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Indian Coast Guard Station Delhi  
National Stadium Complex,  
Purana Quila Road  
New Delhi – 110 001

## **TENDER ENQUIRY**

To

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

### **INVITATION OF QUOTATIONS FOR RATE CONTRACT FOR HOUSE KEEPING AND CATERING SERVICES AT CGOM NOIDA**

**Our Ref. ICGS DELHI /TE/003/ARC/18-19**

**Date: 28 Dec 17**

1. Bids under **two bid system** (Technical-Bid and Commercial-Bid) in sealed covers are invited for concluding contract for catering and maintenance/conservancy services at Coast Guard Officers Mess, A-1, Sector 24, NOIDA under Ministry of Defence, New Delhi, w.e.f **01 Apr 2018** for a period of one year. Details of services to be provided and scope of contract etc. are **listed in Part II of this Tender Enquiry / RFP**. Please super scribe the above mentioned Title, Tender Enquiry number and date of opening of the Bids on the sealed covers to avoid the Bid being declared invalid. In case of two bid system, please also super scribe 'Technical-Bid' and 'Commercial-Bid' on the respective covers.

2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below :-

- |  |   |
|--|---|
| (a) Bids/queries to be addressed to-           | <b>The Commanding Officer<br/>Indian Coast Guard Station Delhi<br/>National Stadium Complex,<br/>Purana Quila Road,<br/>New Delhi – 110 001</b> |
| (b) Postal address for sending the -<br>Bids   | <b>The Commanding Officer<br/>Indian Coast Guard Station Delhi<br/>National Stadium Complex,<br/>Purana Quila Road,<br/>New Delhi – 110 001</b> |
| (c) Name/designation of<br>the contact person  | - <b>Moti Lal, Commandant(JG)<br/>Mess Secretary</b>  |
| (d) Telephone numbers of the contact<br>person | - <b>011 – 23385312 Extn. 3937</b>  |
| (e) E-mail ID of contact personnel-            | -----   |
| (f) Fax number:                                | - <b>011 – 2338 2497</b>  |

3. **Pre-Bid Conference.** A pre bid conference will be conducted on **25 Jan 18 at 1500 hrs** in the office of **The Commanding officer, Indian Coast Guard Station Delhi, National Stadium Complex, Purana Quila Road, New Delhi – 110 001**. The participating firms are required to depute their representative(s) to attend the conference.

4. This RFP is divided into five parts as follows:

(a) **Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

(b) **Part II** – Contains essential details of the catering /services required, such as the Schedule of Requirements (SOR), Specifications/Type of services, Delivery Period, Consignee details etc.

(c) **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

(d) **Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e) **Part V** – Contains Evaluation Criteria and Format for Price Bids.

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

6. **Acceptance of Terms & Conditions.** The tender shall clearly mention the following in their offer letter: -

WE ACCEPT ALL THE TERMS AND CONDITIONS MENTIONED IN TENDER ENQUIRY NO.  
**ICGS DELHI /TE/003/ARC/18-19 Dated 28 Dec 17**

7. The cost of tender is Rs. **250/-** (Rupees **Two hundred fifty** only) (non refundable). The payment will be accepted by Demand Draft in favour of '**AO CDA (Navy), Delhi** payable at Delhi only (cash will not be accepted).



(Moti Lal)  
Commandant(JG)  
Mess Secretary  
for Commanding Officer

**Part I – General information**

1. **Last date and time for depositing the Bids:** **29 Jan 18 by 1430** hrs. The sealed quotations under two-bid system i.e. Technical-Bid and Commercial-Bid in sealed covers should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.
2. **Manner of depositing the Bids:** Sealed quotations clearly marking reference no. and date on the envelop should be either dropped in the Tender Box marked as “ **THE COMMANDING OFFICER INDIAN COAST GUARD STATION DELHI**” or sent by registered post at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non delivery/ non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered (unless they have been specifically called for by these modes due to urgency).
3. **Time and date for opening of Bids:** **29 Jan 18 by 1500** hrs. (If due to any exigency, the due date for opening of the Technical-Bid is declared a closed holiday, then it will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).
4. **Location of the Tender Box:** **At Indian Coast Guard Station Delhi, Room No. 67, National Stadium Complex, Purana Quila Road, New Delhi – 110 001.** Only those quotations that are found in the tender box will be opened. Quotations dropped in the wrong Tender Box will be rendered invalid.
5. **Place of opening of the Bids:** **Technical / Commercial Bids will be opened in the Office of The Commanding Officer, Indian Coast Guard Station Delhi, National Stadium Complex, Purana Quila Road, New Delhi – 110 001.** The Bidders may depute their representatives, duly authorized in writing, to attend the opening of quotation on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non presence of your representative. The intimation for witnessing opening of Bids be given in advance for arranging gate pass at CGHQ.
6. **Two-Bid system:** In case of the Two-bid system, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Buyer.
7. **Forwarding of Bids** – Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like TIN number, VAT/CST number, Bank address with EFT Account, Audit Balance Sheet of last three years, IT return, Annual turn over Rs. **01 Crore** of last three years if applicable, etc and complete postal & e-mail address of their office, Copy of **PAN No., Tin No. , GST No. and Registration No. of vender may also be enclosed with the bid.**

8. **Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than 14 (fourteen) days prior to the date of opening of the Bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents.
9. **Modification and Withdrawal of Bids:** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
10. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
11. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
12. **Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.
13. **Validity of Bids:** The Bids should remain valid for a period of **180 days** from the last date of submission of the Bids.
14. **Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) for amount of Rs. 1,00,000/- (**Rupees one lakh** only) along with their bids in favour of "the **Commanding Officer, ICGS Delhi**. The EMD may be submitted in the form of an account payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form DPM-16 (Available in MoD website and can be provided on request). EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the

contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MOD or MOD itself. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.

**Part II – Essential Details of Items/Services required**

1. **Schedule of Requirements** – List of services required is as follows. Category wise condition are specified at **Part III of the RFP**

Ser. No.	Profile Name	Shift I	Shift II	Shift III	General shift	Desired QR		Class of employment (*)
						Works Experience	Education	
(a)	Supervisor	0600-1400	1400-2200	2200-0600	0800-1700	05 yrs	HM Graduate	Skld
(b)	Receptionists	----	----	----	1	01 yr	10+2	Skld
(c)	Stewards	02	02	03	----	03 yr	8 th	Skld
(d)	Sr. Cooks	----	----	----	1	03 yr	8 th	Skld
(e)	Dhobi	----	----	---	1	02 yr	--	Skld
(f)	Asst. Cook	---	----	----	1	01 yr	--	Skld
(g)	House Keeping Staff	02	02	01	-----	01 yr	--	Uskld
(h)	Dish Washer	---	----	----	1	01 yr	--	Uskld
	<b>Total</b>	<b>04</b>	<b>04</b>	<b>04</b>	<b>06</b>			

**Note:** Rates are to be quoted separately for all services for salary for 26 days in a month.

(\*) (a) Skld - Skilled (b) Sskld - Semi-skilled (c) Uskld - Unskilled

2. **Contract operating authority** : The Commanding Officer, ICGS Delhi

3. **Specification:** (i) Area. The area of catering and conservancy/maintenance services to be provided includes Coast Guard Officers Mess (herein after called CGOM NOIDA) premises (Both Open and Covered), internal roads, parking area, open areas and green areas at the address given above and in addition at the Indian Coast Guard Station Delhi, National Stadium Complex, New Delhi-11 0001 (herein after called ICGS Delhi) for any of the official functions conducted by the Indian Coast Guard on special occasions.

(ii) **Scope.** The scopes of the catering & maintenance/conservancy services for which the tenders are invited are given in para 07 to 11.

