



कार्यालय रक्षा लेखा प्रधान नियंत्रक (पेंशन), द्रौपदी घाट, इलाहाबाद-२११०१४

Office of the Principal Controller of Defence Accounts (Pensions),

Draupadi Ghat, Allahabad - 211014.

www.pcdapension.nic.in, e-mail: cda-albd@nic.in, EPBX Tel-(0532)-2421877; 2421879; 2421880; Extn.-107, Call Centre No.(Toll Free)- 1800-180-5325(Timing 9:30 AM to 6:00 PM)

No.AN.IV/474/DPTI/GH/19

Dated: - 29/04/2019

Tender/Bid Document for Defence Pension Training Institute (DPTI)/Guest Houses

RFP FOR CATERING AND HOUSE KEEPING SERVICES (INCLUDING INTERNAL AND EXTERNAL CONSERVANCY) IN DPTI AND GUEST HOUSE, THE PRINCIPAL CONTROLLER OF DEFENCE ACCOUNTS (PENSIONS), DRAUPADI GHAT, ALLAHABAD-211014

DPTI & Guest Houses of the office of the PCDA (P), Allahabad consists of (two storey building), Auditorium, lounge, Guest House and internal and external campus with parking facilities. The details of the building are enclosed in Enclosure- IX

INTRODUCTION

Each living room has a provision for stay of two trainees /staff/officers and one officer in a suite. The total maximum occupancy of the DPTI & Guest Houses is 41 trainees/ officers/staff. The main kitchen is located on the ground floor of DPTI & Guest Houses. The cooking facilities for the officers staff/trainees staying in the Guest House are required to be maintained in this kitchen. The number of officers for whom food is to be prepared and served depends on the occupancy of the rooms. The number is not fixed and it may vary from time to time. In addition, lunch is required to be served during the training/ meeting/ conference programmes conducted at the DPTI. Lunch/Tea/Snacks may be required on demand basis for about 40-45 persons on payment basis including who are working at the DPTI. Tea/coffee/Lunch/dinner may also be required to be catered during conference/meetings//official functions whenever they are organised at the DPTI. The menu rates are indicated in Annexure-VII. The food served has to be of an approved standard. The scope of work including terms and conditions for miscellaneous works at DPTI & Guest Houses are given in succeeding paras.

INSTRUCTIONS FOR THE BIDDERS

1. The office of the PCDA (P), Allahabad requires the services of a reputed, well established and financially sounds Housekeeping Company/Firm/Agency for providing catering Services and Housekeeping (including internal and external conservancy) at DPTI and Guest House, Allahabad.

2. The contract is to be for "One Year". The period of the contract may further be extended on completion of contract depending upon the requirement of the office and approval of the competent authority with respect to satisfaction on the state of service or may be curtailed/ terminated before the contract period owing to deficiency in service by the selected company/Firm/Agency. This office, however, reserves right to terminate the initial contract at any time after giving one month notice to the selected service providing Company/Firm/Agency.

3. General Information about the tender:

a.	Tender reference No.	AN/IV/474/ DPTI & G.H /2019
b.	Sale of Tender form	01.05.2019
c.	Last date of sale of tender forms	23.05.2019 at 17:00 hours
d.	Last date/time for receipt of tenders	24.05.2019 upto 15:00 hours
e.	Time and date for opening of tenders	24.05.2019 at 16: 00 hours
f.	Place of opening of tenders	Conference Hall(Sangam Sabhagar), PCDA(P), Allahabad
g.	Communication address	Office of the PCDA(P), Draupadi Ghat, Allahabad-211014

h.	Opening of Financial/Commercial Bids	F/C Will be opened after evaluation of technical bids, which will be announced later.
i.	Minimum Validity of tender offer	90 days from the date of opening tender
j.	Service to be offered	Catering and Housekeeping Services (Including Internal & External Conservancy) of DPTI & Guest Houses.
k.	Estimated Cost	Rs. 44,40,000 per Annum.
	EMD & cost of tender form.	EMD-Rs. 90,000/- & Rs. 1000/- OR Free if registration of NSIC exists for similar purpose.
	Duration of Contract	One year from effective of work order

4. Tender documents shall be accompanied by a cash receipt for having deposited the tender fee in cash or a Demand Draft/Banker's Cheque for Rs. 1000/- (Rs. one thousand only) drawn on any Nationalised Bank in favour of the PCDA (P), Allahabad towards the cost of tender form. **Conditions laid down in GoI, MSME letter F.No. 22(1)/2003/EP&M Date 29-07-2003 regarding issue of tender sets free of cost is also applicable in toto.**

5. Tender should cater for both catering & housekeeping Services (including internal and external conservancy). Tender offering single service will be rejected straight away.

6. Conditional bids shall not be considered and will be out-rightly rejected at the very first instance.

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

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

9. The quotations should be given in a two-bid system, the Technical and commercial bids. The following enclosures are attached along with this enquiry to assist you in preparing your technical and commercial offer.

a.	Schedule of Requirement(SOR)	Enclosure –I
b.	Scope of Work(SOW)	Enclosure –II
c.	Standard Conditions of Contracts(SCOC)	Enclosure –III
d.	Guidelines for Preparing of Technical Bid	Enclosure –IV
e.	Guidelines for preparation of Commercial Bid	Enclosure –V
f.	Declaration about fraud and corrupt practice	Enclosure –VI
g.	Rate list of items to be served	Enclosure –VII
h.	Evaluation Criteria	Enclosure –VIII
i.	DPTI & Guest Houses Building details	Enclosure –IX
j.	List of cleaning material	Enclosure-X
k.	Check list	Enclosure-XI

A. SUBMISSION/OPENING OF THE TENDER

10. Please Quote Our Tender Reference No., Date Of Tender Opening On Sealed Cover. Failure To Do So May Render Your Offer Invalid.

11. The Technical and Commercial bids are to be submitted in two separate sealed envelopes duly marked as "Technical Bids for RFP No..... dated..... and "Commercial Bid for RFP No..... dated..... "The quotes are to be super-scribed with firms' name, address and official seal and ink signed by an authorised representative of the Tenderer. These two bids will be put in a bigger third sealed envelop. Sealed bids will be addressed to Subhash Kumar, Dy. CDA(AN), office of the PCDA (P), Draupadi Ghat, Allahabad-211014, and should be dropped in the tender box placed in room of the Dy. CDA(AN) of this office, marked as Tender Box for providing Housekeeping and Catering Service at DPTI & Guest Houses.

