कार्यालय रक्षा लेखा प्रधान नियंत्रक (पेन्शन), द्रौपदी घाट, इलाहाबाद
Office of the Principal Controller of Defence Accounts (Pensions)
Draupadi Ghat, Allahabad - 211 014.

Tender/Bid Document for Defence Pension Training Institute/Guest Houses

(i) Date of issue Tender Form : 04.01.2017(10:00 Wednesday)

(ii) Last Date for Submission of Bids : 25.01.2017 (12:00 Wednesday)

(iii) Date of Opening of Technical Bids : 25.01.2017 (16:00 Wednesday)

(iv) Indicative Date on or after for Opening of Financial Bids: 30.01.2017(16:00 Hrs)

(v) Price of Tender form: Rs. 500/- (Non refundable)

Bid/Tender Document No. AN.IV/474/DPTI/G.H/17-18

Date of Issue : 04/01/2017

Name of the Firm: …….....…….
……...
……
……

Important Notice

An incomplete offer and/or late bid is liable to be not considered. To aid the bidders in submitting complete offers, a checklist is included in the bid document (Annexure - 7). The bidders must fill this and submit along with their offer in their own interest.

Sr. AO (AN-IV)

CONTENTS

Heading	Page Nos.
Invitation For The Bids/Tenders	3
Chapter—1	4-8
Instructions To Bidders/Tenderers	
Chapter—2	9-14
Schedule of Requirements	
Annexure – A	15-16
Menu	
Annexure 1	17-18
Bid Form (Technical Form)	
Annexure 2	19
Specifications for Technical Details – Technical Bid format	
Annexure 3	20-21
Bidder Form – Financial Bid	
Annexure 4	22-23
Financial Bid Format	
Annexure – 5	24-25
Proforma for Bank Guarantee	
Annexure – 6	26
Bid Security Form (EMD)	
Annexure – 7	27
Check List for Bid/Tender Submission	
Annexure- B	28
Material for sweeping/cleaning work	

INVITATION FOR THE BIDS/TENDERS

MANAGEMENT SERVICES IN PCDA(P)'s DPTI/GUEST HOUSES

1. Sealed bids in two envelopes, viz., Technical Bid (containing an Earnest Money Deposit) and Financial Bid are invited from reputed management professionals with impressive work credential pertaining to similar work as the tenderer of work, excellent track record and vast experience of different discipline of work related to the tendered work. All the respective contents, i.e. Technical Bid containing Earnest Money Deposit (EMD) and Financial bid should be submitted in two different envelopes duly sealed and clearly marking the type of content, bidder's name & address on the top of the sealed envelopes. Further, these two envelopes should be placed in third sealed envelope.
2. The details of the work are given in the Chapter-2 under heading schedule of requirement. Those who are willing and are in a position to quote in accordance with the requirements stated in the schedule may submit tender to this office on Proforma attached as Annexure-1 to Annexure-4.
3. Bids, complete in all respect and addressed to Sh. Subhash Kumar, Dy.CDA (Administration), the office of the PCDA(Pensions), Draupadi Ghat, Allahabad – 211014 should reach latest by 12:00 hrs on 25.01.2017 hours
4. The Technical Bids will be opened in the Conference Hall-1 of PCDA (P) on 25.01.2017 at 1600 hours in the presence of bidders or their authorized representatives, who want to present and whose EMD is found in order.
5. The Financial bids of only the technically evaluated and qualified vendors will be opened in the Conference Hall-1 of PCDA (Pensions) on or after 30.01.2017 at 1600 hours in the presence of technically qualified bidders or their authorized representatives who want to be present.

CHAPTER-1

INSTRUCTIONS TO BIDDERS/TENDERERS

1.1 Eligible Bidders

This invitation for bids is open to professional Management Services firms having sufficient experience, technical competence and organizational capacity who have worked worth more than Rs 10 lakhs to government departments/Autonomous Bodies/PSU in a financial year.

1.2 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid. PCDA(P) will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

1.3 Empanelment/Award of Contract

(a) The contract will be awarded to the technically accepted vendor whose financial quotes are supported by justification of rates and who have impressive credentials.

(b) Tender work has to be executed strictly as per the schedule. Refusal to accept and execute the work order shall be viewed as violations of the provisions of terms of agreement.

(c) Confidentiality will have to be maintained in all the PCDA (P) jobs.

(d) A penalty in case of incomplete/unsatisfactory work will be imposed @ 2% of the particular job awarded to the bidder.

1.4 The Bidding Documents

1.4.1 The services required, bidding procedures and contract terms are prescribed in the bidding documents. In addition to the invitation for bids, the bidding document for Management services work of DPTI/Guest Houses (Chitrakoot Guest House and Triveni Guest House) includes:

a) Instructions to bidders/tenderers
b) Schedule of Requirements
c) Bid/Tender form
d) Bid Security Form (EMD)

1.4.2 The bidder is expected to examine all instructions, forms, terms and conditions, specifications, schedule to tender, and other documents before quoting. Failure to furnish all informations required or submission of bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

1.5 Preparation of Bids

1.5.1 Technical and Financial Bids: The bids are to be submitted in two parts in separate sealed envelopes

(a) Technical Bid containing Earnest Money Deposit (EMD) – in one envelope marked "Technical bid" and

(b) Financial Bid – in another envelope marked "Financial bid".