(iii) **Staff of Service Provider/Contractor.** The charter of duties of the staff of the service provider/contractor is given category wise at para 6 of Part II. The details of prerequisites / qualifications and minimum number of staff to be positioned by the service provider/contractor are placed at para 04(a), (b), (d), (e). However, the service provider/contractor will be at liberty to employ any additional manpower for timely accomplishment of the contractual work, the same shall not be at any additional cost and to be borne by the service provider/contractor himself. The staffs are to be qualified in their respective fields of work.

(iv) **Qualification Criteria.** Firms fulfilling the following criteria are eligible to submit the tenders:-

SI	Criteria	Encl No.
(a)	Status of the firm (Pvt. Ltd./proprietary)	
(b)	Should be registered with any Govt. Deptt/Public Sector Unit.	
(c)	ESI Registration along with Registration for EPF	
(d)	Firm should have valid PAN Card, TIN No, GST/VAT/CST No. in its name or in the name of the proprietor, in case of proprietor firm. A copy of PAN Card/TIN/GST no alongwith copy of last ITR filed should be attached.	
(e)	Cost of Tender	
(f)	The firm should have five years experience in house keeping and catering of supplying approximately <b>40</b> personnel to any Government organization (DRDO, Defence/Armed Forces messes/institute). Copy of job order along with satisfactory completion report from the concerned organization should be attached with the technical bid.	
(g)	Bank address with EFT Account if applicable.	
(h)	Complete postal & e-mail address of their office Delhi NCR Region only	
(j)	Earnest Money Deposit of Rs. <b>1,00,000/- (Rs One Lakh only)</b>	
(k)	Registration of Firm (Under shops & Establishment Act).	
(l)	The firm shall have a minimum annual turnover of <b>Rs. One (01) Crore</b> in the last three financial years ending on 31 Mar 2017. Copies of audited Balance Sheet for the last three FYs should be attached with the technical bid.	
(m)	Firm should have valid Sales Tax / Service Tax/GST Registration. Copies of registration certificate (s) along with copies of last premium paid should be attached.	
(n)	Copy of orders served from Government agencies in last 02 years should be attached along with technical bid.	
(p)	Validity of Quotes.	
(q)	Audited Balance Sheet of last three years.	
(r)	Services and should have experience of providing satisfactory catering and housekeeping services in Officer's Mess, Officer's institute, Govt. guest houses and similar services. Documentary evidence in support of discharge of satisfactory services from respective customer/owner to be submitted.	
(s)	FSSAI certificate.	
(t)	The bidder should have successfully provided the services of catering and housekeeping against contract value of any of the following:-	
	(i) Three contracts of value not less than Rs. 40 lakhs	
	(ii) Two contracts of value not less than Rs. 60 lakhs	
	(iii) One contract of value not less than Rs. 90 lakhs (bidder to enclosed documentary proof).	
(u)	<b>Bidder should be Delhi-NCR based and having its regular office in Delhi-NCR area (bidder to furnished documentary address).</b>	

SI	Criteria	Encl No.
(v)	Bidder to give under taking that Coast Guard may visit their offices as well as or any other complexes to ascertain information above them as deemed fit by Coast Guard.	
(w)	The bidder should give undertaking that there is no case/ trial against him nor any convection in a court of law nor blacklisted by any organization.	
(x)	The bidder should quote the wages of employees not less than the minimum wages promulgated/specified in minimum wage Act of Delhi Govt.	

**Note : List of above documents to be attached alongwith enclosure number on each documents.**

(v) **Period of Contract.** The period of initial contract is likely to be for one year or as specified in the contract.

(vi) **Validity of Contracted Rates/Price.** The rates per head per month quoted category wise by the tender in the price bid for the scope of work as per para 07 to 11, charter of duties as mentioned at para 06 and considering the minimum number of staff to be positioned as enumerated at para 04 (a), (b), (d), (e) shall be valid uniformly for the entire period of contract including the extended period.

(vii) **Provision of Additional Manpower.** The tender winning the tender, on conclusion of the contract for providing catering & maintenance/conservancy services at CGOM, Noida shall on requisition by the ICGS Delhi (at 24 hours notice) provide additional manpower to meet the additional requirements of various official and social functions organized by the CGOM, Noida, and candidates appearing for Final Selection Board at Coast Guard Selection Board, Noida to the extent of 50% of the contracted total manpower for a specific period on pro-rata basis of the rates quoted for each category in the price bid for the scope of work mentioned at Part-II in para 07 to 11.

(viii) **Contract agreement.** The successful tender, within 21 (twenty one) days of the receipt of formal Letter of Acceptance, shall be execute contract agreement with the Govt. in the prescribed form on a non-judicial stamp paper.

(ix) **Performance Security.** The successful tender/contractor shall submit an irrevocable performance guarantee of 10% of the tendered amount (total amount for the contracted period) in favour of the Commanding Officer ICGS Delhi within twenty one days of issue of Letter of Acceptance, for his proper performance of the contract agreement notwithstanding and or without prejudice to any other provisions in the contract. This guarantee shall be in the form of Bank Guarantee Bond in the prescribed form. The validity of the performance security shall be 60 days beyond the date of completion of all contractual obligations of the successful tenderer/contractor.

(x) **Refund of Earnest Money.** Earnest money given by all tenderers except the one, whose tender is accepted, will be refunded within 30 days of the acceptance of the tender. The earnest money deposited by the successful tenderer will be returned within 10 days of the deposit of the performance security and executing contract agreement.

(xi) **Forfeiture of Earnest Money.** If any tenderer withdraws his tender within the validity period or makes any modifications in the terms & conditions of the tender which are not acceptable to the Government, then the Government shall, without prejudice to any other right or remedy, be at liberty to forfeit the earnest money. In the event of the successful tenderer not executing the contract agreement or depositing the performance security in the form of Bank Guarantee Bond in the prescribed manner within the stipulated time, the Govt. shall without any prejudice to any other right or remedy available in law, be at liberty to forfeit the earnest money absolutely.

(xii) **Withdrawal of Letter of Acceptance.** In case of failure by the successful tenderer/contractor to furnish the Performance Guarantee Bond and not executing the contract agreement in the prescribed manner within the specified period, Government shall without any prejudice to any other right or remedy available in law, be at liberty to withdraw the offer of acceptance.

(xiii) **Payment Terms.** The payments are to be claimed for each completed month or as desired by the contractor restricted to a period of six months at a time by the fifth of the ensuing month. The contractor shall make claims in the prescribed Performa along with pre-receipted bill / Performa invoice and satisfactory work completion certificate obtained from the Mess Secretary, CGOM, Noida. The payments will be made by the The Account Officer, Office of DCDA(Navy), RK Puram, New Delhi – 110 022 subject to pre-audit through ECS clearance to the contractor's Bankers. A minimum of four weeks time will be required to process the bills by the Coast Guard.

(xiv) **Claim for Performance Security/Guarantee.** The Commanding Officer, ICGS Delhi shall not make a claim under the performance guarantee except for amounts to which the President of India is entitled to under the contract (notwithstanding and/or without prejudice to any other provision in the contract agreement) in the event of following:-

(a) Failure by the contractor to pay President of India any amount due, either as agreed by the contractor or determined under any of the clauses/conditions of the agreement within 30 days of the service of notice to this effect by the Commanding Officer, ICGS Delhi.

(b) In the event of the contract being determined or rescinded under provision of any of the clause/condition of the agreement, the amount towards performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of President of India.

(xv) **Liquidated Damages.** The Govt. shall without any prejudice to any other right or remedy available in law levy "Liquidated Damages of 0.5% per week subject to a maximum of 10% of the contract value", if the contractor fails to provide the services in stipulated time and if the Indian Coast Guard suffers losses due absence of the personnel employed by the contractor.

(xvi) **Acceptance of Terms and Conditions.** Submission of the tender by a tenderer shall be taken to signify his acceptance of the above terms and conditions. Alterations, overwriting or erasing of any terms and conditions is not permitted.