12. Sealed quotations will be opened by Committee/BOOs on due date and time. Authorised representatives duly carrying an authorization letter from the company may attend the tender opening. Due to any exigency if the date of opening of tender is declared as closed holiday, the tenders will be opened on next working day at the same time. The date of opening of commercial Bids will be intimated after acceptance of Technical bids.

13. The Tenders sent by Fax will not be considered. To avoid complications with regard to late Receipt/Non-Receipt of tenders, it may please be noted that responsibility rests with tenderers to ensure that tenders reach this office before due date & time. Late quotes will be rejected out rightly.

14. Commercial offers of only those firms will be opened, whose technical offer is found suitable after technical evaluation. Further negotiations, if required, will be made only with the Highest Score Achiever as determined by the committee/BOOs. The date, time and venue fixed for this purpose will be intimated separately.

B. EARNEST MONEY DEPOSIT (EMD)

Form of Bid Security: The bid security amounting **Rs. 90,000/- (Ninety Thousand only) , in favour of PCDA(P), Allahabad** may be accepted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorised to conduct government business, as per Form DPM-13, Safeguarding the purchaser's interest in all respects. The EMD shall remain valid for 45 days beyond the validity of bid. **Conditions laid down in GoI, MSME letter F.No. 22(1)/2003/EP&M Date 29-07-2003 regarding exemption from payment of Earnest money is also applicable in toto.**

Bank Guarantee Format

Whereas (hereinafter called the "Bidder") has submitted their offer dated for supply of (hereinafter called the "Bid") against the Buyer's Request for proposal No.....

KNOW ALL MEN by these presents that WE ofhaving our registered office at are bound unto (hereinafter called "the Buyer") in the sum of for which payment will and truly to be made to the said Buyer, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this day of 2019.....

THE CONDITIONS of the obligation are:

1. If the Bidder withdraws or amends, impairs or derogates from the bid in any respect within the period of validity of this tender.
2. If the Bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity:
 - (a) If the bidder fails to furnish performance security for the due performance of the contract.
 - (b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Buyer up to the above amount upon receipt of its first written demand, without the Buyer having to substantiate its demand, provided that in its demand the Buyer 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 will remain in force upto and including forty five (45) days after the period of the tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the authorised officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank

And address of the Branch.

(i) The Technical Bid should be accompanied with an Earnest Money Deposit (EMD) Rs. 90,000/- (Rs ninety Thousand only) in the form of Demand Draft/Pay Order drawn in favour of the "PCDA(P), Allahabad" failing which the tender shall be rejected out rightly. Conditions laid down in GoI, MSME letter F.No. 22(1)/2003/EP&M Date 29-07-2003 regarding exemption of EMD are also applicable in toto.

(ii) The EMD in respect of the Agency which does not qualify the Technical Bid (First Stage)/ Financial Bid (Second competitive stage) shall be returned without any interest. However, the EMD in respect of the successful tender shall be adjusted towards the performance Security Deposit OR successful vendor may be directed to submit performance security deposit separately before conclusion of contract. Further, if the Agency fails to provide services against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

C. STANDARD CONDITIONS OF CONTRACT (SCOC)

15. SCOC shall require to be accepted in full by all the firms participating in the contract. A contract will be signed between the contract operating Authority (COA) i.e. successful bidder firm and office of the PCDA (P), Allahabad incorporating the SCOC as Enclosure- III of this RFP, Which will form integral part of the contract.

D. PRE- BID CONFERENCE

16. The SOR (Enclosure I) and SCOC (Enclosure III) should be carefully considered while preparing the bids. Interested participants may obtain all the clarifications by visiting the office of the PCDA (P), Allahabad on all working days from 13/05/2019 to 13/05/2019 between 03:00 pm to 05:00 pm. The visiting representative of the interested firm will carry a valid ID proof and intimate the Sr Accounts officer (AN-IV) of this office.

E. TECHNICAL AND COMMERCIAL BIDS.

17. The Technical & Commercial bids are to be submitted strictly in accordance with Enclosure- IV & Enclosure-V to this tender enquiry. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

18. Bids of those firms who do not fulfill the requisite qualifications are liable to be rejected.

19. This RFP is being issued with no financial commitment and office of the PCDA (P), Allahabad reserves the right to change or vary any part thereof at any stage. The office of the PCDA (P), Allahabad reserves the right to reject any or all of the offers without assigning any reason whatsoever. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.

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

The tendering Service Provider Company/Firm/Agency should fulfill the following technical specifications.

1. The Registered office or one of the Branch Offices of the Service Provider Company/Firm/Agency should be located within the state of U.P.

2. The Service Provider Company/Firm/Agency should be registered with the appropriate registration authority.

3. Service Provider Company/Firm/Agency should have at least five years experience in providing housekeeping or catering or both to Private and/or Public Sector Companies/ Banks/ Autonomous Bodies/ Government Departments etc.

4. Service Provider Company/Firm/ Agency should have its own Bank Account, PAN No. and GST registration No. and all other registration required for legal operation.

5. Service Provider Company/Firm/ Agency will have to provide details of income tax and Service Tax/GST return of their firm for last three financial years (2016-17 to 2017-18 & 2018-19)

6. Service Provider Company/Firm/ Agency should be registered with Employees Provident Fund organisation (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/Laws. Compliance of Statutory labour laws is mandatory. Bids of firms not complying with labour laws will be out rightly rejected.

7. The Service Provider Company/Firm/ Agency should have completed at least one service contract of value not less than Rs. 20 lakhs in a year or two contracts of 15 lakhs in a year or 3 & above contracts of 10 lakhs and above in a year providing work related to housekeeping or catering or both services each of financial year during last five years and the satisfactory certificate from the clients need to be enclosed here to against field of experience on eligibility criteria.

8. Service Provider Company/Firm/ Agency must have over all minimum turnover of Rs.50 lakh (Fifty Lakh) per year during the last three financial years (2016-17to2018-19)

9. Service Provider Company/Firm/ Agency has to submit the Audit Report u/s 44AB or 12AB of the Income Tax Act, 1961 along with Balance Sheet and Profit & Loss Account for the preceding three Assessments Years (2016-17 to 2018-19).

10. Service Provider Company/Firm/ Agency shall submit affidavit stating that the agency is/has not been black listed by Central Government/State Government/any PSU in last three years.

11. Exemption to comply with any of the above criteria should be duly supported with Govt. Orders/other relevant documents.