(c) These two envelopes should be kept in third envelopes duly marked following words Tender/Bid document for DPTI/Guest Houses. If the EMD is not received or is not in order, the technical bid will be treated as rejected bid.

1.5.2 Technical Bid

(a) The Technical bid prepared by the bidder shall be provided in the following Model Response Format. The technical bid shall be submitted on the format given at Annexure 1 and 2.

(i) Firm should be a PAN/TAN/TIN holder. A copy of the PAN/TAN/TIN and Service Tax number of the firm or proprietor to be submitted.

(ii) Standing of Bidder: The firm should have at least three years' working experience in management service of Guest Houses. Certificate in support to be enclosed. Experience certificate should be issued by Govt. Deptt./AB/PSU where tenderer has provided such type of services in past.

(iii) The annual work orders of the firm should be worth more than Rs 10 lakhs from Govt. departments/AB/PSU in a financial year. A copy of the work orders issued by Govt. Deptt./AB/PSU to be enclosed.

(iv) Performance Certificates for the last three years from Govt. Deptt./A B/PSU indicating that the same nature of work has been done by the firm is to be given.

(v) Availability of two telephone No. (one mobile No. is a must) alongwith name of person to be contacted.

(b) An Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) is required to be submitted with Tender by way of either a Crossed Demand Draft or a Bank Guarantee (Sample format provided in Annexure 6) in favour of The Principal Controller of Defence Accounts (Pensions), Draupadi Ghat, Allahabad – 211 014. Without EMD the tender will be summarily rejected.

1.5.3 Financial Bid

(i) The financial bid shall be submitted in the format indicated at Annexure 3 and 4.

(ii) The bidders must quote their rates strictly as per Tender for Management Services work as stipulated above in separate envelopes.

(iii) The rate must be stated for each item separately both in words and figures. If there is discrepancy between the price quoted in word and figures, the price whichever is the higher of the two will be treated as the bid price.

(iv) The prices once accepted by PCDA(P) shall remain valid till the successful execution of the order. PCDA(P) shall not consider any increase in the rates during the period. However, in the event there is a reduction or increase in Taxes/Government levies/ duties during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levies/excise duties.

1.6 Submission of Bids

1.6.1 Sealing and Marking of Bids

(i) Each bid i.e. Technical bid and Financial bid shall be submitted in two separate sealed covers which shall be marked as "Technical Bid" and "Financial Bid" on the top of the envelope.

(ii) The outer third envelope containing Technical Bid, EMD and Financial Bid shall be addressed to Sh. Subhash Kumar, Dy.CDA(AN),PCDA(P), Draupadi Ghat,Alld.-14.

(iii) The outer and inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared received late.

(iv) Bids sent through e-mail or fax or any other mode other than Post/By hand will not be considered.

1.6.2 Deadline for Submission of Bids

(a) Bids must be received by PCDA(P) at the mentioned address not later than the time and date specified on the "Invitation for bids". In the event of the specified date for the submission of bids being declared a holiday for PCDA(P), the bids will be received up to

the appointed time on the next working day.

(b) PCDA(P) may, at its discretion extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of PCDA(P) and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

1.6.3 Late Bids

Any bid received by PCDA(P) after the deadline for submission of bids prescribed by the PCDA(P) will be not considered and/or returned unopened to the bidder.

1.7 Bid Opening and Evaluation

1.7.1 Opening of Technical Bids

PCDA(P) will open all technical bids in the first instance if the EMD is submitted as per requirement in the presence of bidders or their authorized representatives, who want to attend, at the time, on the date and at the place specified in the 'Invitation for Bids'. The bidder or bidders' representatives present there shall sign a register evidencing their attendance.

1.7.2 Clarification of Bids

(a) During evaluation of the bids, PCDA (P) may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

(b) No Bidder shall contact PCDA(P) on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of PCDA (P), it should be done in writing.

(c) Any effort by a Bidder to influence PCDA(P) in its decisions on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid.

1.7.3 The Technical Bid evaluation will be done on the basis of Clause 1.5.2 and Annexure-2.

1.7.4 The bidders short-listed by PCDA(P) based on evaluation of their technical bids may be called for detailed discussions with a team selected by PCDA(P) for this purpose, at a specified date, time and venue, if needed.

1.7.5 Opening of Financial Bids

i) PCDA(P) will open the Financial Bids of only those bidders who have been found to be technically qualified.

ii) The Financial Bids of the technically qualified bidders shall be opened in the presence of their representatives, who wants to be present, on a specified date, time and venue indicated at the "Invitation for bids".

1.7.6 Evaluation and Comparison of Bids

(a) Arithmetical errors will be rectified on the following basis: 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 shall prevail and the total price shall be corrected. If the Vendor does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, whichever is the higher of the two will be treated as the bid price.