(xvii) **Canvassing.** Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out rightly.

(xviii) **Settlements of Disputes/Arbitration.** In the case of any dispute or difference which may, at any time during and after the contract, be arising between the parties hereto in respect of any of the matter of the agreement, such dispute or difference shall be referred to the arbitration of the Director General Indian Coast Guard or any other person he may appoint on his behalf. The decision of such arbitrator shall be final and binding on the parties thereto. The provisions of Arbitration and Conciliation Act, 1996 and the rules there under shall be deemed to apply to the arbitration proceedings under this clause.

(xix) **Payment to the Staff/Workers/Labour.** The service provider/contractor shall be responsible for payment of all salaries, advances, sundries, messing to the personnel employed. The CGOM, Noida will not provide any accommodation/messing to the staff of the service provider/contractor. The service provider/contractor shall make monthly payments to the workers/laborers' in the presence of the Secretary, CGOM Noida or authorized representative of ICGS Delhi and Acquaintance Roll be countersigned by him as mark of his presence at the time of payment.

#### 4. **Manpower**

(a) The bidder would be responsible to provide **18** individuals (per month) as per schedule of requirements given in para 1 of part II of the RFP.

(b) The bidder will ensure that these personnel are trained, disciplined and courteous. The contractor shall ensure that the work force/supervisor engaged by him must bear & display the identity cards prominently on their uniform during their duty period(as the same duly endorsed by the company). Each workforce shall also wear his name badges(to be issued by the contractor) while on duty. All the personnel so deployed will follows strictly security regulations of the Indian Coast Guard, in vogue from time to time.

(c) **Character verification and Antecedence :** The contractor should get the character/antecedence of each and every workmen deployed by them at the job premises, verified by the Police Authorities before engaging and deploying them in our premises. In case the contractor desires to change the manpower deployed by him, due to any reason, the new incumbent should be deployed with clearance of PMC.

(d) **Uniform / Liveries:** The contractor shall ensure that while on duty, his workforce put proper uniforms in distinctive color code and in neat and clean conditions issued to them by the contractor. The uniforms will be issued by the contractor as agreed upon by Indian Coast Guard.

(e) If any of the staff takes leave or is absent the bidder will make alternative arrangements to ensure the **18 (Eighteen)** individuals are available for uninterrupted services at all times.

(f) The staff will be in the employment of successful bidder except for the services provider for the contract operating authority. However, the contract operating authority will have the overall supervisory and coordinating control over the staff provided by the bidder. In the event when the successful bidder fails to provide any of the services requisitioned under the agreement, the contract operating authority will have right to have such services from a Third party at the expenses of the second party with the prior written concurrence of the Second party

(g) The bidder will ensure that the staff employed is conversant and understands English or Hindi Language.

(h) The bidder shall strictly ensure healthy, hygiene and verification of character/antecedent and residential proof of the staff employed by them and produce the copies of above certificates for verification by the contract operating authority. Visitors to the employee of the bidder will strictly not be permitted/ entertained in the Coast Guard Officers Mess Noida.

(i) The successful bidder will keep the surrounding of the Mess clean and also ensure economical use of electricity, cooking gas provided by the first party In the CGOM (Noida).

(j) As and when specialty asked for, the successful bidder may have to provide special services for social, official function, conference, VIP visits, from time to time, as directed by President Mess Committee/ Mess Secretary.

(k) The successful bidder representative will meet the Mess Secretary once in a week or need basis to review the performance and plan of CGOM.

(l) The contract operating authority will ensure and enforce strict men/material, inwards and outward security system. The successful bidder will cooperate and implement the security and safety procedures imposed by the former.

5. **Provision of Additional Manpower.** The tenderer winning the tender, on conclusion of the contract for providing catering & maintenance/conservancy services at CGOM, Noida shall on requisition by the ICGS Delhi (at 24 hours notice) provide additional manpower to meet the additional requirements of various official and social functions organized by the CGOM, Noida, and candidates appearing for Final Selection Board at Coast Guard Selection Board, Noida to the extent of 50% of the contracted total manpower for a specific period on pro-rata basis of the rates quoted for each category in the price bid for the scope of work mentioned at para 03(ii) above and as enumerated in para 07 to 11.

6. **Schedule of duties:**

(a) The staff employed would be under the supervisory control of service provider/contractor. However, the Mess Secretary, CGOM Noida will have the over-all control of the staff through Coast Guard staff. The charter of duties of the staff to be provided by the service provider/contractor is given category wise in the succeeding paragraphs.

Contd...11/-

(i) **Supervisor.** The supervisor will be the head of the staff of all categories provided by the service provider/contractor. The supervisor coordinates all the activities of CGOM in pursuance of the contract and shall be responsible for the administration and secretarial services in CGOM, Noida. The supervisor shall be responsible for following :-

(aa) Ensures attendance and turn out of all staff. In case of any staff proceeding on leave alternate reliever to be provided by the contractor.

(ab) Ensure discipline, safety and security of service provider's staff and allocation of their duties.

(ac) The supervisor will also coordinate maintenance activities with MES, CGOM and external agencies. A defect registers shall be maintained by the supervisor and put-up for Mess secretary weekly signature and Commanding Officer ICGS Delhi Monthly signature.

(ad) The supervisor shall be the overall in-charge of the CGOM inventory.

(ae) The supervisor is totally responsible for planning, evaluating, maintaining high level of services by the staff and controlling the entire catering, maintenance and conservancy operations.

(af) He shall ensure timely check in, check out and payment of bill.

(ag) He shall ensure maintenance of suggestion book, complain book, and check in / out register, Tata sky register, visitor books.

(ah) He shall ensure that every guest shall be provided with welcome kit including welcome card on behalf of PMC CGOM, details of places of tourist interest Delhi NCR, list of important telephone number etc.

(aj) He shall ensure that every room has following items. the expenditure towards purchase of these items shall be borne by CGOM. However any loss on account of negligence/miss accounting/theft will be borne by the contractor:-

(i) Feedback register for each room as per format given by Mess Secretary.

(ii) Stationery such as folders, CG telephone directory, pen stand with gel pen(red, blue, green), pencil, eraser, sharpener, paper cutter, envelopes, A-4 size sheets, glue stick, paper pin, paper clips, scribbling pad, stick pad, etc.

(iii) First aid kit, mosquito replant, house wife kit, paper napkin, laundry bag, 02 towels, 02 pairs of sleeper, etc.

(iv) Provision of making tea/coffee including electric kettle, 02 tea bags, 02 coffee sachets, 04 milk sachets, 04 sugar sachets, 04 sugar free sachets, 02 sachets of biscuits, 02 tea/ coffee mug, 01 serving tray etc . The consumed items shall be charge in the occupants bill.

(v) Drinking water arrangements including 02 tumbler glasses hygienically clean and wrapped along with water jug be provided in each room.

(vi) Feedback forms duly filled by guest are to be put-up for perusal of Commanding Officer ICGS Delhi job weekly basis.

(ak) In addition all VVIP suits , SOC cabins will be provided with fruit basket, chocolate, dry fruits, etc before checks in. 02 English new paper and latest magazine such as India today, out look, star sports are also to be provided.

(ii) **Receptionist.** The reception of the CGOM shall be manned 0800 hrs to 1700 hrs a day. The receptionist shall be responsible for following :-

(aa) Internal and external communication through telephone exchange and for appropriate action on the calls/requests.

(ab) Telephone exchange is to be manned continuously as the in-living officers need to be contacted by Coast Guard Headquarters duty staff even during odd hours for meeting operational commitments.

(ac) The receptionist shall attend to all guests, visitors, maintenance staff, etc and coordinate with various departments for providing assistance/guidance to in-living officers and guests.