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

G. FRAUD AND CORRUPT PRACTICES

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

(ii) Without prejudice to the rights of this office under Clause- (i). herein above, if an Applicant is found by the office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. Such Applicant shall not be eligible to participate in any tender issued by this office during a period of 2(two) years from the date such Applicant is corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

(iii) This organisation has zero tolerance for crime/atrocities against women and this must be ensured during cooperating under the activities included in SOR.

(iv) For the purposes of this clause-(i), the following terms shall have the meaning hereinafter respectively assigned to them: -

(a) "Corrupt Practice" means (1) the offering, giving, receiving, or soliciting directly or indirectly, of any value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project.

(b) "Fraudulent Practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process:

© "Coercive Practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process:

(d) Undesirable Practice "means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process: or (II) having a conflict of interest: and

(e) "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

H. LEGAL:-

(i) The Service provider shall also be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, Employees State Insurance, Service Tax and any other Laws/Taxes/Acts/Rules etc. governing the matter/issues etc. if at any point of time it is noticed that the contractor is not meeting out/violating any procedures/taxes/Acts/Rules then that will be met out, out of the performance Security Deposit made by the contractor.

(ii) The service provider shall maintain all be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the office of the Principal Controller of Defence Accounts(Pensions), Allahabad to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

(iii) The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this office or any other authority under law.

(iv) The Tax Deduction at Source (T.D.S) shall be done as per the provisions of Income Tax law as amended from time to time and a certificate to this effect shall be provided to the Agency by this office.

(v) In case, the tendering Agency fails to comply with any statutory provision/taxation liability under appropriate law and as a result thereof the office is put to any loss/ obligation, monetary or otherwise, the office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.

(vi) The Service provider will solely be responsible for any legal case/dispute raised by his workers deployed in the DPTI of the PCDA (P) office and the Government of India will in no way be responsible for any such dispute and the service provider will indemnify the Government of India against any such legal costs/disputes.

(vii) During currency of contract, if any disputes arise, will be subject of jurisdiction of Allahabad Area only.

I. FINANCIAL

(i) Bids, offering rates, which are lower than the minimum wages, as prescribed by the Govt. from time to time, for the pertinent category, would be rejected. The rates quoted by the bidder should be as per the rate fixed by the Central Labour Commissioner or the rate fixed by the State Government for the area and for the category i.e. skilled or unskilled etc. whichever is higher will be admissible in the outsourcing contracts.

(ii) The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a Public Sector Bank or a private Sector Bank authorised to conduct government business (ICICI Bank Ltd. Axis Bank Ltd. Or HDFC Bank Ltd.) for a sum equal to 10 % of the contract value within 30 days of receipt of the confirmed order.

Performance Bank Guarantee should be valid up to 60 days beyond the date of the contract period. The specimen of PBG is given in Form DPM-15.

(iii) In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the Agency will be liable to be forfeited by this office besides annulment of the contract.

(iv) The Agency shall raise the bill, individual wise in triplicate, along with attendance sheet to the Division under whom the outsourced personnel has been deployed in the first week of the succeeding month. The concerned office/officer will send the bills duly verified to the AN-IV Section, O/o the PCDA(P), Allahabad for sanction and payment.

(v) The Agency will provide Aadhar Card No. and full bank details, EPF Account No. and ESIC Registration No. for each individual. Whenever the new individual will be deployed in the PCDA (P), Allahabad office such details will be provided within one week of deployment.

(vi) The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount shall be held up till the proof is furnished, at the discretion of this office. The copies/tax receipts/tokens deposited in respective offices should be shown to this office on monthly basis.

(vii) Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the office of PCDA (P), Allahabad. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/appointed by the PCDA (P), Allahabad.

(viii) The office of the PCDA (P), Allahabad reserves the right to withdraw/relax any of the terms and conditions mentioned in the tender document so as to overcome any the problem encountered at any stage.

J. EVALUATION CRITERIA

(a) Evaluation of Technical and Commercial bids will be as per formula given in **(Enclosure-VIII)**

(b) The Service Provider Company/Firm/ Agency shall submit relevant details regarding technical Bid parameter in a separate folder duly supported with source documents.

(i) **Experience with Government Agencies/PSUs/Private Agencies:** The Service Provider Company/Firm/ Agency shall specify the total No. of years of experience in providing housekeeping or catering or both in Col. 15 of technical bid duly supported with source documents viz. experience certificate/contract agreement etc. The period not supported with source documents shall be deducted from the total years of experience for awarding score.

(ii) Financial status of the firm: The Service Provider Company/Firm/ Agency shall submit a financial statement signed by Chartered Accountant showing Annual turnover for last three financial years (FY 2016-17 to 2018-19) duly supported with source documents viz- Profit and Loss Account/Income and Expenditure Account.

(iii) Contract value of the firm related to Housekeeping or catering or both:

For allocating points under this criteria to arrive at total technical score, total contract value of housekeeping or catering or both will be taken in consideration. For calculation purpose this will be average of last three financial year as per item no. 19 of Enclosure-IV.

© Evaluation Criteria (Technical Bid)

SN	Parameters	Marks
1.	Experience with Government/PSUs/Reputed Private Agency	35
2.	Financial Status of the firm	30
3.	Contract value of firm related to Housekeeping or catering or both	35

Minimum Technical Score 60 is must out of 100.

(d) The Tender Committee will be constituted by the Office to evaluate the Technical bids on the basis of their responsiveness to the Terms of Reference, applying due criteria. A proposal shall be rejected at this stage if it does not respond to important aspects of the Technical bid, and particularly the criteria or sub-criteria or if it fails to achieve the minimum technical score.

(e) Commercial Bids will remain unopened for those Agencies, which fail to achieve the minimum technical scores. Commercial bids shall be taken up only for those agencies

who meet the minimum qualifying mark and will then be inspected to confirm that they have remained sealed and unopened. Thereafter these commercial bids shall be opened and the total prices read aloud and recorded.

(f) **Evaluation criteria (Commercial Bid)**

As per value shown in Row 15 to Enclosure –V

The lowest evaluated Commercial bids (including taxes) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Commercial bids will be computed as indicated in the Data Sheet Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights.

T = the weight given to the Technical Bid:

F = the weight given to the Commercial Bid:

(T+F=1) indicated in the Data Sheet (Enclosure VII)

$S = St \times T + Sf \times F$

The firm achieving the highest combined technical score & financial score will be invited for negotiation.

The formula for determining the financial scores is as follows:

$Sf = 100 \times Fm/F$, in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.

Fm – (Lowest price)& F (The price under consideration) will be calculated on the basis of the Grand total as per column 15 of Annexure-V of respective bidder.

