

Tele. 011-23382497  
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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 BIDS FOR OUTSOURCING MANPOWER TOWARDS HOUSEKEEPING  
AND CATERING SERVICES FOR COAST GUARD OFFICERS MESS AT SECTOR-24  
NOIDA**

**RFP Ref No. ICGS (D) / CON /TE/001/20-21 Date: 23 Jan 2020**

1. Bids under **Two bid system** (Technical-Bid and Commercial-Bid) in sealed cover are invited for outsourcing **MANPOWER TOWARDS HOUSEKEEPING AND CATERING SERVICES FOR COAST GUARD OFFICERS MESS AT SECTOR-24 NOIDA**. under Ministry of Defence, New Delhi, on as required basis ,for a period of one year from the date of signing of contract. Details / Type of Housekeeping / Catering personnel and supervisor, 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. The bids in Sealed Cover-I containing "Technical Bid" along with bid security (EMD) and Sealed Cover-II containing "Commercial Bid" should be placed in a third sealed cover super scribed "**MANPOWER TOWARDS HOUSEKEEPING AND CATERING SERVICES FOR COAST GUARD OFFICERS MESS AT SECTOR-24 NOIDA**"
2. You are also requested to **visit the site before submitting your quotation** in order to accurately assess the quantum of services to be rendered and take them into account while quoting for enquiry. No subsequent claim for any reason whatsoever will be entertained by ICGS (D) and it will be deemed to have been included in the tender quotation.
3. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below –

(a) Bids/queries to be addressed to :



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

- (b) Postal address for sending the Bids : **The Commanding Officer  
Indian Coast Guard Station  
National Stadium Complex,  
Purana Quila Road,  
New Delhi – 110 001**
- (c) Name/designation of:  
the contact personnel **Comdt (JG) RV Singh  
Mess Secretary**
- (d) Telephone numbers of the contact  
Personnel: **011-23384147 Extn 3937**
- (e) E-mail ids of contact personnel: **rvsingh150765@gmail.com**
- (f) Fax number: **011- 23384908**

4. **Pre-Bid Conference.** A pre bid conference will be conducted on **04 Feb 2020** at **1500 hrs** in the office, **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 with authorization letter from the concerned firm.

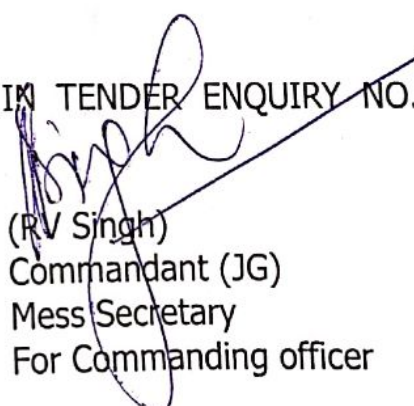
5. This RFP is divided into five Parts as follows:

- (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 Housekeeper, catering staff and supervisor required, such as the Schedule of Requirements (SOR), 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 Price Bid issues.

6. 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.

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

**'WE ACCEPT ALL THE TERMS AND CONDITIONS MENTIONED IN TENDER ENQUIRY NO. ICGS (D) / CON /001/20-21 Dated 23 Jan 2020**

  
(RV Singh)  
Commandant (JG)  
Mess Secretary  
For Commanding officer

### **Part I – General information/Instructions**

1. **Last date and time for depositing the Bids. 12 Feb 20 by 1500 hrs.** The sealed quotations under two-bids 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 bids clearly marking reference no. and date on the envelop should be either dropped in the Tender Box marked " **ICGS 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). "Technical Bid" along with bid security (EMD)and Sealed Cover-II containing "Commercial Bid" should be placed in a third sealed cover super scribed "**MANPOWER TOWARDS HOUSEKEEPING AND CATERING SERVICES FOR COAST GUARD OFFICERS MESS AT SECTOR-24 NOIDA**"
3. **Time and date for opening of Technical Bids. 13 Feb 20 at 1500 hrs**(If due to any exigency, the due date for opening of the Technical-Bid is declared a closed holiday, then the Bids 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 Reception office, Indian Coast Guard Station, National Stadium Complex, Purana Quila Road, New Delhi – 110 001. Only those Bids 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 Commanding Officer, ICGS Delhi, National Stadium Complex, Purana Quila Road, New Delhi – 110 001. Only proprietor / Director will be permitted to participate in tendering process. 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 firms representative. The intimation for witnessing opening of Bids be given in advance for arranging gate pass at ICGS (D).
6. **Two-bids system.** In Two-bids 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 PAN / TIN number, GST number, Bank address with EFT Account if applicable, etc and complete postal & e-mail address of their office.
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 07 (Seven) days prior to the date of opening of

the Bids. Copies of the query and clarification by the buyer 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.

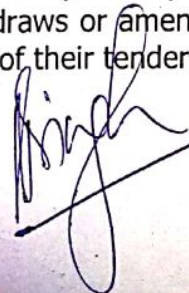
**10. Clarification regarding contents of the Bids.** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his Bid. The request for clarification will be given in writing and no change in prices or substance of the Bid will be sought, offered 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) Rs. 3,75,000/- (Rupees three lakh seventy five thousand only) in form of demand draft / fixed deposit receipt / Bankers Cheque or bank Guarantee along with their bids.** The EMD (Demand draft / fixed deposit receipt / Bankers Cheque or Bank Guarantee) should be account payee and issued by 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) in favour of "**The Commanding Officer, ICGS Delhi**" Payable at New Delhi as per Form DPM – 13 (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 Organisation (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department or 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.



A handwritten signature in black ink, appearing to be 'Singh', is written over a horizontal line that extends across the page.

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

1. **Schedule of Requirements.** The scope of work required to be undertaken in conservancy and area maintenance services at Coast guard officers Mess at Sector-24 Noida and CGSB Noida is as follows:-

**(a) For CGOM, Noida**

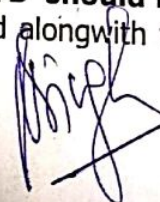
SL	PROFILE NAME	SHIFT I	SHIFT II	SHIFT III	GENERAL SHIFT	DESIRED QR	
		0601-1400	1401-2200	2201-0600	0900-1700	WORKS EXPERIENCE	EDUCATIONAL QUALIFICATIONS
(i)	Supervisor	---	----	---	01	05 yrs	HM Graduate (Highly skilled)
(ii)	Receptionists	----	----	----	01	01 yr	10 +2(skilled)
(iii)	House Keeping Staff	02	02	01	----	01 yr	8 th(un-skilled)
(iv)	Sr. Cook	----	----	----	01	03 yrs	10th(skilled)
(v)	Asst. Cook	---	----	----	01	01 yr	9 th(semi-skilled)
(vi)	Stewards	02	02	03	----	03 yrs	10th(skilled)
(vii)	Dhobi	----	----	---	01	02 yrs	10th(skilled)
(viii)	Dish Washer	---	----	----	01	01 yr	8 th(un-skilled)
	Total	04	04	04	06	Grand Total =18	

**(b) For CGSB, Noida**

SL	PROFILE NAME	SHIFT I	SHIFT II	GENERAL SHIFT	DESIRED QR	
		0600-1400	1401-2200	0900-1700	Works Experience	Education
(i)	Cook	01	01	--	03 Yrs	10 <sup>th</sup> (Skilled)
(ii)	House Keeping staff	01	01	01Dishwasher	01 Yr	8 <sup>th</sup> (Un-Skilled)
	Total	02	02	01	05	

2. **Technical Details:** As per **Appendix 'A' & 'B'**

3. **Two Bid System** – The quotation must be submitted by the bidder under the Two Bid System i.e., Technical Bid and Commercial Bid to be submitted in separate sealed covers as per the formats at **Appendix-'A' & 'B' and Appendix 'C' & 'D'** respectively. **All the documents mentioned in Appendix-'A & 'B' should be enclosed along with the Technical bid.** No document is to be enclosed along with the Commercial Bid. The



bidders are required to submit clause by clause compliance of RFP conditions bringing out clearly the deviations from the clauses, if any, along with Technical bid.

