving 30 days notice.
11. 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.
12. You shall therefore, employ persons as deemed necessary for the scope of work as detailed in the Tender Enquiry.
13. The payment for services shall be made by the CDA, Secunderabad, after due inspection of services.
14. 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.
15. The contractor shall not allow his workers to participate in any trade union activities, agitations in the premises of the Guest House.
16. 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.
17. 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.
18. 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

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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.

19. **Training:** The Contractor should ensure that all workers deployed are adequately trained in all aspects.
20. **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.
21. **Secrecy:** 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.

Thanking You,

Yours faithfully,

**Sr. Accounts Officer (AN)**

**EARNEST MONEY DEPOSIT**

From

M/s \_\_\_\_\_

**Government of India**  
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**No.1, Staff Road, Secunderabad – 500 009**



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To \_\_\_\_\_

The Controller of Defence Accounts  
No.1 Staff Road  
Secunderabad – 500 009

**Sub: Tender enquiry for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar**

Sir,

Please find enclosed herewith Earnest Money Deposit (EMD) for an amount of **₹.25,000/- (Rupees Twenty Five thousand only)** in the form of a Demand Draft bearing No. \_\_\_\_\_ dated \_\_\_\_\_ issued by \_\_\_\_\_ (Name of the Bank) on \_\_\_\_\_ drawn in favour of "The Controller of Defence Accounts, Secunderabad" valid for a period of six months along with **Bidder's Credential**.

Thanking you

Yours faithfully

(SIGNATURE)  
Seal of the Firm  
with full address

Enclosed: EMD and Bidder's Credential

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**BIDDER'S CREDENTIALS**

1	Name of the Firm(with complete address)	Tel No.	Fax No.
2	Income Tax PAN No. Copy of latest IT Return may be attached		
3	Annual Turn Over		
4	Whether same service was rendered to any other Govt. Deptt/ Institution /PSUs. If yes mention the name of the Deptt. Along with a copies of purchase orders(for last 3years )		
5	Earnest Money Amount		
6	DD/Bankers' Cheque No., date		
7	Whether the firm has ever been black listed by Central/State Govt. for non performance of their duties (Attach any affidavit duly executed & attested by the Executive Magistrate on the prescribed form)		
8	Bank Details for payment through NEFT		

It is certified that I have gone through all the terms and conditions of Tender document and do undertake to abide by all of them.

**Authorized Signatory with seal of the Firm**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

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(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 Executive Magistrate or Notary  
Public )

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**Duly Filled Checklist in to be attached with Bid for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar**

1	Whether EMD in the shape of Demand Draft valid for six months, for an amount of <b>₹.25000/-</b> attached	Yes / No
2	Whether tender document duly signed by authorized signatory attached	Yes / No
3	Whether the firm confirms to the specification as mentioned in the tender documents	Yes / No
4	Whether affidavit duly attested by Notary/Executive Magistrate registered regarding non black listing of firm attached	Yes / No
5	Whether the firm has submitted the requisite documents as per Tender Enquiry. Viz.,  Earnest Money Deposit Bidder's Credentials with previous experience/commendations, if any Affidavit that the firm / company is not black-listed Forwarding letter (Top sheet) for tenders Mandate Form for NEFT Under taking to supply services at fixed rates Last three years' Income-tax returns Proof of Firm's Regn. Number of ESI, EPF Note: As per departmental policy Financial condition/status of the participative bidder has to be assessed before awarding the contract. Accordingly, Firms having an annual turnover of ` .50 lakhs and above shall submit their requisite proof in support of their bid.	Yes / No

**Signature of authorized signatory  
with seal of the firm**

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**TOP SHEET (FORWARDING LETTER) FOR TENDERS**

From

M/s \_\_\_\_\_

To

\_\_\_\_\_  
The Controller of Defence Accounts  
No.1 Staff Road  
Secunderabad – 500 009

**Sub: Tender enquiry for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar**

Sir,

With reference to your Tender Notice bearing No. AN /III/ GH /2013-14 dated 17.10.2013, Tender enquiry for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar, Secunderabad, I / we enclose herewith, my / our Bid duly filled, stamped and authenticated on each page.