(g) **Weightage**

The weights given to the Technical and Financial Proposals are

i. Technical Proposal (T) = 0.6

ii. Financial Proposal (F) = 0.4

(i) No negotiation will be undertaken with any tenderer except the highest point achiever.

Sr Accounts Officer (AN)

Schedule of Requirement(SOR)

- (A) Service Required:** (1) Catering services
(2) Housekeeping- DPTI/GH (Internal and External)

(B) Requirement of Manpower for the services.

Sl. No.	Description of manpower	Qualification	Number	No. of work days per week
1.	Supervisor(Skilled)	Graduate/Diploma in Hotel management	2 (two)	6
2.	Receptionist(Skilled)	Graduate with two years experience as customer care executive	1(one)	6
2	Head cook (Skilled)	Cook should be qualified to prepare north Indian & South Indian recipes & must have at least 05 years experience with hotels	1(one)	6
3	Asstt. Cook (Semi-skilled)	Cooks should have at least 05 years experience with hotels	3(three)	6
4	Waiter (semi- skilled)	Two years experience of Housekeeping/pantry services with reputed hotels	6(six)	6
5	Dishwasher (un-skilled)	Two years experience of Housekeeping and cleaning machine operation	1(one)	6
6	Sweeper (un-skilled)	Two years experience of housekeeping/Pantry services	5(five)	6
		Total	19 (Nineteen)	

It will be the responsibility of the contractor to ensure Minimum Wages as per notification issued by Govt. from time to time.

(C) Crockery & Cutlery Required

Crockery and cutlery will be provided by the office. However contractor would be liable for breakage on account of mishandling above permissible limit of 5% annually.

(D) Supply of daily newspaper four number (2 in Hindi & 2 in English) and two fortnightly magazines.

(E) Bed sheet, Towel, hand wash, and other necessary toiletries will be provided by the office.

SCOPE OF WORK (SOW) FOR HOUSE KEEPING SERVICES (INCLUDING INTERNAL AND EXTERNAL CONSERVANCY) AND PANTRY SERVICES CONTRACT

(1) APPEARANCE:

(1.1) The employee to be deployed should have sound medical fitness, good physique, moral character, experience and training to handle any type of cleaning/Housekeeping works.

(1.2) Proper uniform and identification cards must be provided to the workers and supervisor by the contractor. Cook/Asstt. Cook must be provided aprons/chef cap and waiter must be dressed in white shirt/black full pant with half blazer with bow & gloves. Housekeeping staff must be dressed in uniform with black shoe with cleaning gloves. The Supervisor should monitor all jobs throughout the day and all workers at his disposal. The workers & supervisor must maintain highest discipline in the office.

(1.3) Deployment of cooks with experience of cooking all types of food.

(2) DUTIES OF RECEPTIONIST AND CATERING PERSONNEL:-

Receptionist service consists of reception and catering services consists of catering supervisor, Head cook, Asstt. Cook, waiter, sweeper and dishwasher. Catering services include cooking food, making tea/coffee and its services. The contractor shall undertake all types of work viz reception and accommodation of the officers/trainees coming to stay in Guest House in general and the following works in particular.

2.1 DAILY Work:-

- (a) The Receptionist provided by the contractor will be seated at the reception (console) at the DPTI reception for the time prescribed and will help all the visitors for getting the locations of the respective officers/sections. They will attend the visitors/officers/staff members at reception counter and issue visitor passes/duty passes on proper order. They must be groomed polite, and courteous and have good communication/ telecommunication skills.
- (b) The kitchen/pantry room will always be kept pick and span clean. The utensils, crockery, cutlery, refrigerator and other kitchen gadgets will be kept clean and arranged properly.
- © Lunch will be served in lunch rooms. Tea/coffee/snacks will be served during meeting or as and when demanded by the officers.
- (d) Tea/coffee/lunch/dinner may also be required to be catered during conference/meetings/official functions when ever they are organised at the DPTI,
- (e) The food is required to be provided of an approved standard.
- (f) Lunch/Tea/Snacks may be required on demand basis on payment basis who will be working at the DPTI.

(3) DUTIES OF CLEANING/HOUSE KEEPING PERSONNEL:-

The Contactor shall undertake all types of work viz, cleaning, dusting, toilet cleaning etc. in general and the following works in particular.

(3.1) DAILY WORK:-

- (a) Dusting and cleaning of rooms, corridors, toilets, stair-cases, parking area.
- (b) Wet mopping of rooms, corridors with necessary detergents.
- (c) Dusting of stairs and railings.
- (d) Cleaning of toilets with toilet cleaners and deodorants etc.
- (e) All toilets in the premises and other areas should be cleaned every hour.
- (f) Collecting waste and garbage and departing it to the dumping areas.
- (g) Such other cleaning of up keeping work as may be entrusted by the competent authority.

- (h) DPTI/Office of the PCDA (P), Allahabad will provide only required quantity of water for cleaning.

(3.II) EMERGENCY WORK

- (1) Cleaning and removing of Blockage in pipes in toilets and building premises.

(3.III) WEEKEND WORK:

- (a) Dusting of ceilings, walls, tube lights, light shades, frames etc. in the staircases, corridors and toilets.
- (b) Cleaning internally and externally glasses of all windows once in a week.
- © Cleaning of all the furniture and office equipments placed in the corridors.
- (d) Brushing and washing of floors, stairs with necessary detergents, cleaning with chemicals etc.
- (e) Removing stains from walls/floors of corridors, toilets and stair cases.
- (f) Removing cobwebs or other webs once in a week.
- (g) Pest/rodent control exercise once in month or whenever required.

(3.IV) The contactor should supply housekeeping consumables, as per approved list. The consumables required per month for housekeeping, cleaning work will have to be stored at the store room as provided in the office of the PCDA (P), Allahabad, well in advance and i.e one month. The consumables should be of the standard specified and before storing at the stores the same should be got verified by AAO-IV(HK) of DPTI, Allahabad, regarding the quality and brand.

(4) INSPECTION:

The contractor should see that the staff properly cleans all the floors engaged for the purpose by 8.45 AM. The contractor should exercise check at regular intervals on employee and ensure prompt service. The contractor shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of the PCDA(P), Allahabad. The authority will lie with the inspecting, deputed officer of the department to terminate and ask for the defaulting attendant to leave the premises in case indiscipline, lack of duties and unbecoming behaviour within 24 hours and the contractor or his deputed supervisor shall replace the said attendant within 24 hours of the receipt of oral/written complaint.