4. **Scope of Rate Contract.** The proposed Contract will be an agreement between the Buyer and lowest bidder(s) (supplier) to supply the **Supervisors / Housekeepers / catering staff / cleaning material / toiletries items included in this tender at specified prices and terms and condition during the period of the contract** included in this tender. Contract will be in the nature of a standing offer and neither any quantity nor any anticipated drawls are 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. However, once a supply order is placed on the supplier for supply of a definite quantity in terms of the rate contract during the validity period of the rate contract that supply order becomes a valid and binding contract and the seller will be bound to supply the ordered quantity. Rate contract will be carried out from the period the contract is signed till one year.

5. **Pre- Bid conference.** A pre bid conference will be conducted on **04 Feb 2020** at **1500 hrs** in the office **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 alongwith authorization letter from respective firms.

6. **Contract Period.** Contract period for the contract would be **one year** from the date of signature of both the parties on the contract. Please note that the Buyer can cancel the Contract unilaterally in case services are not received as per the terms and condition of the contract. The acceptance of delay in execution of the contract i.e. delay in providing the services by the contractor will be at the sole discretion of the Buyer, with applicability of LD Clause. This rate contract is extendable further for period of **one year** subject to satisfactory performance of the seller and on mutual concern of both parties with same terms and conditions. **The contract period will be for one year with an option of extension i.e. Extension for 01 year.** Also, while extending the existing rate contract, it shall be ensured that there is no downward trend in prices in the market.

7. **INCOTERMS for Delivery and Transportation.** NA

8. **Consignee details.** As follows

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

9. **Eligibility Criteria:** - The firm should have following eligibility criteria/ valid documents for submitting the tenders:

(a) **Technical Parameters**

- (i) The Contractor should have a **valid license under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971** at the time of bidding and continues to hold it till completion of the contractual period.
- (ii) The bidder/seller may be a proprietary firm, partnership firm, limited Company, corporate body legally constituted. The bidder should have the registered office and have valid license to provide conversancy and area maintenance staff at Sector – 24, Noida.
- (iii) **ESIC/ EPF/GST Registration Certificate:** The bidder/seller should furnish attested copies of ESIC Registration certificate, EPF Registration certificate and GST certificate.
- (iv) **Past Experience** The firm should have experience of at least 03 years in providing catering and housekeeping staff services in State/Central Govt. Dept/PSUs/reputed MNCs/ Private organizations and not been black listed any time. Copies of such contracts and satisfactory completion report from the concerned organization should be attached with the technical bid.
- (v) There should be no case pending case with the police against the Proprietor/Firm/Partner or the company (Agency)/blacklisted by any Govt. Organization or by any other reputed department. The firm shall provide undertaking to this effect.
- (vi) The bidder/seller, to qualify for the award of contract, shall submit a written power of attorney authorizing the signatories of the bid to participate in the bid.
- (aa) Memorandum of Understanding shall be provided in case the Bidder comprises of Joint venture/Consortium/Partnership.
- (ab) Nomination of one of the members of the partnership, consortium or joint venture to be in charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/joint venture/partnership firm.
- (ac) Details of the intended by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.
- (vii) The bidder/seller shall submit full details of his ownership and control or, if the bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.

(viii) Bidder or members of a partnership, joint venture or consortium shall submit a **copy of PAN card** under the Income Tax Act of such understanding.

(ix) Bidder must submit copies of all document required, duly self attested, along with technical bid of the tender.

(x) Each Bidder/seller (each member in the case of partnership firm/joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If the name of the apartment subsequently finds to the contrary, the Department reserves the right to declare the bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.

(xi) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

(xii) The seller should have **valid Services Tax Registration/ GST number**. Copies of such registration certificate(s) should be attached with technical bid.

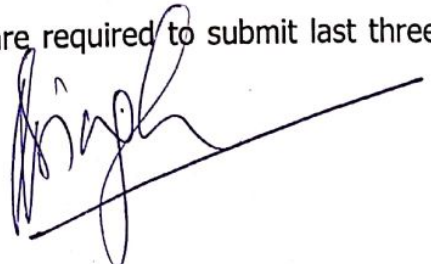
(xiii) **Work Force** Seller should have highly skilled/skilled/semi skilled/unskilled work force not less than the number equal to the actual requirement indicated in RFP.

(b) **Financial Parameters**

(i) **EMD Contract** EMD as mentioned at Para 14 of part –I of RFP is to be deposited alongwith the technical bid.

(ii) **Balance sheet and profit and loss Statement.** The firm shall have cumulative minimum turnover of Rs. 1.5Crore in last three consecutive financial years. Copies of audited balance sheet and profit and loss account of last three financial years duly certified by auditors / CA to be attached with the technical bid.

(iii) **Income Tax Details** The firm are required to submit last three year income tax details.





(iv) **PBG/Security Deposit Amount:-** The L1 bidder is required to submit minimum 10% amount of the total contract value as PBG within 30 days from the date of contract agreement.

(c) **Statutory Parameters**

(i) The seller shall pay wages to the support staff employed by him as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971.

(ii) The seller shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986.

(iii) **Minimum wages:** The seller should ensure payment of existing minimum wages as per Govt of NCT of Delhi and Minimum Wages Act, 1948 as revised from time to time for the Support staff deployed. Non-adherence to the minimum wages Act, 1948 will result in cancellation of the contract, forfeiting of EMD/PBG and appropriate administrative action. The contractor would be required to ensure payment to the manpower to be deployed by him for execution of the proposed contract as per the existing minimum wages promulgated by the Govt of NCT of Delhi.

(iv) **EPF, ESIC, EDLI.** The amount of EPF, ESIC, and EDLI shall be quoted strictly as per prescribed Govt. rate. However payment for these statutory obligations will be made with monthly bills on production of documentary evidence to the effect that the same has been deposited by the Contractor in the concerned account of the individual support staff deployed on duty.

(v) The seller shall make payment to the conservancy & area maintenance staff employed by him by 07<sup>th</sup> day of following month.

(vi). The seller shall ensure the disbursement of the wages in bank and necessary arrangement to be made for opening of bank accounts of the person employed by him. However, till the time of opening bank account, salary may be disbursed in presence of rep of seller during the working hours of the office in due time frame.

(vii). It shall be the responsibility of the seller to issue employment card (Identity Card) to each conservancy & area maintenance staff as per prescribed format and to maintain the muster roll, the wages register and other register as per the contract labour (Regulation and Abolition) Act.

(viii). The seller shall arrange for such facilities as provided for in the Contract Labour (Regulation and Abolition) Act for the welfare and health of the Support staff employed on the work.

(ix). The seller agrees to indemnify the Customer against all claims for compensation by or on behalf of any support staff employed by him in connection with this agreement for injury or death by accident under the Workmen', Compensation Act 1923s.

(x). **Police Verification** At all times, the seller will be responsible to ensure the, the Police verification regarding verification of character and antecedence for support staff engaged by him is undertaken by the Police Station of their (Support staff) residential area. Police verification is to be submitted at least 10 days prior to commencement of the contract. The contractor will also ensure that no person employed by him for the services has been /is involved in any activity against the interest of the state.

(xi). The seller shall be responsible for all commissions and omissions on part of manpower engaged for purpose. The Commanding Officer, ICGS Delhi shall not be responsible in any manner whatsoever, in matters of injury/death/health issues etc. of the seller's employees performing duties under this contract.

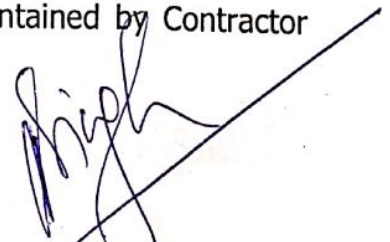
(xii). The seller shall be obliged and solely responsible to comply with all statutory conservancy staff & area maintenance staff requirements in respect of the manpower engaged by the firm and The Commanding Officer, ICGS Delhi shall not be a party to any dispute arising out of such deployment by the seller.