1.8 Award of Contract

1.8.1 Award Criteria

Subject to the signing of contract, PCDA(P) will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

1.8.2 PCDA (P)'s Right to accept or reject any Bid or all Bids:

PCDA (P) reserves the right to accept or reject any bid in part or full, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for PCDA(P)'s action.

1.8.3 Notification of Award

(a) Prior to the expiry of the period of bids validity, PCDA(P) will notify the successful Bidder in writing by letter or by fax, to be confirmed in writing by speed post or hand delivered letter, that its bid has been accepted.

(b) The notification of Award will constitute the formation of the Contract.

1.8.4 Signing of Contract

At the same time as PCDA(P) notifies the successful Bidder that its bid has been accepted, PCDA(P) will send the Bidder the Contract. The bidder will sign the same return it to PCDA(P). No material deviations in the contract shall be allowed.

1.8.5 Performance Security

(i) The Vendor/Contractor should furnish performance security to PCDA(P) for an amount of 10% of the total value of annual contract valid up to twelve months from the date of implementation of the Contract.

(ii) The proceeds of the performance security shall be payable to PCDA(P) as compensation resulting from the Vendor's failures to complete its obligation under the contract.

(iii) The performance security shall be in one of the following forms:

(a) A Bank guarantee from a scheduled bank in form provided by PCDA(P) (Annexure–5)
(b) A Demand Draft.
(c) Bank Deposit receipt or fixed deposit receipt of any scheduled Bank or N.S.C. and K.V.P.

(iv) The performance security deposit would be refunded after two months of completion of contract based on the satisfactorily services and no dues, damage charges, recovery is pending towards contractor .No interest will be paid on above performance security.

Failure of the successful Bidder to comply with the requirement of signing of contract shall constitute sufficient grounds for the annulment of the award in which event PCDA(P) may make the award to the next evaluated bidder or call for new bids and forfeiture of the EMD.

1.8.6 Corrupt or Fraudulent Practices

(a) Vendors shall observe the highest standard of ethics during the procurement and execution of the contract.

(b) PCDA(P) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

1.8.7 The vendor may be black-listed, if it does not meet the obligations of the Contract or does not provide the satisfactory service. The quality of service will be reviewed by B.O.Os

constituted for this purpose after every month.

1.8 Miscellaneous

(a) It will be imperative on each bidder to fully acquaint itself of all the local conditions and factors, which would have effect on the performance of the contract.

(b) During the validity of this bid or during the extended period, if any, if the bidder provides the same or equivalent services to any other Department/Organization in India at a price lower than the price fixed for PCDA(P), the bidder shall automatically pass on the benefits to PCDA(P).

1.9 Factors Affecting the Award of Contract

(a) The bidder should have its own Contract support facilities. The support facilities should be fully owned and managed by the bidder.
(b) Conformity with the Request for Bid/Tender required and conditions mentioned here under.
(c) The assessment based on the response to Model Response Outline.
(d) The assessment of the capability of the bidder to meet the terms and conditions.

1.10 Payment Conditions

(a) The payment will be made within 30 days after receiving bills in duplicate and satisfactory execution of work in each month. PCDA (P) reserves the right to make pro-rata suitable deductions from the bids, in case the quality of work is not satisfactory.

(b) All payments will be made subject to deduction of TDS as per Income Tax Act 1961, and other taxes if any as per Government of India rules.

CHAPTER—2

SCHEDULE OF REQUIREMENTS

Introduction:- Boarding and lodging facilities for trainees, visiting Senior officers from Ministries, Central Government offices, State Government offices have been provided at Office of the PCDA(P) at the DPTI and Guest Houses. There are two guest houses namely Chitrakoot Guest House and Triveni Guest apart from the DPTI which are located a distance of 200 meters. All these buildings are located near the Office of the PCDA (P), Draupadi Ghat, Allahabad. The details of the accommodations/area available in the DPTI and Guest houses are appended below.

(i) **Defence Pension Training Institute (DPTI)**

The details of DPTI are given as under;-

***Administrative* Block**:-

(i) Office Room
(ii) Conference Room
(iii) Faculty Room
(iv) SAO Room
(v) Director Room
(vi) Dy. Director Room
(vii) Library
(viii) Class room-1
(ix) Class room-II
(x) Training Staff Room
(xi) Computer lab
(xii) Entrance
(xiii) Reception
(xiv) Documentation Room
(xv) Lecture Room
(xvi) Guest Room
(xvii) Auditorium
(xviii) Pantry
(xix) Ordinary Room
(xx) Entrance Reception

Hostel Block: -

(i) VIP suites – 2
(ii) Double Bed room - 16
(iii) Dining Room (General)
(iv) Dining Room (VIP)
(v) Pantry
(vi) Care Taker Room (With Toilet)
(vii) Lounge,
(viii) Two Kitchens
(ix) Reception
(x) Corridor

The contractor should establish cooking facilities for the officers/staff staying in the DPTI and Guest Houses at the kitchens of DPTI and Guest Houses. The number

of officers/ staff for whom food may have to be prepared and served will depend upon the occupancy of the rooms. The number is not fixed and it can vary from time to time.