(ad) The receptionist shall be responsible for allotment of cabins as per the orders of Mess Secretary and ensure check in/out procedures and maintenance of occupancy/allotment/vacation records efficiently.

(ae) The receptionist shall follow up and expedite maintenance jobs as per Defect Register through Military Engineering Services (MES) Department.

(af) The receptionist shall also assist in documentation of materials movement (in and out), maintenance of records of cabins inventory and mess register/slips.

(ag) The receptionist shall be the custodian of all mess keys and records. The receptionist shall assist the guests for transportation, travel and tourism information.

(iii) **Stewards.** The stewards perform diversified catering services. They shall be responsible for following:-

(aa) The stewards collaborate with other members of the catering staff, as required, take the orders, execute the orders, and deliver the orders.

(ab) The stewards will be responsible for hygiene, layout, preparation/presentation and services in the dining hall. The stewards as per stipulated schedules also shall provide the room service.

(ac) The stewards shall maintain meals registers and ensure regular updating of the same.

(ad) The responsibilities of stewards include accounting and maintenance of crockery cutlery and napkins etc.

(ae) The stewards shall also be responsible for projection of meals requirements as per the orders of in-living officers/guests and providing packed meals for officers as per requisition.

(af) Following room services are to be provided by stewards to all occupants/ guest:-

(i) Bed tea at 0630 hrs

(ii) Snacks as per menu and tea/coffee/lime juice at 1030 hrs

(iii) Evening snacks, tea/ coffee, lime juice at 1600 hrs

(iv) **Cooks**. The cooks will be responsible for following:-

(aa) Planning non repetitive menu (on weekly basis) for the CGOM based on the rations provided by the CGOM.

(ab) He will prepare food using standard recipes as per the menu approved by the Mess Secretary, CGOM and as per the ordered quantity at scheduled time.

(ac) The cook's responsibilities include maintenance, upkeep and hygiene of the kitchen/galley and store rooms.

(ad) The cooks shall also plan and advice menu for special occasions/parties/meetings/official engagement and VIP visits.

(ae) The cooks shall estimate time and material required on work orders and convey to the supervisor in advance.

(v) **House Keeping Staff**. The main responsibility of housekeeping staff encompasses following jobs:-

(aa) The scope of work of the house keeping staff will also include lifting baggage of guests.

(ab) The service provider/contractor shall provide housekeeping cards in each room fixed in a pouch. The house keeping staff will make the entries of completed jobs as per schedule. The same will be checked by the supervisor and submitted for the signature of the in-living officers/guests or Coast Guard staff as decided by the Mess Secretary, CGOM. The housekeeping cards are to be submitted for the perusal of the Mess Secretary on weekly basis.

(vi) **Dish washer.** Cleaning of all galley/kitchen equipments/ crockery and cutlery items, raw material, check and replenish perishables. Wash galley/kitchen floor thrice a day.

(vii) **Dhobi.** Pressing and preparing/making of uniforms of officers in occupation of rooms by 0800 hrs to 1700 hours daily.

7. **SCOPE OF CATERING & MAINTENANCE/CONSERVANCY SERVICES**

(a) **Scope.** The scope of services to be provided by the contractor shall include but may not be limited to, providing 24 hours house-keeping, laundry, reception, catering and maintenance & upkeep services to CGOM (including CGOM Annexe). The scope would also include maintenance of gardens, TV/Billiards/Card Room, Gymnasium and Library and such other areas mutually agreed upon. The services to be provided and scope of work in each category are enumerated in the succeeding paragraphs.

(b) **Reception.** The reception of the CGOM is to be manned 0800 hrs to 1700 hrs a day. Coordination between various departments, providing assistance/guidance to in-living officers and guests, and maintenance of occupancy, allotment/vacation (check in and checkout register etc) , records efficiently are of paramount importance in addition to attending, forwarding/connecting up the telephone calls. Telephone exchange is to be manned continuously as the in-living officers need to be contacted by Indian Coast Guard Headquarters even during odd hours for meeting operational commitments.

(c) **House Keeping.** The area covered for housekeeping services would include all floors of the main building, transit accommodation and CGOM annexe. The main building includes, Samrat suite(VVIP Suite), five flag officers/senior officers living rooms, 12 living rooms of officers, four transit officer rooms, dining spaces, kitchens, TV Room, billiards room, card room, conference hall, Blue Room, Silver Room, recreation room, gymnasium, library, officers bar, store rooms, corridors/varandahs, squash court, tennis court, open spaces, lofts, lifts, exhaust/ventilation and such other areas within the premises of the CGOM.

(d) The service provider/contractor will be responsible for maintenance of all living spaces and will be required to take over the inventory in respect of each cabin. Replacement of any loss would be the responsibility of service provider. He will be responsible to bring any deficiency/loss to the notice of the Mess Secretary, CGOM wherever required.

(e) The service provider/contractor shall maintain the details of cleaning schedules and submit the outline of schedule planned to the Mess Secretary.

(f) CGOM, Noida would provide all equipments of Pmt nature related to housekeeping. However, items of Quasi Pmt/consumable nature such as detergent, phenyl, Acid, Sponge cloth, cleaning chemicals, buckets, mugs, broom, scrubber, brushes, mops etc. are to be provided by the contractor.

(g). Maintenance and upkeep of items as per cabin inventory will be the responsibility of service providers/contractor.

(h). Liaising with outside agencies like cable operator, gardeners will be done by the service provider/contractor.

(j). **Daily Housekeeping Services.** The house keeping services to be provided on daily basis are as follows:-

(i) Sweeping and wet mopping of all the areas specified at Para 7 (c) above and also include all recreation and guest rooms, spaces under the cupboards/almirahs. Mopping of the passages/corridors and stairways will have to be done three times a day.

(ii) Clean, prepare rooms and lay beds in each and every living room.

(iii) Clean all windows from inside; clean all tabletops, chairs, partition glass panels thoroughly.

(iv) Pressing and preparing/making of uniforms of officers in occupation of rooms by 0800 hrs to 1700 hrs.

(v) Cleaning and polishing of shoes of the in-living/guest officers in occupation of the rooms by 0700 hours.

(vi) Cleaning of all galley/kitchen equipments, rear material, check and replenish perishables. Wash galley/kitchen floor thrice a day.

(vii) Washing and pressing of all uniforms and civil cloths of all officers in occupation of the rooms. The cloths are to be collected from and delivered to the rooms.

(viii) Cleaning of fridges and freezers.

(ix) Cleaning of drinking water cooler areas including attached sinks and tiles etc with detergents, chemicals once a day and more often if required.

(x) Thorough cleaning and fumigation of the toilets including WCs and urinals with attached water tanks and washbasins with chemicals/detergents once a day and more often, if needed.

(xi) Cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets by using disinfecting materials like to be provided by the CGOM, Noida.

(xii) Replenish sanitary cubes, naphthalene balls, air-fresheners (odonil), sanitizers, liquid soaps in the toilets (material will be supplied by the CGOM, Noida).

(xiii) Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of waste water.