(xiii). The manpower deployed by the seller under this contract be the employee of the seller and in no circumstance shall ever have any employment with the Commanding Officer, ICGS Delhi.

(xiv). **Uniform.** The support staff deployed by the seller shall be in distinct/neat **uniform including shirt/trouser/overall.** In order to maintain neat and clean uniforms at all times at least **one set of uniforms** to be issued to employees per annum. **Monsoon gears (Raincoats and umbrellas) are to be provided during rainy season.** The uniforms will be issued by the contractor as mentioned in **Appendix 'E'**

(xv). **Responsibility of payment of wages.** The contractor shall make payment to the supporting staff employed on monthly basis under the contract through bank on or before the 07<sup>th</sup> of following month.

(xvi). The **registers and records** that will be maintained by Contractor (section 29 of CLRA-1970) are as follows:



(aa) Register of person Employed/ deployed on form XIII of CLRA - 1970. The details in register will be signed/ authenticated daily by a person deputed by concerned units.

(ab) Employment card on form XIV within three days of employment of each worker.

(ac) Service Certificate on form XV is to be issued to every support staff on termination of employment for any reason.

(ad) Form of Register of Wages-Cum-Muster Roll as per form XVII of CLRA- 1970. The same will be countersigned by the Commanding officer, ICGS Delhi or an officer appointed by him on the day the wages is paid in the presence of the representative of the Buyer.

(ae) Wages Slip as per form XIX of CLRA-1970, which will be issued to each worker on the day the wages is paid in the presence of the representative of the buyer.

(af) Any other register/record required by labour Commissioner time to time.

10. **Schedule of duties:** The staff employed would be under the supervisory control of seller/contractor. However, the Mess Secretary of Coast Guard Officers Mess and will have the over-all control of the staff. The charter of duties of the staff to be provided by the seller/contractor is given category wise in the succeeding paragraphs.

(a) **Supervisor (01).** The supervisor will be head of the staff of all categories provided by the service provider/contractor. The supervisor will coordinate for the administration of CGOM in pursuance of the contract and shall be responsible for the administration and secretarial services in CGOM Noida sector - 24. The supervisor shall be responsible for the administration and secretarial services in CGOM. The Supervisor shall be responsible for following :-

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

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

(iii) 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.



(iv) The supervisor shall be the overall in-charge of the CGOMA Inventory.

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

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

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

(viii) He shall ensure that every guest shall be provided with welcome kit including welcome card, details of places of tour, list of important telephone number etc.

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

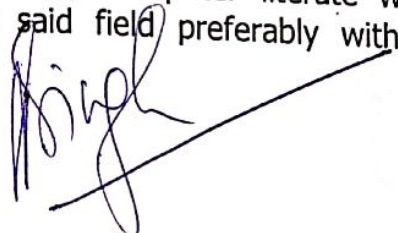
**Qualification Criteria : HM Graduate Skilled** .Holding Diploma in Front Office operations as well as Catering & Housekeeping from recognised Institution. Should have at least 05 years experience in the said field preferably with Govt organisation.

**(b) Receptionist (01) :**

Responsible for all calls coming to the Reception and to convey the right message to the right person.

- . Make the relevant room status changes on the accommodation status board as per the guest movement.
- . Three 8 hourly duty shift day & Night 24 X 7.
- . Attend to guests, visitors, vendors, maintenance staff etc.
- . Carry out allocation of rooms to guests as per the instructions from Mess Secretary.
- . Carry out Computerized Check in and checkout procedures.
- . Follow up and expedite maintenance jobs as per Defect register through MES/AMC personnel.
- . Documentation of materials brought in and out.
- . Maintain Computerized records of cabins inventory, maintain mess registers/slips. .Be Custodian of all the room keys and records.
- . Assist the guest for transportation, travel and tourism information.

**Qualification Criteria :Skilled.10+2,** Computer literate with at least 01 year experience in the said field preferably with Govt Organization



**(c) Stewards (07) :**

- . Steward staff will dally coordinate the quantity prepared and serve as planned.
- . He will ensure back service follow sequence, replenishing, perfect distribution, make alternative if required.
- . He will ensure service of food items to late coming and regular reserved officers. They will be utilized for upkeep each floor, maintenance coordination, preparing for routine, VIP special services, Family/Troop Welfare Committee meetings, Admin service meetings, other parties and inventory of crockery.
- . He will ensure that sufficient staff is available at the dining hall during service time. Exclusive steward will look after water and cabin services as and when required. Seven stewards will be deployed during day shift and 05 for night shift.

**Qualification Criteria :Skilled.** Holding Diploma in Front Office operations as well as Catering & Housekeeping from recognised Institution. Should have experience as a steward in a three star hotel/Service Mess for 03 years.

**(d) Cooks (02) (Senior-01 Skilled , Junior-01 Semi Skilled) :**

- . Cooks will be in the day and night shift. They
- . Will coordinate purchase/utilization of available ration.
- . Will prepare food as per decided menu at scheduled time and quantity.
- . Will ensure kitchen/store hygiene.
- . Will advice menu for special occasions-parties-meetings-VIP visits.
- . One cook during day shift to prepare lunch and dinner on regular days, another during night to prepare food for late dinner services, morning, bed tea services and breakfast arrangements.

**Qualification Criteria :** Holding Diploma in cookery from recognised Institution. Should have experience in a three star hotel/Service Mess with 03 years experience for Sr Cook and 01 years for Jr Cook.

**(e) Housekeeping (05) :** Housekeeping of all floors, cabins toilets, mess office, TV room, billiard room, Dining hall, library etc of the entire Mess including VIP Annexes etc., Each cabin to be fixed with housekeeping check lists. Entry to be made by the house keeper. This will be checked by the supervisor. Each house keeper will draw daily the consumables from housekeeping stores, replenish them in each cabin and make an entry in the



card provided at the cabins. Daily housekeeping consumables and line replacement /replenishment will be followed and recorded in the card by the housekeeping supervisor. Further, the main responsibilities of housekeeping staff encompasses following jobs:-

(i) Conservancy and area maintenance services of the entire premises of CGOM at Sector-24 Noida is to be carried out daily basis including on Sundays and Gazette Holidays.

(ii) The firm is required to complete the morning cleanship, maintenance of office space, VIP suits, rooms, dining hall, bar, terrace, common passage, stair case and entrance before 0800 hrs daily and thereafter at regular interval as mentioned in succeeding paragraphs and sub paragraphs to keep the area clean, hygienic and maintained throughout the day.

(iii) Conservancy services will cover the daily regular cleaning of below mentioned areas / spaces:-

(iv) Sweeping and wet mopping (with prescribed disinfectants) of all the office space, VIP suits, rooms, dinning hall, bar, terrace, common passage, stair case, corridor and entrance etc. daily in the morning prior to 0900 hrs and as and when required.

(v) Sweeping and wet mopping (with deodorant disinfectants / sanitizers) of Reception Area, General Office Area, toilets, bathrooms and Cabins etc. daily in the morning prior to 0900 hrs and when required.

(vi) Clearing and cleaning of waste paper baskets from each rooms/offices.

(vii) Dusting of partitions, doors and walls and Venetian blinds.

(viii) Cleaning of tree leaves from the ground thrice a day.

(ix) Cleaning of window glasses from inside and outside.

(x) Cleaning of telephone instruments.

(xi) Cleaning of main entrance glass doors / wooden doors. (Cleaning of WCs, wash basin, urinals and mirrors etc. in all the toilets thrice a day (morning) before 0830 AM (after noon) 1230 PM and (evening) 1630 PM with disinfectant.

(xii) Dusting of all furniture on daily basis.