(5) TOILETS: -

- (i) All the toilets shall be cleaned and made fit for use by 8.45 AM. on all working days. The areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 AM. All periodical operations shall be executed continuously even after the closing time/ normal office hours i.e. upto 6.30 PM. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned four times daily. The workers/attendants employed for cleaning and supervision of toilets should be adequate in number and cater to the needs of daily cleaning and should have equitable ratios according to the number of gents and ladies toilets. The ladies toilets have to be cleaned necessarily by female staff only.
- (ii) The electrical fittings like tube lights, exhaust fans etc. and tiles shall be cleaned once in a week.
- (iii) The pipeline shafts in all parts of the building shall be cleaned once a week and sometimes during middle of the week, if the need be.
- (iv) A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.
- (v) A performance Report has to be prepared by the contractor and will be verified by the board nominated for the purpose by the competent authority.

(6) COMMON AREA

- (i) The corridor area, staircase and its railings shall be cleaned and mopped trice a day.
- (ii) The electrical fittings like tube lights & exhaust fans etc. in the corridor, staircases and lifts shall be cleaned once in a fortnight.
- (iii) The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.
- (iv) Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
- (v) The surroundings of these buildings including car parking, cycle sheds/two wheeler sheds etc, shall be cleaned daily; they should be totally free from dead/dropped leaves and litter.
- (vi) Cobwebs or other webs, honey combs etc. if found or reported anywhere shall be removed immediately. Fumigation, fogging and spray of larvicides/pesticides shall be done once in a month to control mosquito and cockroach infestations. Periodical measures shall be undertaken to prevent rodent menace.
- (vii) All rubbish and waste items that get accumulated at the canteen/ toilets/corridors/open spaces/lawn and staircases shall be relocated periodically to the dumping points set up by the Department/ Municipal Corporation or Cantt. Board of Allahabad and there shall be no left over at the end of the day and it has to be dumped outside the building complex/campus by lifting those accumulated garbage using its own machinery/equipments/vehicles by the company /agency/ firm. The exterior area of building premise also shall be cleaned everyday.

STANDARD CONDITIONS OF CONTRACT

Special conditions of Contract: Special conditions of contract are supplementary conditions applicable to a specific tender and contract. Such conditions become essential particularly in cases of contract for supply of services or even equipment. In addition, there may be a need to stipulate conditions like stage inspection, acceptance trials, installation, sifting to work, and commissioning or pre-defined stages of payment for services.

The firm will ensure police verification of all the employees in its rolls who are working for DPTI, Allahabad. No employee of the firm without police verification will be allowed to enter the premises of DPTI/PCDA (P) office. All employees will use I- Cards, while carrying out their jobs.

- (i) Any short supply or inadequacy with regard to manpower and consumables etc. as stated in the financial bid shall be viewed seriously.
- (ii) The area in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 AM. All periodical operations shall be executed continuously till the closing time i.e. 6.30 PM. Necessary baskets to carry the cleaning material properly will also be provided by the contractor.
- (iii) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.
- (iv) The contractor shall ensure that his employee shall have identity Cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible so that any person can identify the individual representing the contractor.
- (v) The employee shall report to the officer in charge assigned by the Department. If the performance of the contractor is not found to be satisfactory, 5% of the bill amount of the month shall be deducted and in case of continued poor performance contract will be terminated after giving written notice.
- (vi) All cleaning materials (Enclosure-x), used in clean shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading stain, foaming, eroding etc. No escalation of cost of consumable cleaning materials will be allowed during the period of the contract.
- (vii) Supervisors shall be available in the DPTI, building premises on all days without failing. He shall be in-charge for the overall act of cleaning/catering services.
- (viii) The contractor is responsible for payment of monthly salary to the employee.
- (ix) The contractor is solely responsible for the statutory payments such as ESI, EPF etc. paid to the concerned authorities. Proofs of such payments have to be produced as and when required.
- (x) The contractor shall submit the bills alongwith relevant documents for the current month in the succeeding month or thereafter so as to enable the department to process the same and pay the contractor.
- (xi) Tax shall be deducted at source as per the income Tax Act & GST Act. from the monthly bills.
- (xii) If in the opinion of the department, the contractor engages inadequate number of employees or does not execute the work in satisfactory manner or in accordance with the terms and conditions of the contract, the department may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and/or the money available with the department as performance guarantee.

- (xiii) In the event of the department deciding to renew this contract on the same terms as embodied or such other modified terms as it may think fit and proper, the department shall communicate the decision to the contractor prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.
- (xiv) It shall be the responsibility of the contractor to comply with the service conditions of its employees including fixation and timely payment of their wages. However, in order to keep the department informed for the purpose of the departments statutory responsibilities and liabilities if any, as may be applicable from time to time, the contractor shall intimate the department, the details of wages paid to the workmen and if the need arises to depute its representative to be present at the time and place of disbursement of wages by the contractor and inspect relevant records if any. The department may verify such payments made in the wage register maintained by the contractor.
- (xv) The contractor shall ensure that its employees present themselves clean and tidy and in proper attire/uniform whenever they carry out the work covered by this agreement. Their uniform shall be decided in consultation with the Dy.CDA(AN).
- (xvi) The contractor shall indemnify and shall keep the Department indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to third party.
- (xvii) The contractor shall, at all times, indemnify the department against any claim which could arise under the workmen's compensation Act, and /or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the contractor or other persons whose entry into the department premises has been authorised by the contractor. The contractor shall ensure the entire employee engaged for this job and such policy shall be produced to the department on demand.
- (xviii) In the event of any exigencies, the department shall have discretion to call upon the contractor to provide such additional man power as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.
- (xix) GST as per laws in force shall be paid by the contractor.
- (xx) That the contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
- (xxi) That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on the department. The department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the contractor. The contractor is fully responsible for disciplined behaviour of its workmen.
- (xxii) The contractor shall not allow or incite his workers to participate in any trade union activities, agitation in any of the office premises.
- (xxiii) All damages caused by the contractor or that of the contractor's out of its employee's instruction shall be charged to the contractor and recovered from its dues/ bill or adjusted against the performance guarantee.