I / We further do undertake to abide by the terms and conditions of the tender set forth by you.

Thanking you.

Yours faithfully

(SIGNATURE)  
Seal of the Firm  
with full address



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No.1, Staff Road, Secunderabad – 500 009**



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**040-27817275**

**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 :

**Director/Authorized signatory**

**Confirmed by Bank**

**Government of India  
Ministry of Defence  
Office of the Controller of Defence Accounts  
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**Undertaking to supply for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar without any price enhancement during the contract period.**

From

M/s \_\_\_\_\_  
\_\_\_\_\_

To

The Controller of Defence Accounts  
No.1 Staff Road  
Secunderabad – 500 009

**Subject: Undertaking to supply for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar.**

\*\*\*\*\*

Sir,

With reference to your Tender Notice bearing No.AN /III GH/2013-14 dated 17.10.2013 for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar without any price enhancement during the contract period, I / we undertake to supply arboriculture services at the rates tendered, without any price enhancement during the contract period. I / We understand that the rates (inclusive of all taxes) quoted are firm and final and are binding on me / us.

Thanking you.

Yours faithfully

(SIGNATURE)  
Seal of the Firm  
with full address

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**ANNEXURE –I**

**SCOPE OF SERVICE** Under contract for Catering and Housekeeping services at DAD Guest Officers House, Rudrama & Guest Rooms at DAD Quarters, Lekhanagar:-

**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.

**1. Supervisor- One - 24 hours:**

(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 - 24 hours:**

(Should be trained and highly skilled. 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. Stewards - Two -24 hours:** (Should be sufficiently educated, well mannered, presentable and courteous. Should be able to understand English, Hindi and Telugu)

**4.Asst. Cook-cum- Helper- One-24 hours**

**5. Sweeper-cum-wash boy- One - 24 hours**

- 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.

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- 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 1<sup>st</sup> and 15<sup>th</sup> 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.

**GUEST ROOMS AT DAD QUARTERS, LEKHANAGAR:-**

**1. Helper-cum-washboy-one-24 hours**

- a. Maintenance service for two Double bed roomed guest rooms at Lekhanagar.
- b. Helper-cum-wash boy should be provided with a bicycle.
- c. Should keep the premises neat and clean, to clean the floor two times a day, to give water wash once in three days with clearing material like phenyl.
- d. Should keep the bed, bed spread clean and wash them once a week.
- e. To provide any type of food to the Guests as and when required by getting from nearby

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hotels/restaurants.

- f. To provide adequate watch and ward cover.
- g. Upkeep of the area in and around the Guest rooms. Cost of contract includes cleaning material such as Phenyl, Soap Oil, Brooms, Toilet Soap, Detergents, Air purifiers and mosquito repellents, etc.,
- h. 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. Anti-mosquito spray / fragrance spray shall be done by the contractor whenever required. Bathrooms shall be provided with moth repellants like Odonil and Baygon to prevent bad odor and bugs. Rooms shall also be sprayed with room freshener daily.

**ANNEXURE –II**

**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 all 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

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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.

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**ANNEXURE –III**

**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.

**ANNEXURE – IV**

**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.



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**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 ₹.
1	Breakfast	₹.30/-
2	Lunch / Dinner	₹.50/-
3	Tea**	₹.6/-
4	Coffee**	₹.8/-
5	Lassi of 100 gms. Curd Sweet	₹.10/-
6	Lassi of 100 gms. Curd Namkeen	₹.8/-
7	Omelet One Egg	₹.10/-
8	Omelet Two Eggs	₹.20/-
9	Nimbupani (Sweet)	₹.5/-
10	Plate of Pakoda apprx 150 gms	₹.15/-
11	Bread Pakoda	₹.8/-
12	Samosa/ Cutlet	₹.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 MPR

\*\*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)

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- (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 ₹.
1	Pant/ Shirt	₹.5/- per piece
2	Coat/ Suit	₹.10/- per piece
3	Saree	₹.8/- per piece
4	Under garments	₹.2/- per piece

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

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