- (xiii) Scrubbing and cleaning of all toilets flooring.
- (xiv) Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins at regular intervals throughout the day.
- (xv) Replenishment of toiletry items in the toilet when used or finished.
- (xvi) Every day cleaning of road area in and around of building and surroundings at Sector-24 Noida premises (one time morning and evening). In addition, as and when required for VIP visit to be ensured well in time.
- (xvii) Drainage to be cleaned every day, if any major choke, the same is to be reported immediately to the concerned officer of ICGS (D).
- (xviii) Dumping of wastage and handing over the same to the Municipal Corporation to be done. If municipal vehicle not available then wastage to be dumped in the nearby Municipal Corporation dumping area without delay.
- (xix) Cleaning of cobwebs daily and walls weekly.
- (xx) Housekeeping staff is to ensure CGOMA main gate and the approaching road from entrance is kept cleaned throughout the day.
- (xxi) The scope of work of the house keeping staff will also include lifting baggage of guests.
- (xxii) The Seller/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 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.

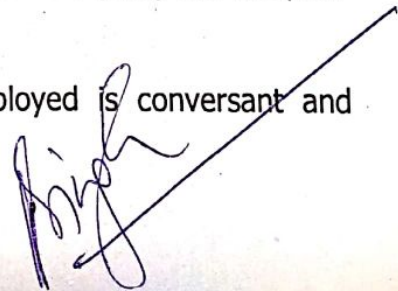
**Qualification Criteria :Unskilled worker** with 8th academic qualification and should have experience in a three star hotel/Service Mess at least for 01 years.

**(f) Dishwasher (01):** Worker Will be on day shifts and will look after washing vessels, cleaning of pantry, stores, cutlery room, staff room garbage disposal etc.

**Qualification Criteria :Unskilled Worker** with 8th academic qualification and should have experience in a three star hotel/Service Mess at least for 01 years.

11. **Scope of the Conservancy and maintenance services.**

- (a) **Scope of Contract.** The proposed contract will be an agreement between the purchaser (Buyer) and lowest bidder(s) (seller) 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 a drawl 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. However, once a supply order is placed on the supplier for supply of definite quantity in terms of the rate contract during the validity period of the rate contract and the supplier will be bound to supply the ordered quantity.
- (b) **Area.** The CGOM area, where the conservancy/maintenance services are to be provided includes Office premises (Both Open and Covered ) at Noida sector -24 for any of the official functions conducted by the Indian Coast Guard on special occasions.
- (c) **Manpower:** The seller would be responsible to provide contracted person (per month) as per schedule of requirements given in para 1 of part II of the RFP.
- (d) The seller will ensure that these personnel are trained, disciplined and courteous. The seller 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 seller) while on duty. All the personnel so deployed will follow strictly security regulations of the Indian Coast Guard, in vogue from time to time.
- (e) If any of the staff takes leave or is absent the seller will make alternative arrangements to ensure the sufficient staff is available for uninterrupted services at all times.
- (f) The staff will be in the employment of successful seller. 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 expense of the second party will the prior written concurrence of the Second party.
- (g) The seller will ensure that the staff employed is conversant and understands English or Hindi Language.





(h) The seller shall strictly ensure health, 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 not be permitted/ entertained in the Coast Guard Officers Mess Annexe at Noida sector – 24.

(j) The successful bidder will keep the surrounding of the Office premises clean and also ensure economical use of electricity provided by the first party.

(k) As and when specially 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 CO/EXO/Mess Secretary of ICGS Delhi.

(l) The successful bidder representative will meet the Mess Secretary, CGOMA once in a fortnight or on need basis.

(m) 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 procedure imposed by the former.

(n) **Provision of Additional Manpower:** The seller on conclusion of the contract shall on requisition by the ICGS Delhi (at 24 hours notice) provide additional manpower to meet the additional requirement, if any, for various official and social functions organized by the Coast Guard at CGOM Noida to the extent of 50% of the contracted total manpower for a specific period on pro-rata basis of the rates quoted in the price bid for the scope of work mentioned.

(q) **Housekeeping Services.**

(i) **Duties and responsibility of Supervisor.** The Supervisor will be overall responsible for conservancy and area maintenance services at CGOM at Sector-24 Noida. He will regulate all the Housekeepers and gardeners for the duties and cater for the administration / logistics requirement including discipline, training, turnout and appearance. He will also ensure that all the works as mentioned above have been completed and main building and surroundings at Sector-24 Noida premises are spick and span. He will also make reports to the Mess Secretary/Executive Officer, ICGS Delhi for the attendance of the personnel on daily basis on the timing promulgated



(ii) The area covered for conservancy services would include all floors of the mess area in the building, transit accommodation, CGOM area, kitchen, bar room and common area etc.

(aa) The seller/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.

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

(ac) CGOM would provide all equipment of Pmt nature 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.

(ad) Maintenance and upkeep of items as per cloth inventory will be responsibility of service providers/contractor.

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

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

(aa) Sweeping and wet mopping of all the areas specified as 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.

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

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

(ad) Pressing and preparing/making of clothes/uniforms of visitors in occupation of rooms by 0700 hours.

(ae) Cleaning and polishing of shoes of the guest officers in occupation of the rooms by 0700 hours.

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

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

(ah) Cleaning of fridges and deep freezers.

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

(ak) 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.

(al) Cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets by using disinfecting materials like to be provided by the CGOMA Noida sector - 24.

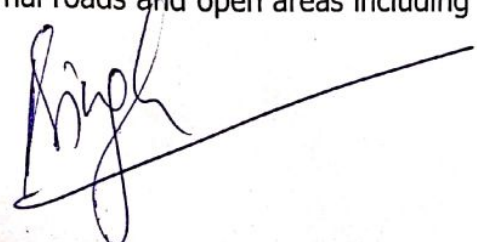
(am) Replenish sanitary cubes, naphthalene balls, air-fresheners (odonil), sanitizers, liquid soaps in the toilets (material will be supplied by the Mess Secretary).

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

(ap) Watering and care of indoor plants and cycling these plants with nursery.

(aq) Polishing of brass ware.

(ar) Sweeping of the internal roads and open areas including garden and green patches.



(as) Collect all the sweepings, garbage and wastes and dispose off the same in the nearest garbage bins/premises, which require to give proper cleaning service.

(at) Bringing to notice any MES related works required to be done in the CGOMA Nolda sector - 24 premises, which require to give proper cleaning service.

(au) 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.

(av) 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.

(aw) The housekeeping staff shall coordinate with agency holding AMC for pest control and ensure regular and safe pest control in CGOM.

(iv) **Weekly Housekeeping Services.** The housekeeping 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 supply by CGOM)

(ag) Cleaning terrace of the buildings on alternate days basis.

12. **Quality of Housekeeping and Material.** The seller shall ensure that all material, machines, and chemicals used for housekeeping are of good quality and Govt. approved(Appendix 'D').

13. **Working Days.** All days will be observed for providing daily/weekly services as mentioned above. No Sundays and public holidays are admissible.

14. **Compliance of Labour Laws.** The seller shall full fill all obligations under various labour laws in force regarding deployment of contractor workers in respect of the services provided under this contract.

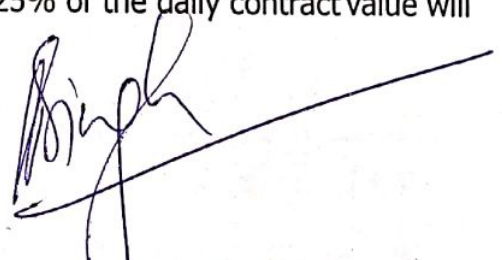
15. **Accidents.** In circumstances, when the personnel is involved in services, meet with an accident, resulting in loss or damage to property or life with respect to the person or any third party, the responsibility for any legal or financial implication shall rest solely with the contractor. The Commanding Officer, ICGS Delhi or the Government of India shall have no liability, whatsoever, in this regard.