- (xxiv) Failure by the contractor to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by the department for each lapse and/or termination of the contract and subsequent disqualification from participation in any future tender of the department and/or any other government department.
- (xxv) The contractor is liable for payment of penalty at the discretion of the department up to a maximum of Rs. 1000/-per instance for poor services, inadequate staff, improper upkeep or cleaning, use of the office properties by the employees deployed by the contractor etc. and/or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the contractor. This applies to all the work covered in this contract.
- (xxvi) Besides the above, an undertaking shall also be furnished: - The contractor hereby agrees to undertake that he shall abide by and conform to the various provisions in so far as they relate to him as specified in the Contract Labour (R&A) Act, 1970.
- (xxvii) The employee employed shall be deployed in such manner while following labour laws that there is no break in service at the DPTI during the period of contract.
- (xxviii) The employee will attend the work punctually at the prefixed/determined timings and shall be well-behaved and mannered.
- (xxix) The employees will have uniform attire and wear it daily without fail.
- (xxx) All cleaning materials provided by the contractor (Enclosure-X) shall be harmless, eco-friendly and certified for human use by ISI/BIS. The material used will in no way damage the floors and other items by way of fading, eroding etc. The contractor will ensure sufficient provision of liquid soap/soap, toilet paper and other articles in the wash room/toilet. The contractor will ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of the PCDA (P), Allahabad. If any damage to office property occurs due to faulty material appropriate penalty would be levied.
- (xxxi) The contractor and the employees engaged by the contractor will follow the entry and exit procedures of the department as may be determined from time to time.
- (xxxii) Close liaison will be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.
- (xxxiii) In case the contractor withdraws or the PCDA (P), Allahabad terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new contractor in temporary arrangements till the time of appointing a regular contract through a tender process, will be adjusted against payments to be made.
- (xxxiv) No negotiation will be undertaken with any tenderer except the highest point achiever.
- (xxxv) The Supervisor engaged by the contractor will have to monitor all jobs throughout the day and night and all employee/workers must be at his disposal.
- (xxxvi) The employees/workers of the service provider will have no right to claim with the PCDA (P), Allahabad or to claim absorption on completion of the above contract scheme.
- (xxxvii) The Performance Security Deposit will be forfeited if the Contractor backs out without the explicit consent of the PCDA (P), Allahabad.

- (xxxviii) If the performance of the service provider is not upto the mark or is not found satisfactory then the department/Dy. CDA(AN) will either engage another contractor and/or cancel the contract on one months notice.
- (xxxix) The Contractor will not sublet or transfer any part of the contract.
- (xL) If the performance of any worker/personnel is found not satisfactory by this office then the contractor will be asked to replace him with immediately.
- (xLi) Payment will be made on monthly basis on receipt of bill. No Advance payment will be made in any case. If any penalty is levied then that will be deducted from the monthly bills.
- (xLii) The PCDA(P), Allahabad or the contractor against the in case of any failure or omission due to natural calamities, hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargos for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance of it was beyond its reasonable control and it was not due to negligence of default on its part.
- (xLiii) Either of the party as and when it gives notice of force majeure will provide confirmation of such event in the form of a certificate from the Govt or PCDA(P), Allahabad. The parties will be relieved of their respective obligation to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the force majeure is established as provided herein above.
- (xLiv) If a dispute arises between the PCDA(P) office and the service provider and it does not get resolved through mutual discussions, the parties may agree for arbitration. The Addl CDA (P) should prepare a panel of arbitrators for selection by the PCDA (P) who appoint an arbitrator, whose decisions taken after due consideration of factors brought out by both parties are considered final. The option of approaching Ministry of Law for appointment of Arbitrator can also be exercised. The Standard arbitration clauses are given in Forms DPM-7. However, the parties will continue to perform obligation under this agreement during arbitration proceedings.
- (xLv) The venue for arbitration will be Allahabad.
- (xLvi) The attendants deputed by the contractors shall have no privity of contract with PCDA(P), Allahabad and they shall not be treated employees/part time workers or licensees of the department i.e. the PCDA(P), Allahabad, in any manner whatsoever for the purpose of wages/payments of any nature/or statutory obligations as per law of the land.
- (xLvii) The engagement of employment is purely amongst the attendant and the contractors. PCDA (P), Allahabad has nothing to do with the same.

PAYMENT OF BILL:

The Contractor shall furnish the Tax invoice (in duplicate) towards his services during the month in the first week of the following month alongwith following documents subject to availability of fund.:

- a. Original Tax Invoice (in duplicate)
- b. Bank statement indicating credit of wages to the accounts of the workers in electronic manner.
- c. EPF challan for the month indicating deposit of employee and employer contribution.

- d. ESIC subscription payment details for the month.
- e. Attendance record of the workers for the month.
- f. Daily checklist.
- g. Guest/officers feedback.
- h. Challan of consumable items.
- i. Other supporting documents related to claim.

The payment will be made through NEFT/RTGS/ e-payment on the basis of monthly bills submitted by the contractor along with satisfactory Performance Report and with documents stated above. Deductions from monthly bill will be made as per SCOC/ Penalty clause as and when required.

REPORTING OF CLEANING/HOUSEKEEPING EMPLOYEE:

The employee deployed by the contractor shall report to the officer designated by the PCDA(P), Allahabad in charge of catering /housekeeping work and shall follow the instructions in respect of allocation of work on a day to day basis.

MISCELLANEOUS:

Complying with the legal rules and regulations of the State Government and Central Government governing the work contract would be the sole responsibility of the contractor. The contractor shall ensure that the required work would be completed even in the absence of the person(s) he deploys for the same. The Department reserves the right to accept/reject any tender or all tenders without assigning any reason.

PENALTY CLAUSE:

- (1) Short Attendance of Labour: In addition to the non-payment of wages for the period of absence, Rupees 200/- (Two hundred) per head per day will be recovered from the bill for any short attendances during the month.
- (2) Quality Cleaning Material: In case any shortcoming or inferior quality is noticed in the cleaning materials as shown above in Enclosure –X, the same will be purchased from the market and bill amount will be recovered from the monthly bill contractor. In case it happens on more than two occasions in a month, a penalty of Rs. 1000/- (Rupees One Thousand only) will be recovered for each such occasion in addition.
- (3) Lapses in cleaning: Any lapses in cleaning and dusting will be liable for penalty as deemed fit by the board nominated by the competent authority.
- (4) Quality of food: In case any shortcoming or inferior quality the same will be liable for penalty as deemed fit by the board nominated by the competent authority.
- (5) Catering services: In case service is found unsatisfactory on any account penalty as deemed fit by the board nominated by the competent authority would be imposed.