- (xiv) Watering and care of indoor plants and cycling these plants with nursery.
  - (xv) Polishing of brass ware.
  - (xvi) Sweeping of the internal roads and open areas including garden and green patches.
  - (xvii) Collect all the sweepings, garbage and wastes and dispose off the same in the nearest garbage bins/pit provided by the Noida Civic authorities.
  - (xviii) Bringing to notice any MES related works required to be done in the CGOM complex/premises, which require to give proper cleaning service.
  - (xix) Brand new toiletry items of daily use such as shaving kit, toothbrush, toothpaste, soap, shampoo, body lotion, shoe polish, shoe brush are to be provided in all the rooms (initially the material will be supplied by CGOM). Any material listed above, if used by the occupant is to be billed and replaced with new(sealed) item. The billing and replacement of the item shall be the responsibility of the contractor.
  - (xx) Complete ladies makeup kit including branded nail polish, lipsticks, kajal, comb, hair oil, talcum powder, perfume, deodorant, nail cutter, etc. shall be provided in each room (initially the material will be supplied by CGOM). Any material listed above if used by the occupant is to be billed and replaced with new(sealed) item. The billing and replacement of the item shall be the responsibility of the contractor.
  - (xxi) The housekeeping staff shall coordinate with agency holding AMC for pest control and ensure regular and safe pest control in CGOM.
- (k) **Weekly Housekeeping Services.** The house keeping services to be provided on weekly basis (on a day specified by the Mess Secretary, CGOM) are as follows:-
- (aa) Removal of cobwebs in all the rooms, halls, corridors and lavatories. Dustup/clean all beams and ceilings, clean lights, lights fittings, fans, A/C grills, fittings and fixtures.
  - (ab) Change the bed sheets in all the rooms every fourth day or on vacation of room by an occupant, whichever is earlier. Wash and press the used bed sheets on the day of change itself.
  - (ac) Thorough washing, rubbing and cleaning of corridors, passages and stairways.
  - (ad) Thorough cleaning of kitchen/galley exhaust system, washing of store rooms.
  - (ae) Complete stock taking of housekeeping items and linen, making of breakage statement, rearrangement of stores, cleaning of valuable store items.
  - (af) Check and replenish first-aid box and Fire Extinguishers (material will be supplied by CGOM).



(ag) Cleaning terrace of the buildings on weekly basis.

(l) **Working Days/Timings.** Seven days week will be observed for providing daily/weekly services mentioned above. Daily services shall be completed latest by 0900 hrs daily.

(m) **Quality of Housekeeping and Material.** The contractor shall ensure that all material, machines and chemicals used for housekeeping are of good quality and Govt. approved.

## 8. **Catering Services**

(a) All meals, seven days a week are to be prepared and served at fixed and predetermined times at CGOM, Noida. Serving would include room services such as morning/evening tea/snacks and meals when specified by the Mess Secretary, CGOM.

(b) The staff shall be capable of preparing multi cuisine (Indian/Continental food) and laying, decorating/presenting the meals at the highest standards. In case if, a particular item preparation is beyond the capacity of the regular staff of the Service Provider/ Contractor and the same is required by the CGOM, the Service Provider/Contractor shall expressly arrange a specialist in that item on casual basis so as to meet the requirement within the specified time at no extra charges.

(c) Maintain clean & hygienic conditions in dining hall, kitchen and wash areas at all times.

(d) CGOM, Noida will provide all necessary equipments like utensils, kitchen implements table and service ware, crockery, cutlery, washing and cleaning equipment and all other cool and cold storage equipment in working condition. The Service Provider/Contractor shall assume full responsibility for all property which have been handed over for its care, custody and control except for loss by fire, flood and caused beyond the control of the Service Provider/Contractor. Maintenance of all equipments after handing over will be the responsibility of Service Provider/Contractor. Service Provider/Contractor will be responsible for replacement of all losses and breakages attributable to his staff.

(e) CGOM, Noida will provide rations, consumables, cooking gas, water and electricity etc to enable the Service Provider/Contractor to provide quality catering services. Adequate and appropriate space and facility for storage will be provided by CGOM.

9. **Official and Social Functions at CGOM/CGHQ.** CGOM being a service officer's mess is required to host various official and social functions at very short notice. The Service Provider/Contractor shall provide all services requisitioned by CGOM for conduct of such events/engagements, conferences, VIP visits including the visits of foreign dignitaries and any such activity arranged at CGOM/CGHQ as on required basis. Employment of staff of the Service Provider/Contractor to the extent considered in the contract shall be at the discretion of Mess Secretary, CGOM on such occasions. However requirements of additional staff, category wise will be requisitioned by the Mess Secretary on pro-rata basis in accordance with the clause as mentioned at Part –II para 05 of the 'Terms and Conditions' for the Tender.

10. **Rates/Charges for meals and other food items.** NA

11. **Maintenance of common and special areas:-**

(a) All common areas like library/Billiards Room, TV Room etc will be maintained by second party as per the time schedule given by the contract operating authority. It will be the responsibility of bidder, as custodians of library books to lend retrieve the same and maintain records. Any damage/loss property will be made good by the bidder.

12. **Eligibility of Bidders.** As para 3(iv) of Part –II

13. (a) **Two-Bid System** – The quotation must be submitted by the bidder under two bid system i.e. Technical-Bid and Commercial Bid to be submitted in separate sealed covers as per the formats at **Appendix-'A' , Appendix-'B' and Appendix 'D'** respectively. The documents mentioned in para 3 (iv) above should be enclosed with the Technical-Bid. Bidders are also required to furnish clause by clause compliance of eligibility criteria / tendered parameters bringing out clearly the deviations from the eligibility criteria / tendered parameters, if any. The Bidders are advised to submit the compliance statement in the following format along with Technical Bid –

Sl	Criteria
Parameter / Eligibility Criteria of RFP /TE Documents submitted by bidder	- whether Yes / No
in response Compliance to RFP/TE parameters/ eligibility criteria	
In case of noncompliance, Deviation from RFP/TE to be specified unambiguous terms	

(b) **Scope of Contract.** The proposed contract will be an agreement between the purchaser(buyer) and lowest bidder(s) (supplier) to provide the services included in this tender at specified prices, terms & conditions during the period of the contract. Contract will be in the nature of a standing offer and neither any quantity nor any anticipated draws is guaranteed. As the contract is a standing offer, either party (seller / buyer) can revoke it at any time after giving a reasonable notice (at least 60 days in advance) and opportunity.

14. **Delivery Period** – The successful bidder / contractor will require to sign an agreement with the Buyer within 30 days from the date of written intimation to this effect. Supply order / Job order will be issued against the contract agreement for providing services on as required basis. Please note that Contract can be cancelled unilaterally by the Buyer in case contracted items/services are not received/provided within the contracted delivery period. Extension of contracted delivery/providing period will be at the sole discretion of the Buyer, with applicability of LD clause.

15. **Consignee details.** The required personnel will report to CGOM Sector – 24, Noida or designated place as directed on date/time notified to the contractor by Mess Secretary.

### **Part III – Standard Conditions of RFP**

**The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.**

1. **Law** : The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of the Contract** : The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration**: All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9 (Available in MoD website and can be provided on request).
4. **Penalty for use of Undue influence** : The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favor or dis-favour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favor in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

5. **Agents / Agency Commission** : The Seller confirms and declares to the Buyer that the Seller is the original manufacturer of the stores/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, and commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts:** In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents** : Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Liquidated Damages:** In the event of the Service provider's/Seller's failure to submit the Bonds, Guarantees and Documents for maintenance of catering contract, employment of labour, training, etc as specified in this contract, the Employer/Buyer may, at his discretion, withhold any payment until the completion of the contract. The EMPLOYER/BUYER may also deduct from the Contract user as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of maintenance contract.

9. **Termination of Contract:** The Buyer shall have the right to terminate this contract in part or in full in any of the following cases:-

(a) The delivery of the services is delayed for causes not attributable to Force Majeure for more than (01 months) after the scheduled date of delivery.

(b) The seller is declared bankrupt or becomes insolvent.

(c) The delivery of services is delayed due to causes of Force Majeure by more than (02 Months) provided Force Majeure clause is included in contract.

(d) The Buyer has noticed that the Seller has utilized the services of any Indian / foreign agent in getting this contract and paid any commission to such individual / company etc.

(e) The seller fails to provide services as per para 3, 4 & 5 of part II. The buyer is to intimate by Show cause/ warning letter about deficiencies to seller is observed within 24 hrs of notice. If the seller fails to provide improved services on working also, the buyer has option of terminating the contract giving the seller a period of 22 days to improve upon the services and buyer, if unable to receive the services as per above mentioned contract, the buyer can remove the contract or by giving suitable warning/show cause notice and PBG will be forfeited.