(ii) **Chitrakoot Guest House:-** There are three VVIP suites, one kitchen, and one lounge.

(iii) Triveni Guest House:- There are two AC suites, one drawing and one dining room alongwith kitchen.

1. Scope of services to be provided by the managing agency:-

(a). Reception and accommodation of officers to stay in the DPTI and Guest Houses in proper manner.

(b). Services will be done by presentable, well mannered and trained attendants. The supervisor required for this purpose should either have diploma in hotel management or at least three years working experience in such training institutes or similar institutions or three star hotesl. The minimum numbers of staff required are indicated below:

1.	Supervisor	- 1
2.	Head Cook	- 1
3.	Assistant Cooks	- 2
4.	Waiters	- 6
5	Dish Washer	- 1
6.	Sweeper	- 5

(c). Maintenance and cleaning on daily basis, outside(Near boundary wall drains, road of coverage area of DPTI)/CGH) as well as inside of the DPTI and Guest Houses (Including rooms, toilets and bathrooms). The rooms, Corridors, Stair Case, Dining rooms, Kitchens, lounge will be swabbed and cleaned with phenyl/detergent (to be provided by contractor as approved by the Director of DPTI twice a day and will be spick and span at all times.

(d). Bed room linen, bed sheets and bathroom towels etc. will be changed every alternate day, whenever the rooms are in use. All the linen items, including blanket, quilts, towels etc. should be properly marked DPTI by name to avoid being replaced during washing.

(e). Floors of all the room will be cleaned daily with detergent chemicals/ phenyl and will be cleaned whenever required/asked for.

(f). The Carpets in the rooms, wherever provided, will be brushed/ vacuum cleaned every day.

(g). Bathrooms will be cleaned daily and mopped with phenyl. WCS, Urinal pots will be thoroughly washed and cleaned with detergent powder. Deodorants will be used for sparkling results. Bath soaps, toilet paper, naphthalene balls and odonils will be provided in all toilets/ bathrooms, when in use.

(h). The kitchen will always be kept spick and span cleaned. The utensils, crockery, cutlery, refrigerator and other kitchen gadgets will be kept clean and will also be kept properly arranged at all times.

(i). The furniture, furnishings and other items in the rooms will be kept dust free. Fans, ACs, light fittings, water taps etc. will be kept clean and in working order.

(j). Services will be done in hygienic conditions by trained cooks and waiters.

(k). Bed tea will be served in the rooms but breakfast, lunch and dinner will be served in the dining hall during fixed hours. The hours will be fixed in

consultation with the authorised officer of the DPTI and Guest Houses. The Breakfast, Lunch and Dinner are to be served on regular basis for about 40-50 persons staying in the DPTI and guest houses for various training programmes and other work. Tea/coffee/snacks/lunch/dinner may also be required to be catered for conferences/meetings/official functions whenever organized at the centre. The meals and other eatables are required to be provided on no profit no loss basis. The likely minimum rates are indicated at Annexure A. The food is required to be provided of an approved standard.

(m). Laundry and mail services will be made available at actual rates to the visitors, if required by them.

(n). Bills for the stay, meals, extra services will be presented to the visitors staying in the DPTI and Guest Houses and payment be received against cash receipts. Printed cash receipt books for the purpose will be provided by PCDA (P) Allahabad.

(o). Arrangements/shifting of tables, chairs or other furniture items depending upon necessity as directed by Director DPTI or his representative.

(p). Flower arrangements will be done and indoor plants will be kept in order to beautify the rooms on regular basis or as directed by the Director, DPTI or his representative.

(q.) In case of electric supply failure, generator should be operated on the direction of the Director DPTI.

(r). Two daily newspapers and one magazine, as approved by DIRECTOR of the DPTI & Guest Houses, will be provided by the managing agency at its own expenses.

(s). Inventory of the furniture and furnishings will be kept in all rooms. Inventory of all other items, provided by the DPTI and Guest houses to the managing agency will also be maintained by the agency.

2. **Terms and conditions**:- Following terms and condition will be followed without fail.

1. To provide suitable neat uniforms to the employees performing the duty.
2. To ensure that only healthy males shall be employed. Handicapped personnel or personnel with any contagious disease shall not be employed on this job.
3. To carryout any instructions given by the Pr.CDA (P) Allahabad, Director of DPTI or his authorized representative.
4. The contractor shall submit a report of his men and the daily happenings /incidents of the complex daily to the Pr.CDA (P) Allahabad or his authorised representative.
5. The Pr.CDA (P) Allahabad shall not be responsible for any injury or loss of life of any employee of the contractor that may take place while on duty or otherwise. Any compensation or expenditure liable to be paid for treatment for such injury or loss of life shall be borne solely by the contractor.
6. Any question, dispute or difference arising under the contract shall be referred to the sole arbitrator appointed by the PCDA(P). The award of the arbitrator shall be final and binding on both the parties. The jurisdiction of appropriate court will be Allahabad only.
7. The stamp paper duty for preparing the contract agreement shall be borne by the contractor.
8. Verification of character and antecedents of the staff should be completed within a month's time of appointment.