16. **Penalty Clause:** In case any complaint is received from the users, the following be followed:-

(a) **Uniform:** A penalty of Rs. 100.00 per head per day will be levied for non wearing of proper uniform as approved by **Buyer** and the same will be deducted from monthly bills of the seller.

(b) **Punctuality:** In case of late reporting of any staff a penalty @ 10% of the daily contract value will be recovered from the contractor from monthly bill.

(c) **Performance:** Any sub-optimal / short fall in providing requisite manpower/ services noticed a penalty @25% of the daily contract value will be recovered.



(d) The buyer shall be entitled to deduct from the pending bills of the seller all such sums of money as may be claimed by the govt. in terms of herein mentioned as clause of the agreement.

(e) Any theft occurred due to negligence of Staff, seller will be penalized for theft amount and has to pay the amount within 48 hrs of the incident.

17. **Warning Clause.** In case any complaint is received from user, the following penalty will be imposed in addition to deduction of amount equivalent to deficiency in manpower deployment/material supplied:

- |     |                          |   |   |
|-----|--------------------------|---|---|
| (a) | First Complaint          | - | Written warning.  |
| (b) | Second & Third complaint | - | Written Warning/Show cause notice.  |
| (c) | Fourth & Fifth Complaint | - | Deduction of ¼ amount of the monthly bill amount.   |
| (d) | Sixth Complaint          | - | Issue of show cause notice for termination of contract and PBG of the contract will be forfeited. |

18. Safety clause is kept at **Appendix 'F'**

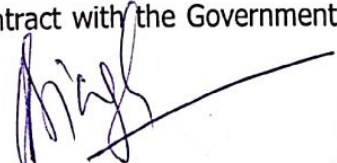
### **Part III – Standard Conditions of Contract**

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 favour or disfavour 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 favour 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 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 Contractor failure to submit the bonds, guarantees and Documents, supply the stores / goods and conduct trials, installation of equipment, training, etc as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the contractor 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 week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

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 (02 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 (03 months) provided Force Majeure clause is included in contract.
- (d) The Buyer has noticed that the Seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (e) 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, the same must be specifically stated. In the absence of any such stipulation. It will be presumed that the prices include all such charges and to no claim for the same will be entertained.
- (b) On the Bids quoting service tax, 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 service is legally liable to service tax and the same is payable as per the terms of contact.
- (c) If reimbursement of any Duty/Tax is intended as extra over the quoted price 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 dose 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 Cleary state that no such duty / tax will be charged by them up to the limit of exemption which they 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 same will be charged if is becomes livable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will be charged by him even if the same becomes applicable later on in respect of the Bidder, who fall to comply with requirement, their quoted price 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 changes in any duty/tax upward/downward as a result of any statutory variation in exercise taking place within contract term shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier, 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 adjustment shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the Seller.

15. **Pre-Integrity Pact Clause: NA**

**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 Contractor 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:**



**(a) Indigenous cases.** 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 authorized 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 warranty. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).

**(b) Foreign cases: NA**

2. **Option Clause:** This contract has an Option Clause, wherein the Buyer can exercise an option to hire an additional 50% of the hired support staff in the original contracted quantity (Nos of staff) 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 present contract will be valid for a period of one years from the date of signing of contract. However, will have provision of renewal of one year based on the performance of the contractor and on mutual concern of both parties with same terms and condition. The contract period will be for one year with an option of Extension period for another one year. It will be entirely the discretion of the Buyer to exercise this clause or not. The Bidder is to confirm the acceptance of the same for inclusion in the contract.

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 up to **25% plus/minus** increase or decrease the quantity of the required goods up to that limit without any change in the terms & conditions and unit price quoted by the Seller. While awarding the contract or till the duration of the contract, the quantity ordered can be increased or decreased by the Buyer within this tolerance limit.

5. **Payment Terms for Indigenous Sellers:** - 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) 100% payment on post monthly basis after successful execution of the job order issued against the Rate contract during the period and acceptance by the user.

(b) Amount of LD risk Expenses/penalty etc, if any will be deducted from the billing amount.

(c) Payment of Bills:- Monthly bills for bonafide use of Security personnel to be submitted by the contractor latest by the 3rd day of the subsequent month to security Section, along with the requisition issued. Payment will be made through **The Controller of Defence Accounts (Navy/Coast Guard) West Block-V, RK Puram Sector-1 New Delhi - 110066** subject to timely submission of bills by the contractor

6. **Payment terms for Foreign Sellers:** NA

7. **Advance Payments:** No advance payment(s) will be made of any kind.

8. **Paying Authority:**

(a) **Indigenous Sellers:** (Name and address, contact details)..**The Controller of Defence Accounts (Navy/Coast Guard) West Block-V, RK Puram Sector-1 New Delhi - 110066.** 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 Supply Order / Contract with U.O number and date of IFA's concurrence, where required under delegation of powers.

(iv) Work done certificate in duplicate.

(v) Inspection note.

(vi) Claim for statutory and other levies to be supported with requisite documents / proof of payment such as Excise duty challan, Customs duty clearance certificate, Octroi receipt, proof of payment of EPF / ESIC contribution with nominal roll of beneficiaries, etc as applicable.

(vii) Exemption certificate for Excise duty / Customs duty, if applicable.

(viii) Bank guarantee for advance, if any.

(ix) Guarantee / Warranty certificate.

(x) Performance Bank guarantee / Indemnity bond where applicable.

(xi) DP extension letter with CFA's sanction, U.O. number and date of IFAs concurrence, where required under delegation of powers, indicating whether extension is with or without LD.

(xii) 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 supply order / contract).

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

(xiv) User Acceptance.

(xv) Xerox copy of PBG.

(Note – From the above list, the documents that may be required depending upon the peculiarities of the procurement being undertaken, may be included in RFP)

(b) **Foreign Sellers-NA**

9. **Fall clause** - The following Fall clause will form part of the contract placed on successful Bidder –

(a) The price charged for the stores supplied under the contract by the Seller shall in no event exceed the lowest prices at which the contractor sells the stores or offers to sell stores of identical description to any persons/Organisation including the purchaser or any department of the Central government or any Department of the 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 Seller reduces the sale price, sells or offer to sell such stores to any person/organisation including the Buyer or any Dept. 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, he shall forthwith notify such reduction or sale or offer of sale to the purchaser / Contracting Authority and Director General of Supplies & Disposals and the price payable under the contract for the stores of such reduction of sale or offer of the sale shall stand correspondingly reduced. The above stipulation will, however, not apply to:--

(i) Exports by the Seller

(ii) Sale of goods as original equipment at a price lower than the prices charged for normal replacement.

(iii) Sale of goods such as drugs which have expiry dates.

(iv) Sale of goods at lower price on or after the date of completion of sale/placement of the order of goods by the authority concerned under the existing or previous Rate Contracts as also under any previous contracts

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entered into with the Central or State Government Depts., including their undertakings excluding joint sector companies and/or private parties and bodies.

(c) The Sellers shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract – "We certify that there has been no reduction in sale price of the stores of description identical to the stores supplied to the Government under the contract herein and such stores have not been offered/sold by me/us to any person/organisation 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 up to the date of bill/the date of completion of supplies against all supply orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract except for quantity of stores / categories under sub-clauses (i), (ii) and (iii) of sub-Para (b) above details of which are given below:

10. **Exchange Rate Variation Clause: NA**

11. **Risk & Expense clause –**

(a) Should the stores/ services or any installment thereof not be delivered within the time or times specified in the contract documents, or if defective delivery is made in respect of the stores or any installment thereof, or the delayed delivery of the services the Buyer to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

(b) Should the stores / services or any installment thereof not perform in accordance with the specifications / parameters provided by the SELLER during the check proof tests to be done in the BUYER's country, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

12. **Force Majeure clause:**

(a). Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

(b). In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c). The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

(d). Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

(e). If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

13. **Buy-Back offer** – NA

14. **Specification**: The Specification as per **Part-II of RFP** which will form part of the contract placed on successful Bidder.