(f) As per decision of the Arbitration Tribunal.

10. **Notices** : Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting** : The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

12. **Patents and other Industrial Property Rights:** The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

13 **Amendments:** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

14 **Taxes and Duties**

(a) If Bidder desires to ask for service tax extra, the same must be specifically stated in the quotation. The percentage of ESI, provident fund and other statutory provisions relevant to these services must be specifically stated in the quotations. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained at a later stage. The bidder will also submit his firm's relevant documents pertinent to these statutory provisions in proof of the firm being so registered.

(b) On the Bids quoting service tax extra, the rate and the nature of Tax applicable at the time of supply should be shown separately. Taxes will be paid to the Seller at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale / services is legally liable to sales tax / service tax and the same is payable as per the terms of the contract.

(c). If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entertained after the opening of tenders.

(d). If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

(e). If a Bidder is exempted from payment of any duty/tax up to any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes livable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

(f) Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the Seller.

#### **Part IV – Special Conditions of RFP**

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

1. **Performance Guarantee**: The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank for a sum equal to 10% of the **estimated annual contract value** within 30 days of signing of this contract. Performance Bank Guarantee will be valid up to 60 days beyond the date of warranty. The specimen of PBG is given in Form DPM-15, (Available in MOD website and can be provided on request).

2. **Option clause** : The contract will have an Option clause, where in the buyer can exercise an option to provide an additional 50% of manpower of the original contract in accordance with the same terms & conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the Buyer to exercise this option or not.

3. **Repeat Order clause** : The contract will have a Repeat Order Clause wherein the Buyer can hire upto 50% Additional manpower during contract period to meet the various official and social functions organized by the CGOM, Noida and for candidates appearing for Final Selection Board, at Coast Guard Selection Board, Noida in the month of Feb – Mar and Jul – Sep. The cost, terms & conditions remaining the same. The bidder is confirm acceptance of this clause. It will be entirely the desecration of the Buyer to place the Repeat order or not.

4. **Tolerance clause** – To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to **15%** Plus/minus increase or decrease the quantity of the required services upto that limit without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered will be increased or decreased by the Buyer within this tolerance limit.

5. **Payment Terms** - It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website and can be given on request). The payment will be made as per the following terms, on production of the requisite documents:-

- (a) Payment will be made on post monthly basis after successful of supply/job orders issued against the RC during this period.
- (b) Amount of LD / Risk Expense etc., if any, will be deducted from the billing amount.

6. **Advance Payments**: No advance payment(s) will be made.

7. **Paying Authority**:

(a). **The Account Officer, Office of DCDA(Navy), RK Puram, New Delhi – 110 022.** The payment of bills will be made on submission of the following documents, whichever applicable, by the Seller to the Paying Authority along with the bill:

- (i) Ink-signed copy of contingent bill / Seller's bill.
- (ii) Ink-signed copy of Commercial invoice / Seller's bill.
- (iii) Copy of Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
- (iv) CRVs in duplicate (to be raised by the Buyer)
- (v) Duty Slips duly signed by the user (to be issued by the Inspection Authority).
- (vi) Performance Bank guarantee / Indemnity bond where applicable.
- (vii) DP extension letter with CFA's sanction, U.O. number and date of IFA's concurrence, where required under delegation of powers, indicating whether extension is with or without LD.

(viii) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in contract).

(ix) Any other document / certificate that may be provided for in the contract.

(x) User Acceptance work done certificate from contract operating authority, where applicable.

(xi) Photocopy of PBG.

(xii) Claim for statutory and other levies to be duly supported by relevant documents/proof of payment for EPF/ESIC contribution with nominal roll beneficiaries etc.

6. **Payment of Bills.** Monthly bills for catering and housekeeping are to be submitted by the contractor latest by the 3rd day of the subsequent month to Mess Secretary, along with the requisition issued. Payment will be made through **The Account Officer, Office of DCDA(Navy), RK Puram, New Delhi – 110 022**, subject to timely submission of bills by the contractor.

7. **Fall clause :-**

(a). The price charged for the services to be supplied under the contract by the Contractor shall in no event exceed the lowest prices at which the contractor sells the services or offer to services of identical description to any persons, organisation including the purchaser or any department of the Central government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till performance of all supply Orders placed during the currency of the rate contract is completed.

(b). If at any time, during the said period the contractor reduces the price or offer to sell such services to any person / organization including the purchaser or any Department of central Govt. or any Department of the State Government or any Statutory undertaking of the Central or state Government as the case may be at a price lower than the price chargeable under the contract, the supplier forthwith notify such reduction or sale or offer of sale to the Director General of Supplies & Disposals and the price payable under the contract for the stores / services of such reduction of sale or offer of the sale shall stand correspondingly reduced. The above stipulation will, however, not apply to:-

(i) Sale of services at lower price on or after the date of completion of services by the authority concerned under the existing or previous contracts as also under any previous contracts entered into with the Central or State Govt. Depts, including their undertakings excluding joint sector companies and/or private parties and bodies.

(c). The Seller shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the contract – "We certify that there has been no reduction in sale price of the services of description identical to the services supplied to the Government under the contract herein and such services have not been offered/sold by me/us to any person/organization including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be upto the date of bill/the date of completion of supplies against all supply orders placed during the currency of the contract at price lower than the price charged to the government under the contract except for quantity of stores / services categories under sub-clauses (a),(b) and (c) of sub-para (i) above.

Contd...25/-



8. **Risk & Expense clause.** In the event of the failure of the contractor to supply the services as requisitioned under the contract, Mess Secretary /user shall hire similar personnel at his discretion from other sources at the risk and expenses of the contractor on the prevailing market rates. Such hiring from alternative sources shall be binding on the contractor. Due to shortage of time, no prior information can be given to the contractor or such hiring. Expenses incurred on risk and expenses hiring, shall be debited from the security deposit of the contractor.
9. **Penalty .** The contractor will be penalised for non performance/inadequate delivery of services and loss of property/damages as under:-  
(a) On non-reporting/absent from duty place of **Receptionist/ Supervisor/ Steward/Cooks/ Housekeeper/ Dis-washer/Card Room in-charge/Dhobi**, double amount of the pay of the respective category for absent period will be recovered/penalized from the contractor.  
(b) Any theft or loss of property/items due to negligence of the employees of the contractor, the amount of loss of theft/cost of property/items will be recovered from contractor with in the 48 hrs of the incident.
10. **Accidents.** In circumstances, when the personnel is involved in services meet with an accident, resulting in loss or damage to property or life with respect to the person or any third party, the responsibility for any legal or financial implication shall rest solely with the contractor. The Commanding Officer, ICGS Delhi or the Government of India shall have no liability, whatsoever, in this regard.
11. **Compliance of Labour Laws.** The contractor shall fulfill all obligations under various labour laws in force regarding deployment of contract workers in respect of the services provided under this contract.
12. **Minimum wages.** The responsibility of compliance of minimum wages Act provisions of Delhi Govt. rests with the contractor under this contract.

### **Part V – Evaluation Criteria & Price Bid issues**

1. **Evaluation Criteria** - The broad guidelines for evaluation of Bids/Quotations will be as follows:  
(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.  
(b) In respect of Two-Bid system, the technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical characteristics of the equipment/items/service providing and terms & conditions as mentioned in the RFP. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.  
(c) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format given at **Appendix-'A , B' & 'D'** to this tender enquiry / RFP. The price-bid shall comply with the technical-bid and terms & conditions of the contract. The consideration of taxes and duties in evaluation process will be as follows:

(i) All taxes and duties (including those for which exemption certificates are issued) quoted by the Bidders will be considered. The ultimate cost to the Buyer would be the deciding factor for ranking of Bids. Bidders are required to quote all inclusive rates for the items included in the proposed Rate Contract. The quoted rates, once accepted, shall remain valid till completion of Rate Contract.