9. Application for identity passes should be submitted to the Pr.CDA(P) Allahabad immediately on appointment. In case of any employees is proceeding on long leave or suspended/dismissed from service or leaves the job, identity pass of such employees must be withdrawn and deposited with the Pr.CDA (P), Allahabad immediately.
10. No personnel below the age of 18 years shall be employed by the contractor. Notice showing the rates of wages, hours of work, etc shall be submitted in the labour enforcement office and the same shall be displayed on the notice board in the Pr.CDA (P) Allahabad office.
11. The contractor shall comply with the provisions of the payment of wages Act 1936, Minimum Wages Act 1948. Employment Liability Act, 1938, workmen's compensation Act 1923, Industrial Dispute Act 1947 and the contract labour Act 1970 or the modifications thereof and other laws relating thereto and the rules made there under from time to time.
12. If the attendance of the employees of the managing agency falls short than the contracted number proportional reduction in wages will be carried out.
13. Registration No. with the labour office PF, ESI and Service Tax number should clearly be mentioned in the technical bid.

3. **Obligation of the DPTI & Guest Houses**.

The DIRECTOR of the DPTI and Guest Houses will provide/make arrangements for the following.

(a). Furnish rooms in the DPTI and Guest Houses.
(b). Air conditioners, voltage stabilizers, fans, electric heat convectors, vacuum cleaners etc.
(c). Gas stove, empty gas cylinders, oven/ cooking range gas, food warmer etc. utensils, crockery, cutlery, kitchen equipment, choppers, knives, pressure cookers, electric toasters, mixer/grinder, refrigerator, thermos flasks, buckets, stationery for visitors, etc.
(d). Telephones and extensions, wherever required.
(e). Electric tube lights, bulbs (Initial supply and replacements)
(f). Payment of electric, water, telephone bills, under own arrangement. Any bills, if received, by the managing agency on this account will be forwarded to the DIRECTOR of the DPTI and Guest Houses PCDA(P) for payment.
(g). Initial provisioning and replacement of linen, crockery, cutlery, furniture, furnishing , towels, plants, paintings, vases, decoration pieces etc. whenever required.
(h). Replacement of buckets, mugs, soap dishes, ash trays, serving trays etc. whenever required.
(i). Renovations/additions to the building for the efficient usage. Payment of bills for repair of ACs, electric gadgets, electric fittings, plumbing sewage works, building works and other requirements etc.
(j). Racks, Almirahs, locking arrangements etc. if required additionally.
(k). Any other additional non-consumable stores/equipment required additionally.
(l). Any other additional non-consumable stores/equipment required for the efficient functioning of the DPTI and Guest Houses.

4. **Handing /Taking Over**:-

The fittings, fixtures, furniture, furnishings, linen, crockery, cutlery, gadgets and all other items will be properly handed over after making separate kit inventory and details of each item giving specifications, duly signed by representatives of the DPTI and Guest Houses and the managing agency.

5. **Security Deposit**: -

The Managing agency shall submit a bank guarantee bond equal to 10% of the total yearly contract amount in favour of PCDA(P), Allahabad, towards security deposit to be valid beyond two months of the end of the contract. The security deposit/bank guarantee bond so lodged with the PCDA(P) will be released after two months of the expiry of the period, if not otherwise extended in mutual understanding.

6. **Damages and losses**:-

All the equipments and the items at site will stand at the risk and in sole charge of the managing agency who shall be responsible for, and with all possible speed make good, the loss and damage thereto arising from any cause, other than the accepted risks, and shall deliver in their proper conditions, at the time of expiry of the agreement.

7. **Complaints**:

The managing agency shall keep a suggestion book to be provided by Director, DPTI, to record any suggestion on performance of services by the visitor and produced the Director, DPTI, or his representatives for perusal.

8. **Misbehavior of Employees**:-

The employees of the agency shall not use any violent, obscene or offensive language while inside the DPTI and Guest Houses. In case of misbehaviors, the authorised officer of the DPTI & Guest Houses shall have the right to terminate the contract.

9 **Breakage**:-

Breakage upto 5% of the total cost shall be allowed for crockery. Breakage over and above this limit will be the responsibility of the agency. The case of such breakage will be determined by the DIRECTOR of the DPTI & Guest Houses at its sole discretion. In case the amount is not paid, the DIRECTOR of the DPTI and Guest houses will be free to deduct the amount from any payment due to the managing agency or from the security deposit (performance security).

10. **Replacement**:-

Replacement of articles which have been broken/lost will be done after proper assessment by the authorized officer of the guest house.

11. **Penalty**:-

Deduction on account of unsatisfactory catering services will be made from the monthly bills. The recovery to be made will be decided by the authorised officer of the guest house based on the feed back received from the participants from time to time.