15. **OEM Certificate**: NA

16. **Export License**: NA

17. **Earliest Acceptable Year of Manufacture**: NA

18. **Buyer Furnished Equipment**: -NA-

19. **Transportation**: Transportation of the support staff from their residence to the place of the duty will be the responsibility of the support agency and this headquarters is not liable for such queries / facilities.

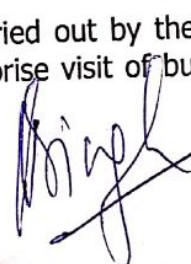
20. **Air lift**: NA

21. **Packing and Marking**: NA

22. **Quality**: As per **Part –II of RFP (Scope of the Contract)**.

23. **Quality Assurance**: Seller would provide the Standard Acceptance Test Procedure (ATP) within one month of this date of contract. Buyer reserves the right to modify the ATP. Seller would be required to provide all test facilities at his premises for acceptance and inspection by Buyer. The details in this regard will be coordinated during the negotiation of the contract. The item should be of the latest manufacture, conforming to the current production standard and having 100% defined life at the time of delivery.

24. **Inspection Authority**: The Inspection will be carried out by the user unit. The mode of inspection will be through verbal interaction, surprise visit of buyer for physical presence of support staff and Medical.



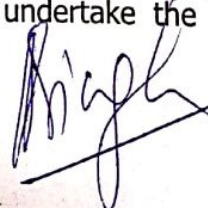
25. **Pre-Dispatch Inspection:** - NA
26. **Joint Receipt Inspection:** NA
27. **Franking clause:**-NA
28. **Claims:** NA
29. **Warranty-**

(a) The following Warranty will form part of the contract placed on the successful Bidder for support services:

(i) Except as otherwise provided in the invitation tender, the Seller hereby declares that the goods, stores articles / services sold/supplied to the Buyer under this contract shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/mentioned in contract. The Seller hereby guarantees that the said goods/stores/articles/services would continue to conform to the description and quality aforesaid for a period of 12 months from the date of delivery of the said goods stores/articles/services to the Buyer or 15 months from the date of shipment/dispatch from the Seller's works whichever is earlier and that notwithstanding the fact that the Buyer may have inspected and/or approved the said goods/stores/articles/services, if during the aforesaid period of 12/15 months the said goods/stores/articles/services be discovered not to conform to the description and quality aforesaid not giving satisfactory performance or have deteriorated, and the decision of the Buyer in that behalf shall be final and binding on the Seller and the Buyer shall be entitled to call upon the Seller to rectify the goods/stores/articles/services or such portion thereof as is found to be defective by the Buyer within a reasonable period, or such specified period as may be allowed by the Buyer in his discretion on application made thereof by the Seller, and in such an event, the above period shall apply to the goods/stores/articles/services rectified from the date of rectification mentioned in warranty thereof, otherwise the Seller shall pay to the Buyer such compensation as may arise by reason of the breach of the warranty therein contained.

(ii) Guarantee that they will supply spare parts, if and when required on agreed basis for an agreed price. The agreed basis could be and including but without any limitation an agreed discount on the published catalogue or an agreed percentage of profit on the landed cost.

(iii) Warranty to the effect that before going out of production for the spare parts they will give adequate advance notice to the Buyer of the equipment so that the latter may undertake the balance of the lifetime requirements.

A handwritten signature in black ink, appearing to be 'Miguel', is written over a horizontal line that spans across the bottom of the text area.

(iv) Warranty to the effect that they will make available the blue prints of drawings of the spares if and when required in connection with the main equipment.

30. **Product Support:** NA

31. **AMC Clause:** NA

32. **ESP Clause:** NA

33. **Price Variation Clause:** Applicable subject to revision of Govt. orders/policies on basic minimum wages or its component (in terms of wages increased or decreased by Govt. of India).

34. **Extension of Contract:** It should be ensured that new rate contract (renewal) is made operative right after the expiry of the existing rate contract. In case, however, it is not possible to operate new rate contract due to some special reasons, timely steps are to be taken to extend the existing rate contract with same terms & conditions for the period as required. Also, while extending the existing rate contracts, it shall be ensured that the price trend is not downward.

35. **Renewal of Contract:** The present contract will be valid for a period of one year from the date of signing of contract. However, will have provision of renewal of one year based on the performance of the contractor and on mutual concern of both parties with same terms and condition. The contract period will be for one year with an option of extension for another one year.

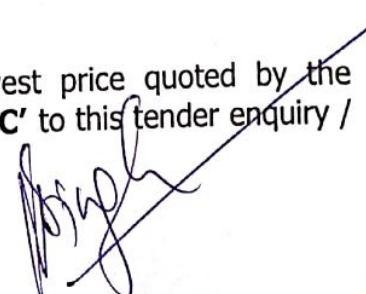
### **Part V – Evaluation Criteria & Price Bid issues**

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-bids system, the technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical characteristics of the equipment/items 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 total lowest price quoted by the particular Bidder as per the Price Format given at **Appendix 'C'** to this tender enquiry /





**RFP. Bidders quoting lower than minimum wages promulgated by Govt of NCT Delhi and lump sum, will be rejected.** The price-bid shall comply with the technical bid and terms & conditions of the 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 lowest Acceptable Bid will be considered further for placement of contract/Supply Order after clarification and price negotiations as decided by the Buyer. The Buyer will have the right to award contracts to different Bidders for being lowest in particular items. The Buyer also reserves the right to do **Apportionment of services**, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

2. The rates quoted in the tender shall be all inclusive of taxes/levies imposed by the Govt. Rates thus would be exclusively for the conservancy and area maintenance services including material supply and nothing else.

### 3. Service Charges and Cleaning Materials

(a) Service charges are to be quoted as a whole amount for one month which may include the various components like Stationery, Pay bill generation & correspondence for EPF & ESI, Correspondence for maintenance of attendance etc, Maintenance of register & correspondence for Labour Commissions as per CLRA 1970, Telephone charges, Rent, Electricity charges, Profit and other overhead expenses including cost of uniforms.

(b) A board of officers will fix a reasonable service charge for the said contract.

(c) The board of officers will also fix the reasonable cost of cleaning material for the said contract.

(d) The reasonable service charge including cost of uniforms and cost of cleaning material will be announced at the time of opening of commercial bids.

(e) The tenders of the firms quoting unreasonably low service charges, cost of cleaning materials & uniforms and standard statutory components issued by Delhi Govt. will not be entertained and may be delisted from the given range of the services.

(f) The L1 firm will be the lowest acceptable quote other than those disqualified in above Para.

4. **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. 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. In case price bids of one or more firms are equal, the L-1 will be decided by the CNC taking into consideration the turnover of the company, the strength of personnel employed by the company and the credibility /good services of the company.

5. **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.

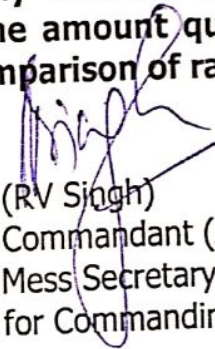
(c) The tender form must be filled in English and all entries must be made by hand & written in ink. All numerical be written in words and figures. If any of the documents is missing or unsigned, the tender will be liable to be rejected.

(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) Indian Coast Guard / MoD does not bind itself 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 and good services will also be considered for award of contract.