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

For Providing Catering and Housekeeping (including internal and external conservancy Services in the Defence Pension Training Institute and Guest Houses, PCDA (P) Allahabad-14

1.	Name of Tendering Company/Firm/Agency(Attach certificates of registration)									
2.	Name of proprietor/Director of Company/Firm/Agency									
3.	Full Address of Registered Office with Telephone NO., FAX and E-mail									
4.	Full Address of operating/Branch Office with Telephone no., FAX and E-mail with name of the Contact Person(s) and Mobile No.									
5.	Banker of Company/Firm/Agency with full address (Attach certified copy of statement of A/C for the last three years)									
6.	PAN/GIR No. (Attach self attested copy)									
7.	GST Registration No. & date (Attach self attested copy)									
8.	E.P.F. Registration No. and date (Attach self attested copy)									
9.	E.S.I. Registration No. and date (Attach self attested copy)									
10.	Documents showing completing at least one service of value not less than Rs. 20 Lakh in a year or 2 contracts of Rs.15 lakh in a year or 3 contracts of Rs. 10 lakh in a year with work related to housekeeping or catering or both services each of the financial year during last 5 financial year.									
11.	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format. (Attach attested copies)									
	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Details of client alongwith address, telephone and Fax numbers.</th> <th>Amount of contract. (Rs. in Lakh)</th> <th>Duration of Contract. From - to</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Sl. No.	Details of client alongwith address, telephone and Fax numbers.	Amount of contract. (Rs. in Lakh)	Duration of Contract. From - to					
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	(If the space provided is insufficient, a separate sheet may be attached).									

12.	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./PSUs)	
13.	Existing firm/Past firm must submit performance certificate issued by HQrs office.	
14.	List of Equipment available with the bidder	
15.	Total No. of years of experience in providing housekeeping or catering or both (with the list of clients year wise.)	
16.	Income declared in I.T. returns for F.Y. 2016-17, 2017-18, 2018-19 (enclose copy of IT returns acknowledgement for the relevant assessment years along with Audit report u/s 44 AB	
17.	Total Service Tax Remitted in F.Y. 2016-17, 2017-18, 2018-19	
18.	Total Turnover of the business in F.Y. 2016-17, 2017-18, 2018-19	
19.	Total contract value of the bidder in F.Y. 2016-17, 2017-18, 2018-19 with reference to contract Concluded for Housekeeping or Catering or both.	
20.	Total No. of employees in the service providing company/agency/firm	
21.	Affidavit stating that the agency is/has not been black listed by Centre/State Government/PSU in last three years	
22.	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document – Annexure-III)	
23	Details of Earnest Money Deposited: DD No. Dated Amounts: Rs 90,000/- Drawn Bank	

Note:- Conditions laid down in GoI, MSME letter F.No. 22(1)/2003/EP&M Date 29-07-2003 regarding issue of tender sets free of cost and exemption of payment of EMD are also applicable in toto. For this purpose copy of registration including validity period of registration and services for which registration has been made, issued by NSIC in respect of firm must be enclosed.

Signature of authorised person

Name:

Seal:

Date:

Place:

DECLARATION

I, _____ Son/Daughter/Wife of
Shri _____ Proprietor/Partner/Director/Authorized
signatory of the Company/Agency/Firm, mentioned above, is competent to sign this
declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and
undertake to abide to them;

3. The information/documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that
furnishing of any false information fabricated document would lead to rejection of my
tender at any stages besides any liabilities towards prosecution under the appropriate
laws.

Signature of authorised person

Name:

Seal:

Date:

Place:

FINANCIAL BID

(To be kept in a separate sealed envelope)

For Providing Catering and Housekeeping of (including internal and external conservancy) Services in the Defence Pension Training Institute and Guest Houses, PCDA (P) Allahabad-14

1. Name of tendering Service Provider

Company/ Firms/Agency

2. Contract Rates per person per month: The quoted rate should be in accordance with Minimum Wages Act, 1948 and the rates should be as per the rate fixed by the Central Labour Commissioner or the rate fixed by the State Government for the area and for the category i.e. skilled or unskilled etc. whichever is higher will be admissible in the outsourcing contracts.

SI No	Description of manpower	Number	Rate per per month	Total (Rs.
1	Supervisor (Housekeeping) (Skilled)	02(two)		
2	Receptionist (Skilled)	01(one)		
3	Head cook (Skilled)	01(one)		
4	Asst Cook(semi-Skilled)	03(three)		
5	Waiter(Semi-Skilled)	06(six)		
6	Dishwasher(Un-Skilled)	01(one)		
7	Safaiwala(Un-Skilled)	05(five)		
8	Total (SI No 1 to 7)	19(nineteen)		
9	ESIC Employer's contribution			
10	EPF Employer's contribution			
11	GST			
12	Consumables charges (Total value as per Annexure-X)			
13	Any other Charges			
14	Contractor's profit			
15	Grand Total (total of SI No. 8 to 14) Number & word.			

Deductions: Income tax/ TDS at GST as applicable shall be deducted at source. The service providing company/Agency/Firm shall be responsible for meting out all the tax implications as per Rules of other Government Departments.

Date:

Place:

Signature of authorised person

Name:

Seal:

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority on judicial pronouncement or arbitration award, nor been expelled from any project of contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that: -

a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt fraudulent, Coercive or restrictive practices as defined in Sectioned-B of Fraud and corrupt practice on the General Instructions for tender of the document, in respect of any tender request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprises on any Government, Central or State; and

b) We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section-B of Fraud and corrupt practice of the terms and conditions of the documents, no person acting for us or on our behalf has engaged in any corrupt, Fraudulent, coercive or any other undesirable practices-

i) We certify that in regard to matters other than security and integrity of the country, we or any of our associates have not been convicted by a Court of law or indicated of adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.

(ii) We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

(iii) We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our Directors/Managers/Employees.

DECLARATION:

I hereby certify that the information furnished above is correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the firm shall be blacklisted and shall not have any dealing with the department in future.

Signature of authorised person

Name:

Seal:

Date:

Place:

Rate list of Items to be served

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 of both the parties.

EVALUATION CRITERIA (TECHNICAL BID)**Technical Bid Parameters:-****1. Experience with Government Agencies/PSUs/Private Agencies(Marks- 35)**

In bid Minimum experience of providing housekeeping and catering services defined earlier is required as 5 years. So table for allocation of marks is as under.

S.N.	No. of year of experience of housekeeping and catering	Marks
01	10 years above -	35
02	10 Years -	35
03	08 Years	28
04	06 Years	21
05	05 years	17.50
06	Below 5 years	0

Vendor which will have experience of as 9.5 years 8.5 years 7 years etc i.e. for figures falling between such fixed figures will be calculated & points will be assigned proportionately.

Note:- Table shown above is prepared for actual allocation of marks in technical Bid and is not hypothetical or for example. For No. of years of Experience falling in between, marks will be calculated & assigned proportionately.