12. **Amendments to Agreement**:-

Modifications or changes to the contract desired by either party, within the scope of this agreement at any stage during the currency of the contract period shall be carried out through an amendment/corrigendum to the agreement, with mutual consent of both the parties.

ANNEXURE – "A"

MENU

No. AN.IV/474/DPTI/G.H/2014-2015 dated 08.X.2014

Effective date: 01.XI.2014

S.No.	ITEMS	RATES
A	**BREAK FAST**	
A(i)	Bread 4 pcs with butter OR Jam and tea OR two pcs Bread, 2 Eggs' Omelet & Tea	35
A(ii)	Paratha stuffed with Pickle or Paratha with Sabzi or Puri with Sabzi and Tea	35
B	**LUNCH/DINNER**	
B(i)	Two seasonal vegetables, Dal, Rice, Chapati, Salad, Curd/Raita, Pickle one seasonal available fruit/Sweet	60
B(ii)	One seasonal vegetable, one special veg (Paneer/Mashroom) Dal, Chapati, Salad, Curd, Rice, Pickle (One fruit/Sweet)	60
C	**SNACKS AND BEVERAGES**	
C(i)	Tea per cup (60 ml/75 ml)	5
C(ii)	Coffee – per cup	10
C(iii)	Sandwich (Vegetable – each) with butter spread	10
C(iv)	Chicken sandwich – each	15
C(v)	Hot Milk 250 ml	15
C(vi)	Lassi (Sweet) from 100 gm curd one glass	15
C(vii)	Namkeen –Veg cutlet, Bread role Bread Pakoda (per piece)	7
C(viii)	Bread toasted – per piece	2
C(ix)	Bread one piece with butter/jam	4
C(x)	Omelet – One egg	10
C(xi)	Omelet – two egg	15
C(xii)	Nimbu Pani (Sweet) – per glass	10
C(xiii)	Plate of Pakodas – Veg. approximately 15 gm (minimum 6)	15
C(xiv)	Samosa – each	5
C(xv)	Idli – 2 piece (standard size) with sambhar & chatni	25
C(xvi)	Vada – 2 pieces with sambhar & Chatni	25
C(xvii)	Masala dosa (standard size) with chatni & Sambhar – each	30
C(xviii)	Ready snacks	MRP
C(xix)	Soft drinks – 300 ml/500 ml/1000 ml	MRP
C(xx)	Fish curry (two piece) – per plate	100
C(xxi)	Chicken Curry – per plate	100
C(xxii)	Mutton Curry – per plate	110
C(xxiii)	Special Vegetable – per plate	50
C(xxiv)	Cutlet (Chicken) – per piece	25
C(xxv)	High Tea (Tea, One Kaju Sweet, Cutlet OR One Samosa OR One Dhokla, chips.	30
C(xxvi)	Tea with Snacks (For internal training courses)	10
C(xxvii)	Tea with Biscuit	7

Note: (i) The charges for specially arranged high tea /lunch /Dinner will be fixed on mutual agreement.

(ii) Material of branded companies should only be used for cooking. e.g., Atta for making chapati/Puri/Paratha of Annapurna/Aashirvad/ Shakti Bhog should only be used.

Sr.AO(AN)

Lunch: - The menu will be variable, apart from Indian menu as indicated at B(i) & B(ii) above there will be other variations as follows. The rates for these items will be fixed on mutual agreement.

CONTINENTAL: - Cutlet (Veg./Non-veg.)
Salad (Russian salad etc)
Baked Veg./Bread Sandwiches)
(Other variations i.e. roasted chicken, fried fish in non-veg.)

CHINESE: - Chowmein
Sweet and Sour(Veg./Non-Veg.)
Fried Rice
Soup
Other Chinese preparations

SOUTH INDIAN: -
Dosa, Idli, Vada etc.

In addition, one sweet dish e.g. Ice cream/Indian sweets/Fruit salad will also be served.

FOR CONFERENCE/MEETING: -

For conference/meetings, there will be special menu at rate fixed by mutual discussion.

ANNEXURE –1

BID FORM
(Technical Bid)

(To be submitted on the firm's letter head and signed by an authorized person.)

To,

The Group Officer (Administration),
The Principal Controller of Defence Accounts (Pension)
Draupadi Ghat,
Allahabad – 211 014

Ref : Bid document No……
dated……

Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for the said work. as per the schedule of requirements and in conformity with the said bidding documents.

We undertake, if our bid is accepted, to provide the said services in accordance with the schedule specified in the bidding documents.

If our bid is accepted, we will submit a bank guarantee equivalent to 10% of the contract price for twelve months for the due performance of the Contract, in the form prescribed by the Principal Controller of Defence Accounts (Pension)

We agree to abide by this bid for a period of One hundred and twenty days after the date fixed for opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

WE DECLARE

1. That we are equipped with adequate machinery and manpower for undertaking the said services for PCDA (P).
2. That we hereby offer to supply the services at the prices and rates mentioned in the Financial Bid.
3. That we enclose herewith the complete Technical Bid as required by you.
4. We have carefully read and understood the terms and conditions of the bid/ tender documents and the conditions of the contract applicable to the bid document and we do hereby undertake to provide services as per these terms and conditions.
5. Certified that the bidder is:

a sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of the sole proprietor,

or

a partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney,

or

a company and the person signing the document is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorised to sign the bid document)

6. We do hereby undertake, that, until a formal work order is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the work order, shall constitute a binding contract between us.