(g) **All columns of the Commercial bids shall be filled in by the bidder and no column should be left blank. If any column is left blank (Unresponsive section), it will be loaded by the amount quoted by the highest bidder for that particular column for comparison of rates.**

  
(RV Singh)  
Commandant (JG)  
Mess Secretary, CGOM,  
for Commanding Officer

**FORMAT FOR TECHNICAL BID FOR OUTSOURCING MANPOWER  
TOWARDS HOUSEKEEPING AND CATERING SERVICES AT CGOM  
FOR A PERIOD OF ONE YEAR**

<u>Ser.</u>	<u>Description</u>	<u>Details to be furnished by the Tenderer</u>	<u>Documentary Evidence required to be attached</u>	<u>Compliance by the Tenderer (Yes/No)</u>
1.	Name of the Company with registered address and phone/fax/mobile numbers		Attach the proof.	
2	Present address with phone/fax/mobile numbers and name of contract person		Attach the proof.	
3	EPF Registration No. of the firm		Attested copies of EPF Registration Certificate along with receipt of last premium paid.	
4	ESI Registration No. of the firm		Attested copies of ESI Registration Certificate along with receipt of last premium paid.	
5	GST registration No. of the firm		Attested copies of previous GST Registration Certificate along with receipt of last premium paid if any.	
6	PAN No. in the name of proprietary firm, in case of proprietary firm		Attested copy of PAN Card.	
7	Whether recognized / licensed by the Ministry of Labour for employing manpower		Attested copy of recognition certificate/license	
8	Whether you are in a position to provide the required workmen regularly for the contract period ( Answer in Yes/No. If No, indicate number of manpower you can supply, if contract is awarded to your firm)		Mention the number of manpower you can supply.	

*[Handwritten Signature]*

<b>Ser</b>	<b>Description</b>	<b>Details to be furnished by the tenderer</b>	<b>Documentary Evidence required to be attached</b>	<b>Compliance by the tenderer (Yes/No)</b>
9.	Details of EMD Submitted (Indicate mode of payment viz. Demand Draft/Pay Order/FDR along with its number, dated of issue and issuing bank)		EMD to be submitted in original (With technical bid)	
10.	Whether you meet the eligibility criteria of work experience as mentioned in Para 9 of Part -II of the RFP/TE		As indicated in Para9 of PartII of the RFP/TE	
11.	Bank Solvency Certificate issued by the Banker of the tenderer on or after the date of issue of this tender enquiry confirming that the tenderer is maintaining his Bank Account satisfactorily for at least last three years.		Bank Solvency Certificate to be enclosed in original.	
12.	The bidder should quote the wages of employees not less than the minimum wages promulgated/specified by Govt of NCT Delhi.		Undertaking to be submitted	
13.	Whether you have completed/executed or in process of execution of at least One contract of providing manpower for housekeeping and area maintenance services in the last three years from the date of issue of this RFP/TE with any Govt/PSU for an value of contract not lesser than Rs. 50 lakhs.		Proof to be attached for last 02 contract	
14.	Certificate that the firm has never been banned/blacklisted by any Govt organisation		Certificate to be submitted	
15.	Satisfactory performance certificate to be provided from existing/last/Govt /PSU, where was last deployed.		Certificate to be submitted	
16.	Details of litigations /court cases registered by the customer against the Firm (Primarily Govt Organisation) and bidder should give undertaking that there is no case/trial against him nor any conviction in a court of law.		Undertaking to be submitted	

17.	Details of registration of firm with Govt/Non Govt/PSUs, if any		Certificate of registration to be submitted	
18.	The Cumulative Turnover of the firm should be at least <b>1.5 crores or more during the last three consecutive years.</b>		Documentary proof to be attached.	
19	FSSAI certificate from Govt of India		Documentary proof to be attached.	
20	Bidder should be from NCT of Delhi based and having its regular office in NCT of Delhi area (Bidder to furnish documentary proof of address)		Documentary proof to be attached.	
21	Audited balance sheet for last three years		Attach copy of last three year	
22	Bidder to give undertaking the Indian Coast Guard may visit their offices as well as or any other complexes to ascertain above information as deemed fit by Indian Coast Guard.		Undertaking to be submitted	
23	Registration No with date & validity under shops & Establishments Act		Attach copy of registration certificate	
24	Income tax Returns for three years.		Attach copy of last three year	

(A) THIS IS TO CERTIFY THAT I/WE BEFORE SIGNING THIS TENDER HAVE READ AND FULLY UNDERSTOOD.

(B) ALL THE TERMS AND CONDITIONS CONTAINED HEREIN AND UNDERTAKE MYSELF/OURSELVES ABIDE BY THEM.

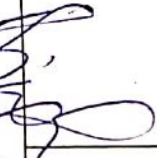
(C) "WE ACCEPT ALL THE TERMS AND CONDITIONS MENTIONED IN TENDER ENQUIRY NO. -----"

**Note:** Wherever documentary evidences have been asked for in the tender document, bidder is required to furnish copy of the relevant document alongwith the Technical Bid



(Signature of the bidder)

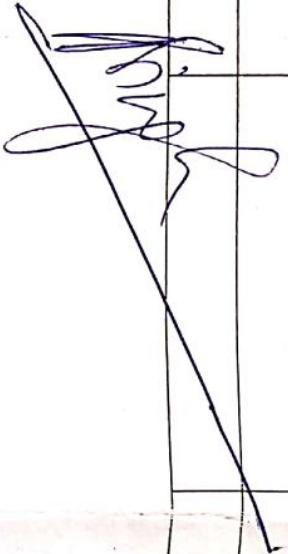
Name and Address  
(with seal)

SL NO	PARAMETER/ TERMS & CONDITIONS	RELEVANT PARA NO	COMPLIANCE TO SPECIFICATION BY FIRM WHETHER YES / NO	IN CASE OF NON COMPLIANCE DEVIATION TO BE SPECIFIED IN UNAMBIGUOUS TERMS
1.	Acceptance of Terms and Conditions	Para 7 of covering letter of RFP		
2.	Last date and time of submission	Para 1 of Part I of RFP		
3.	Time and date of opening of technical bids	Para 3 of Part I of RFP		
4.	Location of tender box	Para 4 of Part I of RFP		
5.	Validity of Bids 180 days	Para 13 of Part I of RFP		

6.	Earnest Money deposit, address for manual deposition (firms seeking EMD waiver must enclose required registration certificate)	Para 14 of Part I of RFP		
7.	Schedule of Requirements	Para 1 of Part II of RFP		
8.	All Technical details	Para 2 of Part II of RFP (Appendix 'A' and 'B')		
9.	Two bids system	Para 3 of Part II of RFP		
10.	Pre bid conference	Para 5 of Part II of RFP		
11.	Contract period	Para 6 of Part II of RFP		
12.	Undertaking to pay employees as per minimum wages Act	Para 9(c) (iii) of Part II of RFP		
13.	Police Verification	Para 9(c) (x) of Part II of RFP		
14.	Uniform	Para 9(c) (xiv) of Part II of RFP and Appendix 'E'		
15.	Responsibility of Payment of wages	Para 9(c) (xv) of Part II of RFP		
16.	Registers and Records	Para 9(c) (xvi) of Part II of RFP		



17.	Scope of the contract (Nos of staffs/ Training/experience/ age and medical fitness)	Para 10 and 11 of Part II of RFP		
18.	Working days	Para 13 of Part II of RFP		
19.	Compliance of labour Laws	Para 14 of Part II of RFP		
20.	Penalty Clause	Para 16 of Part II of RFP		
21.	Warning Clause	Para 17 of Part II of RFP		
22.	LD clause of RFP	Para 8 of Part III of RFP		
23.	Taxes and duties	Para 14 of Part III of RFP		
24.	Performance guarantee	Para 1 of Part IV of RFP		
25.	Option Clause	Para 2 of Part IV of RFP		
26.	Repeat order Clause	Para 03 of Part IV of RFP		
27.	Tolerance Clause	Para 04 of Part IV of RFP		
28.	Acceptance of payments terms	Para 05 to 08 of Part IV of RFP		
29.	Specifications	Para 14 of Part IV of RFP		





30.	Quality	Para 22 of Part IV of RFP		
31.	Inspection Authority clause	Para 24 of Part IV of RFP		
32.	Price variation Clause	Para 33 of Part IV of RFP		
33.	Extension of Contract	Para 34 of Part IV of RFP		
34.	Renewal of Contract	Para 35 of Part IV of RFP		
35.	Price bid format	Appendix "C" & "D"		
36.	Apportionment of services	Para 1(e) of Part V of RFP		
37.	Service charge	Para 3 of Part V of RFP		
38.	Loading of unresponsive section	Para 5 (g) of Part V of RFP		