2. Financial status of the firms (Marks-30)

Turnover- In bid minimum turnover of the firm irrespective of the nature of contract is Rs. 50 lakh per annum and full point will be given to turnover Rs. 2 crores or above and allocated marks will be as under :-

S.N.	Turn over in Crore	Marks
01	2 Crore (Average of last three years) above	30
02	2 Crore (Average of last three years)	30
03	1.50 Crore (Average of last three years)	22.5
04	1 Crore (Average of last three years)	15
05	0.5 Crore (Average of last three years)	7.5
06	Below 0.5 Crore	0

If turnover falling in between points will be assigned based on its calculation in proper rates proportionately.

Note:- Table shown above is prepared for actual allocation of marks in technical Bid and is not hypothetical or for example. Turnover following in between, their marks will be calculated proportionately.

3. Total contract value of the firm w.r.t contract related to Housekeeping or Catering or both (Marks- 35)

S.N.	Turn over in Lakh	Marks
01	50 Lakh (Average of last three years) above	35
02	50 Lakh (Average of last three years)	35
03	40 Lakh (Average of last three years)	28
04	30 Lakh (Average of last three years)	21
05	20 Lakh (Average of last three years)	14
06	Below 20	0

Contract value of the firm w.r.t contract related to Housekeeping or Catering or both falling in between will be assigned point based on calculating in proper rates proportionately.

Note:- Table shown above is prepared for actual allocation in technical Bid and is not hypothetical or for example. Contract value related housekeeping or catering or both following in between, their marks will be calculated proportionately.

Technical Score = T	Experience Score[S (E)] +	Annual turnover Score[S (AT)]	Contract Value Score S(CV)
100	35	30	35

EVALUATION CRITERIA (Financial Bid)

Financial Score(formula)

$$Sf. = 100 Fm/F$$

Fm: Lowest price quoted by a bidder of all the bidders.

F: Price quoted by the bidder under consideration.

Weightage for Technical and financial Proposals.

Technical (T) = 0.6

Financial (P) = 0.4

Now, Total Scores of the Bidders (Tech. + Financial)

$$S = St \times T + Sf \times F$$

The firm achieving the highest combined technical and financial score will be invited for negotiations.

Total campus Area**(1) Guest House: - DPTI and Chitrakoot (1st and 2nd floor) and Triveni**

Sl No.	Details	Numbers
1	VVIP suites with attached toilet	2
2	VIP suites with attached toilet	3
3	Rooms with attached toilet	18
4	Dining Hall	2
5	Kitchen and store	1
6	Care taker Room	1
7	Reception Area	1
8	Lounge	1
9	Toilet	1

(2) Administrative Block (1st and 2nd Floor)

Sl No.	Details	Numbers
1	Reception Area	1
2	Conference Hall	1
3	Computer Lab	1
4	Rooms/Halls	11
5	Toilet	2
6	Library	1

(3) Auditorium

Sl No.	Details	Numbers
1	Capacity of 250 people with attached green room and toilets	1
2	Conference Hall Capacity of 100 people with attached toilets	1

ENCLOSURE-X**LIST OF CLEANING MATERIAL**

Cleaning materials to be used are as under Quality of material used to the satisfaction of the contract will be ensured by the contractor.

Sl. No.	Particulars	Quantity Monthly basis	Rate	Total
01	Liquid Soap (Dettol/Life Bouy/Lux	25 Nos.		
02	Lizol/Domex Floor cleaner/Wiper	10 Bottles		
03	Colin or Glass Cleaner 500 ML	10 Nos.		
04	Duster Cloth	05 Pcs.		
05	Soft Broom	05 Pcs.		
06	Coconut Broom	10 Pcs.		
07	Harpic 500 ML	10 bottles		
08	Mop Stick/PINZ Mop	05 Nos.		
09	Odonil	25 Pcs.		
10	Garbage Bag Big	01 Pc.		
11	Garbage Bag Small	01 Pc.		
12	Toilet Brush with stand	02 Pcs.		
13	Squeezer/TAT	02 Pcs.		
14	Scrub Pad	02 Pcs.		
15	Toilet Roll	50 Pcs.		
16	Paper Napkins (soft 2/4 ply)	10 Pcs.		
17	Room freshener /Spray Refill	05 Nos.		
18	Naphthalene Ball	02 kg		
19	Detergent Powder	05 Kg.		
20	White Phenyl (Branded)	20 litre.,		
21	Bleaching Powder	10 Kg.		

Check List (Mandatory)			
SN	Description	Yes/No	Page
1	Have you paging in all documents		
2	Have you mentioned details of EMD & cost of tender form deposited: DD.No..., Dated, Amount OR NSIC certificate or GoI, MSME letter.		
3	Have you keep separate envelop: 1 st for Financial Bid, 2 nd for Technical Bid, 3 rd for both kept and also mentioned.		
4	Have you strictly filled all information given in Enclosure-IV & V		
5	Are you situated a office in U.P. State.		
6	Have you mentioned telephone No. Fax and E-Mail for Contact.		
7	Have attached self attested copy of PAN. No.		
8	Have attached self attested copy of GST of Registration		
9	Have attached self attested copy of EPF of Registration		
10	Have attached self attested copy of ESIC of Registration		
11	Have you attached documents completing at least one service of value not less than Rs. 20 Lakh in a year or 2 contract of Rs. 15 lakh in a year or 3 contracts of Rs. 10 lakh in a year with work related to housekeeping or catering or both service each of t he financial year during last 5 financial years.		
12	Have you attached Banker of Company/Firm for the last 03 years.		
13	Have you attached certificate of appreciation/ satisfactory from last two major clients.		
14	Have you attached existing firm/past firm must submit performance certificate issued by HQrs. Office.		
15	Have you attached list of equipment available with bidder.		
16	Have you mentioned total No. of years of experience in providing housekeeping or catering or both(with the list of clients year wise)		
17	Have you attached Income declared in I.T.R for F.Y. 2016-17, 2017-18 & 2018-19		
18	Have you mentioned total GST/ST emitted in F.Y. 2016-17, 2017-18 & 2018-19		
19	Have you attached total Turnover of the business in F.Y. 2016-17, 2017-18 & 2018-19 and calculated average of 03 years of there.		
20	Have you attached total contract value of the bidder in F.Y. 2016-17, 2017-18 & 2018-19 and calculated average of 03 years of there.		
21	Have you mentioned total No. of employees in the service providing firm/company/agency.		
22	Have you not black listed copy attach.		
23	Have you attached a copy declaration about fraud and corrupt practices.		
24	Have you attached a copy Cleaning materials to be used.		
25			
26			
27			
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