Dated this,.....day of..... ...2017 Signature of Bidder

Details of enclosures:
Full Address :.....

.....
.....

Telephone No :.....

Address :.....
Fax No :.....
E-mail :.....

COMPANY SEAL

ANNEXURE 2

Specifications for Technical Details- Technical Bid Format.

S N	Requirement	Vendor Response
1.	EMD – Earnest money deposit Rs 50,000/- To be enclosed	
2.	Firm should be a PAN/TAN/TIN holder : Please enclose a copy of PAN/TAN/ TIN number of the firm or proprietor	
3	Mention registration No. with the labour office EPF, ESI and Service Tax number.	
4.	Standing of Bidder - The firm should have at least three years' working experience in Management service of Hotels/Guest Houses in Govt deptt/Autonomous Bodies /PSU. Enclose certificate in support	
5	The annual work orders of the firm should be worth more than Rs 10 lakhs from government departments only in a financial year. Enclose copy of the work order issued by Govt. deptt./AB/PSU	
6.	Performance Certificates for the last three years from Government Institutions.	
7.	Two telephone No. (one mobile no. is must).Please give details of person to be contacted. E-mail No.	
8.	Copy of I.T. return filed for the last 3 years of the Agency/ proprietor.	

ANNEXURE– 3

Bidder Form
(Financial Bid)

To,

The Group Officer (Administration),
The Principal Controller of Defence Accounts (Pension)
Draupadi Ghat,
Allahabad – 211 014

Ref: Bid document No. Dated:.....2017

Sir,

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the financial bid for supply of goods and services as per the schedule of requirements and in conformity with the said bidding documents.

We hereby offer to carry out Management Services of DPTI/ Guest Houses at the prices and rates mentioned in the Commercial Bid.

We do hereby undertake that, in the event of acceptance of our bid, the Management Services of DPTI/ Guest Houses shall be made as stipulated in the schedule to the Bid document and that we shall perform all the incidental services. Management Services of DPTI/ Guest Houses shall be executed by our trained and experienced staff who will report to the site in their uniform prominently displaying their photo identity card bearing full address telephone no company stamp with signature of the authorised CFA.

We enclose herewith the complete Financial Bid as required by you. This includes:

(a) Bid Letter
(b) Price Schedule (Schedule to tender enquiry, quoting rates, duly signed & stamped.)
(c) Statement of deviations from financial terms and conditions, if any.

We agree to abide by our offer for a period of 120 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the bid document and we do hereby undertake to provide similar as per these terms and conditions. The Financial Deviations are only those mentioned in the statement of deviations from financial terms and conditions.

Certified that the bidder is:-

a sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor.

OR

a partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

OR

a company and the person signing the bid document is the constituted attorney.

(Note: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the bid document)

We do hereby undertake, that, until formal work order is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the work order, shall constitute a binding contract between us.

Dated this .....day of ..... .2017 Signature of Bidder

List of enclosures
Full Address: .....

.....

Telephone No.....

.....
Telegraphic Address:

Fax No.: .....

E-mail: .....

Company Seal

ANNEXURE 4

Financial Bid Format

Financial Bid

Management Services in DPTI/ Guest Houses of the office the PCDA(P) Allahabad

1	Rate per month for carry out management service in DPTI/Guest Houses	
2.	Analysis of rates be attached in regard with minimum wages including EPF & ESI as prescribed by the U.P. Govt. with material for cleanliness as mentioned in Annexure - "B" page 28.	
3.	TDS, Cess Education, Higher Cess Education & Service Tax will be deducted as per Govt. Rule.	

Note (i) The financial bid should be the consolidated amount to be charged by the Agency for all sources as per tender document.
Note (ii) Justification of rate should be given.

Financial Bid Format :- Details (Must to be filled by bidder)

Analysis of rates to be attached with regard with minimum wages Act-1948 & will be based on the current rates as notified by the labour commissioner, Alld. including EPF & ESI as prescribed by the U.P. Govt. with material for cleanliness as mentioned in Annexure "B".

Sl No	Name of Post for Management Services of DPTI & Guest Houses	No.	At the Rate Per Month Wages	Current DA Minimum wages Act.1948	Total Amount Per Month
01	Supervisor (Skilled)	1			
02	Head Cook (Skilled)	1			
03	Assistant Cooks (Un-Skilled)	2			
04	Waiters (Un-Skilled)	6			
05	Dish Washer Un-Skilled)	1			
06	Sweeper (Un-Skilled)	5			
07	Total(Employees)	16		Total	
08			P.F @ As per Govt. Rule of Sl.No. 07		
09			ESI @ 4.75% (Govt. Fixed if any) of Sl.No. 07		
10	Contractor Profit …… % of Sl. No. 07				
11	Service Tax 15% or as applicable Govt. rules (Total Amount except Cleaning Material)				
12	Cleaning Material (See Annexure- B & Chapter- 2)				
13				Grand Total	

Consolidated amount (In Figure)

Consolidated amount (In words)

Signature

ANNEXURE – 5

PROFORMA FOR BANK GUARANTEE FOR PERFORMANCE SECURITY

OR

BANK DRAFT

(To be stamped in accordance with the Stamp Act)

Ref : ……. Bank Guarantee

No. :…….