(d) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

(e) The rates quoted in the tender shall be all inclusive of taxes/levies imposed by the Govt.

2. **Determination of Lowest Bidder(s)** : A Technical Evaluation Committee (TEC) will be constituted comprising Coast Guard officers for evaluation of technical-bids received from bidders. The price-bids will be opened based on the approved report of the TEC. Also, a firm will be considered for the category of services as per approved report of the TEC. Individual lowest bidder(s) will be determined for different categories services. The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the Buyer. **The Buyer will have the right towards contracts to different Bidders for being lowest in particular category of personnel.** The Buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

### 3. **Instruction for filing up Price-Bid**

(a) The tenderer should satisfy himself with the terms and conditions of the contract. No claim on grounds of lack of knowledge, in any respect, shall be entertained.

(b) All additions and alterations made while filling the tender must be attested by initials of the tenderer. Overwriting of figures is not permitted. Failure to comply with either or both these conditions shall render the tender void.

(c) The tender form must be filled in English and all entries must be made by hand & written in ink. All numerical be written in words and figures. If any of the documents is missing or unsigned, the tender will be liable to be rejected.

(d) Each page of the tender document is required to be signed by the bidder submitting the tender.

(e) The tender submitted on behalf of a Partnership firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter the proposed contract. Otherwise, the tender is liable to be rejected.

(f) Coast Guard/MoD does not bind himself to accept the lowest, or any, or all the tenders and reserves to himself, the right to accept or reject any, or all the tenders, either in whole or in part without assigning any reasons for doing so. Credibility, good services etc. will also be considered for award of contract.

**Appendix-A**

(Refer Para 3 of Part-II of RFP/TE  
and para 13 (a) part –II)

**FORMAT FOR SUBMISSION OF TECHNICAL BID**

(To be submitted in a separate sealed envelope with all supporting documents to be mentioned with the enclosure numbers.)

**TENDER FOR HIRING OF HOUSE KEEPING AND CATERING SERVICES  
AT CGOM (NOIDA)**

<b>SI</b>	<b>Criteria</b>	<b>Details</b>	<b>Encl no</b>
1.	Name of the firm		
2	Registered address of the firm (Delhi- NCR region)		
3	Communication address of the firm		
4	Office telephone No. Fax		
5	Representatives name & Mobile No.		
6	Type of services as per tender notice the firm is interested to supply		
7.	<b>Questionnaire:</b>		
	(a) Status of the firm: (Proprietorial/ Pvt Ltd/ Any other (attach copy of deed/Article of Association/Memorandum of Association, whichever, is applicable)		
	(b) Is the firm registered as per above : Yes/No		
	(c) Is the office of the firm registered under Shops & Establishments Act ? : Yes/ No		
	(d) Registration No. with date & validity under Shops & Establishments Act (Attach copy of registration certificate).		
	(e) Does the firm have required number of personnel as advertised to meet the eligibility to meet this contract ?		
	(f) The rates quoted in the commercial bid for wages of		
	(g) The employees are not less than 40 persons Yes / No		
	(h) The minimum wages prescribed by the Govt of Delhi.		
	(j) Annual turn over of Rs <b>One (01) Crore</b> (attach proof) : Yes / No		
	(k) Registration for ESI & EPP - Yes/No		
	(l) Firm should have valid Sales Tax / Service Tax Registration. Copies of registration certificate (s) along with copies of last premium paid should be attached.		
	(m) FSSAI Certificate		

SI	Criteria	Details	Encl no
	(n) Copy of orders served from Government agencies in last 02 years should be attached along with technical bid.		
	(p) Validity of Quotes		
	(q) Audited Balance Sheet of last three years		
	(r) The bidder should be in the business of providing Catering and housekeeping services and should have experience of providing satisfactory catering and housekeeping services in Officer's Mess, Officer's institute, Govt. guest houses and similar services. Documentary evidence in support of discharge of satisfactory services from respective customer/owner to be submitted.		
	(s) The bidder should have successfully provided the services of catering and housekeeping against contract value of any of the following:-		
	(i) Three contracts of value not less than Rs. 40 lakhs		
	(ii) Two contracts of value not less than Rs. 60 lakhs		
	(iii) One contract of value not less than Rs. 90 lakhs (bidder to enclosed documentary proof.)		
	<b>(t) Bidder should be Delhi-NCR based and having its regular office in Delhi-NCR area (bidder to furnished documentary address).</b>		
	(u) Bidder to give under taking that Coast Guard may visit their offices as well as or any other complexes to ascertain information above them as deemed fit by Coast Guard.		
	(v) The bidder should give undertaking that there is no case/ trial against him nor any convection in a court of law nor blacklisted by any organization		
	<b>(w) The bidder should quote the wages of employees not less than the minimum wages promulgated/specified in minimum wage Act of Delhi Govt.</b>		

8. I/We declare that the information given above is true and correct to the best of my/our knowledge. I/we fully understand that in case information proven to be otherwise at any point of time in future, then any award given in the firm's favour with respect to this tender shall be liable to be cancelled.

Seal of the firm with date Authorised signatory for the firm

**Appendix 'B'**  
**(Refers to para 13(a) of Part-II of RFP/TE)**

**DETAILS OF PERSONNEL BEING HIRED ON DATE - \_\_\_\_\_**

(This information is not required to be enclosed with the TE. This will require to be furnished only by the successful bidder after award of contract on daily basis)

<b>SL</b>	<b>CATEGORY</b>	<b>NUMBER OF PERSONNEL</b>	<b>RATE PER MONTH</b>	<b>TOTAL AMOUNT</b>
1	<b>Supervisor</b>	01		
2	<b>Receptionists</b>	01		
3	<b>House Keeper</b>	05		
4	<b>Sr. Cook</b>	01		
5	<b>Asst. Cook</b>	01		
6	<b>Stewards</b>	07		
7	<b>Dhobi</b>	01		
8	<b>Dish washer</b>	01		
	<b>Total</b>	18		

(Signature of Proprietor)

**Annexure 'C'**  
**(Refer to para 6 of part II of RFP/TE)**

**DETAIL SCOPE OF JOB/ SERVICES**

**AT THE RECEPTION**

1. When the guest checks-in, the Contractor/Contractor`s staff shall immediately attend to him, receive him, and allot the room specified by Mess Secretary in his name. Coast Guard will reserve the rooms and intimate the Contractor through Reservation slips. The contractor shall not allot rooms on his own, for any reason.
2. Get the guest's name entered in the Check -in Register.
3. Escort the guest to his room, carry his baggage to his room, leave him in the room, look for his comforts and keep fresh drinking water the room.
4. Offer him tea/coffee/meal etc. as required by him, suiting to the time, round the clock.
5. When the guest checks-out, mess bills is to be presented and got cleared by the guests.
6. Carry the guest's baggage from the room to the vehicle.
7. Ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, immediately inform Mess Secretary for necessary action.
8. Provide news paper and magazines in all the occupied rooms and the payment of news papers shall be reimbursed by CGOM on monthly basis on submission of your bill.
9. Contractor shall **provide flower bouquet** to all guests checking in VVIP Suite/SOCs at reception. The cost of flower bouquet will be paid by CGOM on monthly basis.
10. All VVIPs and VIPs are to be received by the supervisor along with CG staff nominated by mess secretary and escorted till his room/suite.
11. Contractor shall **provide tea bags (Tetley, Brooke Bond or Taj brand)/ coffee sachets (Nescafe or Bru brand)/Milk sachets (Everyday, Oasis or Amulya brand)/sugar sachets ( Trust classic, Mini Costka brand)/Sugar free sachets ( Stevia Zero calorie or Zydus Wellnes) in the all the occupied rooms everyday for 04 cups** of tea or coffee as per the requirement of guests.
12. Ensure that every guest is provided with welcome kit including welcome card on behalf of PMC CGOM, details of places of tourist interest Delhi NCR, list of important telephone number etc.
13. He shall ensure that every room has following items. The expenditure towards purchase of these items shall be borne by CGOM. However any loss on account of negligence/miss accounting/theft will be worn by the contractor:-
  - (a) Feedback registers for each room as per format given by Mess Secretary.
  - (b) Stationery such as folders, CG telephone directory, pen stand with gel pen(red, blue, green), pencil, eraser, sharpener, paper cutter, envelopes, A-4 size sheets, glue stick, paper pin, paper clips, scribbling pad, stick pad, etc.