To

The Principal Controller of Defence Accounts (Pension)
Draupadi Ghat,
Allahabad – 211 001

Dear Sir,

In accordance with the Award of contract for management services at DPTI/Guest houses of PCDA(P), M/s …….. (hereafter called the Vendor) having their Registered/Head Office at …….. …… …… …… … … …….. wish to avail the same. As an irrevocable Bank Guarantee against the above work for an amount of 10% of the total contracted value of 14 months i.e. Rs. ……(Rs. ……) is required to be submitted by the Vendor as a condition precedent for the award of contract, which amount is liable to forfeited/adjusted on the happening of any of the following :

1. If the Vendor withdraws his contract during the period of contract specified by the Vendor on the bid form.
2. If the Vendor, having been accepted the Award of contract :

(a) Fails or refuses to execute the contract within the stipulated time.

(b) Fails or refuses to provide the satisfactory services.

We, the …… Bank at having our head office at …… and local office …… Guarantee and undertake to pay immediately on demand by The Principal Controller of Defence Accounts (Pensions), Draupadi Ghat, Allahabad – 211 014, the amount of Rs……(Rs. …….. . ……) without any reservation, protest, demur and recourse. Any such demand made by The Principal Controller of Defence Accounts (Pensions), Draupadi Ghat, Allahabad – 211 014 shall be

conclusive and binding on us, irrespective of any dispute or difference raised by the Vendor.

The Guarantee shall be irrevocable and shall remain valid up to ……, if any further extension of any guarantee is required, the same shall be extended to such required period on receiving instructions from M/s …… …… on whose behalf this guarantee is issued.

In witness whereof the bank through its authorized officer, has set its hand and stamps on this …… day of ……, 2017.

Witness

(1) Signature…… Signature……

Name Name ……

(in Block Letters)…… (Designation with Stamp)

Address ……

……

……

……

(2) Signature……

(in Block Letters)……

Address …… ……

ANNEXURE – 6

BID SECURITY FORM (EMD)

Whereas ..... [1](hereinafter called the "Bidder") has submitted its bid dated ..... (date of submission of bid) for the execution of .... (name of work) (hereinafter called the "Bid").

KNOW ALL PEOPLE by these presents that WE ..... (name of bank) of ..... (name of the country), having our registered office at ..... (Address of Bank) (hereinafter called "the Bank"), are bound unto ..... (name of Purchaser) (hereinafter called "the Purchaser") in the sum of ..... for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ..... day of ..... 2017..... ....THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
   (a) fails or refuses to execute the Contract Form if required; or
   (b) fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

.

(Signature of the Bank)

---

[1]Name of Bidder

ANNEXURE -7

Check List for Bid/Tender Submission

The following check-list must be filled in and submitted with the Technical Bid/Tender document:

Technical Bid

1. Has the bid document been issued to you?	Yes/No
2. Have you attached the bid/tender form ?	Yes/No
3. Have you submitted current wages of U.P. Govt.?	Yes/No
4. Have you attached copies of relevant work orders from Govt. Department?	Yes/No
5. Have you attached EMD details (Annexure – 6)?	Yes/No
6. Have you attached of all requirement given in Annexure- 2	Yes/No

Financial Bid

Have you attached the Financial Bid —(Annexure – 3 & 4)?	Yes/No

Signature

Signature

ANNEXURE -B

Material to be procured for sweeping/cleaning work at DPTI/ Guest Houses. The following material to be used in DPTI/Guest Houses will be procured by firm on monthly basis and be verified by the Director of DPTI or his representative.

Sl. No	Description of Material	Quantities
1	White Phenyl (Branded)	Minimum 50 litres on monthly basis, excess may be required for any special circumstances
2	Harpic 500 ml	10 bottles
3	Odonil	50 Pcs.
4	Colin 500 ml	10 Pcs.
5	Acid	Minimum 30 litres on monthly basis, Excess may be required for any special circumstances
6	TAT (Bamboo stairs)	As per requirement
7	Floor duster	--- Do ----
8	White Duster	--- Do ----
10	Room Freshner	10 Pcs.
11	Naphthalene ball/Cake(Big or Small size)	4 Kg
12	Jharoo (Nariyal, Phool & Bamboo)	As per requirement
13	Wiper	As per requirement
14	Floor Cleaner(Branded)	10
15	Bleaching Powder	10 Kg.
16	Hand Wash, Toiletry Soap	As per requirement- Each wash Basin, rooms, suites, GH