- (c) First aid kit, mosquito replant, house wife kit, paper napkin, laundry bag, 02 towels, 02 pairs of sleeper, etc.
- (d) Provision of making tea/coffee including electric kettle, 02 tea bags, 02 coffee sachets, 04 milk sachets, 04 sugar sachets, 04 sugar free sachets, 02 sachets of biscuits, 02 tea/ coffee mug, 01 serving tray etc . The consumed items shall be charge in the occupant's bill.
- (e) Drinking water arrangements including 02 tumbler glasses hygienically clean and wrapped along with water jug be provided in each room.
- (f) Feedback forms duly filled by guest are to be put-up for perusal of Commanding Officer ICGS Delhi on weekly basis.
- (g) In addition, all VVIP suits, SOC cabins will be provided with fruit basket, chocolate, dry fruits, etc before checks in. 02 English new paper and latest magazine such as India today, out look, star sports are also to be provided.

### **HOUSE KEEPING**

1. The contractor shall maintain high standards of cleanliness and hygiene in complete area of the CGOM and transit accommodation.
2. The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality of disinfectants. Ceiling fans, windows, glasses, furniture & all the appliances like AC, TV, refrigerator, geyser, blower etc. are to be cleaned regularly. All the necessary housekeeping materials will be arranged by the contractor.
3. Room fresheners, air fresheners, deodorants, toilet paper rolls etc of good quality are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
4. All the linen must be always neat & clean. The blankets, curtains, table covers & furniture upholstery should be washed at least once in three months.
5. The contractor shall change Bed sheets, bed covers, blanket covers, pillow covers, towels etc. with the washed items every day during the stay of guests.
6. The Contractor shall provide **soaps, shampoo sachets (Clinic Plus, Pantene or Heads & Shoulders brand), tooth brushes (Colgate, Pepsodent or Oral-B brand), toothpaste (Colgate, Pepsodent or Babool brand), comb, shaving cream ( VI-John, Gillete, or Dettole brand), shaving razor, coconut oil ( Parachute, Vatika or Virgin All Care brand) shower cap, etc of good quality** in all the occupied rooms. The cost of these items shall be paid by CGOM. If occupants uses any of above listed items, same is to be charged in his bill. Any loss of these items on account of theft, mis- accounting, negligence will be reimbursed by the contractor.
7. The contractor shall ensure **Liquid mosquitoes destroyer machine (of All-out or Good Night brand only) in all the rooms with regular re-filling of liquid.** Cost of material will be paid by CGOM.
8. The contractor will ensure the proper functioning of all the electrical appliances like refrigerator, TV with remote, room heater/ blower, bath room geyser, wall clock & tea kettle etc. If any appliance in any room is not working the contractor will inform and liaise for early repairs with the concerned agency such as MES or firm holding AMC.

9. The Contractor's men shall take care of the wall calendars, clocks, etc provided in CGOM, including changing of batteries of clocks & remotes of AC & TV as and when required. The batteries for clocks & remotes of AC & TVs shall be arranged by the contractor however payment toward such expenses will be cleared by CGOM on monthly basis on production of bills.
10. The contractor shall check the bed sheets, blanket, towel, soap, water, functioning of TV, Refrigerators, ACs, Geysers and all the Bath Rooms fittings, bulbs etc. on daily basis.
11. Coordination with Tata Sky Service provider for trouble free service. The monthly re-charging of tata sky connection for all the TVs will be paid directly by CGOM.
12. The contractor will provide room service for tea/ coffee, foods etc as per the requirement of guest.
13. The contractor shall provide waiters for serving food in the dining hall and rooms.
14. The contractor shall ensure that sufficient manpower is deployed so as to maintain high standard of housekeeping.
15. The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor handling shall be recovered from the Contractor at full cost. In regards to natural wear and tear of any such item, the decision of the Mess Secretary shall be final and binding on the Contractor.

### **LAUNDRY SERVICES**

1. The contractor will provide all laundry services of high standards for all rooms/transit flats belongings and for the guests staying at all rooms/transit flats.
2. Bed linen, towels, furniture upholstery, blankets, curtains shall be periodically washed and kept in clean condition for use.
3. The Contractor shall not charge any money for laundering of the BHEL`s cloths like furniture upholstery, curtains, table cloths & blankets etc.
4. The Contractor shall provide timely & quality laundry services for the guests staying at the all rooms/transit Flats. The contractor shall charge from the guests for washing and pressing of their clothes on actual reasonable rates.

### **GENERAL ADMINISTRATION:**

1. Check in register shall be kept safely. As the guest arrives in front office necessary entries are to be obtained in the Check –in -register.
2. An attendance register is to be maintained for the attendance of the manpower provided by the contractor.
3. Guest occupancy details should be maintained on the display board. Occupancy details are to be put up for Mess Secretary`s perusal on daily basis.
4. The Contractor shall be maintained suggestion book for daily comments of the guests staying in CGOM. He shall also obtain the guest comments on feed back form provided by CGOM to evaluate the services provided by the contractor on a regular basis.



**Refer to para 13 (a) of Part-II of RFP/TE****COMMERCIAL BID PRICE BID FOR CONTRACT FOR HOUSE  
KEEPING AND CATERING SERVICES AT CGOM (NOIDA)PER MONTH**

<b>SL</b>	<b>SCOPE OF WORK</b>	<b>NO OF PERSONNEL</b>	<b>RATE FOR SERVICES (BUNDLE PRICE) PER MONTH IN Rs.</b>																																							
1	Catering & maintenance/conservancy services CGOM Noida <table border="1"> <thead> <tr> <th>Sl</th> <th>Description of Job</th> <th>No</th> </tr> </thead> <tbody> <tr><td>(a)</td><td>Supervisor</td><td>01</td></tr> <tr><td>(b)</td><td>Receptionists</td><td>01</td></tr> <tr><td>(d)</td><td>House Keeping staff</td><td>05</td></tr> <tr><td>(e)</td><td>Sr. Cook</td><td>01</td></tr> <tr><td>(f)</td><td>Asst. Cook</td><td>01</td></tr> <tr><td>(g)</td><td>Stewards</td><td>07</td></tr> <tr><td>(j)</td><td>Dhobi</td><td>01</td></tr> <tr><td>(k)</td><td>Dish washer</td><td>01</td></tr> </tbody> </table>	Sl	Description of Job	No	(a)	Supervisor	01	(b)	Receptionists	01	(d)	House Keeping staff	05	(e)	Sr. Cook	01	(f)	Asst. Cook	01	(g)	Stewards	07	(j)	Dhobi	01	(k)	Dish washer	01	18													
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**Note: Rates are to be quoted separately for each item.**

- To carry out cleaning and maintaining CGOM, surrounding area, all cabins, silver room, Blue room, Card room, TV room, dinning hall, galley, squash court, etc.
- The labour utilized for carrying out conservancy jobs at CGOM, Noida are to be paid with existing minimum wage rates promulgated in Delhi area.

(Signature of the Bidder)  
Name and Address (with seal)