**PRICE BID (COMMERCIAL BID) FOR OUTSOURCING MANPOWER TOWARDS HOUSEKEEPING AND CATERING SERVICES AT CGOM FOR A PERIOD OF ONE YEAR**

Sl.	Description	Rate for supervisor HM Graduate Skilled(01)	Rate for Receptionist/ steward/ Senior cook Skilled(10)	Rate for Junior cook Semi-skilled(01)	Rate for House-keeping staff and dishwasher un-skilled(06)
(a)	Basic per day				
(b)	For 26 days + VDA				
(c)	ESI 4.75 % or Actual				
(d)	EPF 12 %				
(e)	EDLI 0.5 % or actual				
(f)	Bonus 8.33% per month				
(g)	Admin Charges 0.5% (per month)				
(h)	Sub Total <b>(b)+(c)+(d)+(e)+(f)+(g)</b>				
(j)	Relieving charges 1/6 <sup>th</sup> of <b>(h)</b>				
(k)	Total cost per head (h+j)				

(l)	Service charges @ ----(of k ) service charges will be competitive				
(m)	Sub Total of (k) + (l)				
(n)	GST 18% (As applicable) on actual				
(p)	<b>Sub Total of (m) + (n) for one Month for entire staff</b>				
(q)	Sub Total of total staff for 12 Months (cadre wise)				
(r)	Cleaning materials for 12 months (Cost inclusive of applicable taxes per month also to be shown). Cost will be competitive				
(s)	<b>Total of (q)+(r) for 12 months</b>				

- Note:** (i) The Seller should ensure payment of existing minimum wages as per Govt of NCT of Delhi and Minimum Wages Act, 1948 as revised from time to time. Non-adherence to the minimum wages Act, 1948 will result into non consideration of Bid.
- (ii) ESI, EDLI should be quoted on actual as per current rate as promulgated by Govt of NCT of Delhi.

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**Quantity with financial implication for CGSB, Noida**

SI	Category	Strength	Rate	Total in Rs.
(a)	Cooks (Skilled)	2		
(b)	Housekeeping (un-skilled)	2		
(c)	Dishwasher (un-skilled)	1		
(d)	Grand total for 05 persons for one month (a+b+c) GST@18% {CGST@9%+SGST @9%} or actual included			
	Total for 08 months (w.e.f 01 to 30 Apr 20, 01 Jun 20 to 30 Sep 20 and 01 Jan 21 to 31 Mar 21)			



SIGNATURE OF THE SELLER  
WITH STAMP NAME AND DESIGNATION

<b>LIST OF CLEANING MATERIALS AND TOILETRIES ITEMS PER MONTH</b>					
SL.	Material Description	Deno.	Qty.	Rate	Amount
(a)	Bucket Plastics (15 Ltrs)	Nos.	1		
(b)	Room freshener	Nos.	5		
(c)	Chock Pump (Unique)	Nos.	1		
(d)	Colin (500 ml)	Nos.	3		
(e)	Dust control MOP big 60cm	Nos.	2		
(f)	Drum Plastic 10 Ltrs genreal (Plastic)	Pcs.	4		
(g)	Duster Floor (30x30) Special	Nos.	10		
(h)	Duster white (30x30)	Nos.	10		
(j)	Duster Yellow (27x27)	Nos.	10		
(k)	Dust Pan	Nos.	4		
(l)	Easy Bang Cleaner(400 ml)	Nos.	2		
(m)	Garbage Bag (100 Ltrs)	Kg.	3		
(n)	Hard Broom 500 gms	Nos.	6		
(p)	Harpic (500 ml)	Nos.	5		
(q)	Hockey Brush (Unique)	Nos.	4		
(r)	Juna Plastic	Doz.	3		
(s)	Liquid Soap Detol	Ltrs.	2.5		
(t)	Mug plastic (1.5 Ltrs)	Nos.	2		
(u)	Odonil (100 gms)	Nos.	20		
(v)	Platform Brush Complete	Nos.	6		
(w)	Tissue paper (wash basin)	Nos.	10		
(x)	Road Broom with lathi	Nos.	4		
(y)	Soft Broom (500 gm)	Nos.	2		
(z)	Wheel Detergent	Kg.	3		
(aa)	Wiper Supreme	Nos.	3		
(ab)	Tissue Paper (WC) rolls	Nos.	15		
(ac)	Bleaching powder	Kg.	2		
(ad)	Brush 2" Bathroom	Nos.	6		
(ae)	Scotch Brite	Nos.	10		
(af)	Mosquito repellent liquied	Nos.	5		
(ag)	Naphthalin balls	Kg.	3		
<b>TOTAL</b>				<b>Including all charges</b>	

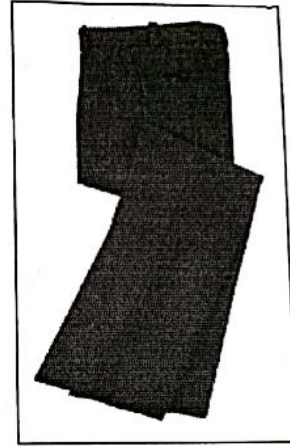
**APPENDIX 'E'****UNIFORM SPECIFICATION FOR HOUSEKEEPING AND CATERING SERVICES AT  
CGOM,NOIDA****1. Supervisor/ Receptionist****(a) White Polyester Full Sleeve Shirt**

• Polyester Fabric
• Sleeves- full Sleeves
• Pockets -2 chest Pockets

**(b) Black Polyester Trouser**

• Polyester or Gabardine Fabric
• Cross Pocket in front
• Single Back hip pocket

**(c) Neck Tie****(d) Black Leather Shoes****(e) Black Socks****(f) Black coat**



## 2. House keeper (Male)

Uniform	Overall
Color	Navy Blue / Orange
Stitching	Double Stitching
Material	Polyester / Cotton
Feature	Anti-Shrink, Anti-Static, Anti-Wrinkle, Breathable, Dust-Proof,
Zipper Material	Nylon/Resin/Brass
Fabric	100% polyester / cotton

*Bingh*

**Female:**

Sky blue colour saree with similar blouse & petticoat / Sky blue chudidhar with similar uniforms

**3. Senior Cook and Junior Cooks****(a) Coat**

- |   |
|---|
| • Available in Poly Viscose, Cotton Drill fabric  |
| • Distinguished tradition of the white, double breasted jacket with the cooling power of performance and targeted venting |
| • Inside chest pocket & two section sleeve pocket   |

**(b) Cap**

- |                            |
|----------------------------|
| • White colored cotton Cap |
|----------------------------|

**(c) Trouser**

*Handwritten signature*



- |  |
|--|
| • Polyester fabric                       |
| • Super Comfortable 3" Elastic Waistband |
| • 2 Roomy front pockets, 1 back Pocket.  |
| • Cut for easy movement and comfort      |

(d) **Black Leather Shoe**

(e) **Black Socks**



#### 4. **Laundry Man**

- |   |
|---|
| • Cotton V-neck Half Sleeves shirt with chest pocket in Light Blue colour |
| • Trousers with Elastic waist band  |

*Mugh*



## 5. Stewards

### (a) Waist coat

• Polyester Fabric
• Fully Lined & Tailored with 2 outside pockets,
• 4 inside pockets
• Five Button Front

### (b) White Polyester Full Sleeve Shirt

• Polyester Fabric
• Sleeves-Full Sleeves
• Pockets-2 chest Pockets

### (c) Black Polyester Trouser

• Polyester or Gabardine Fabric
• Cross Pocket in front

(d) **Black Bow Tie**

(e) **Black Leather Shoe**



## 6. **House keepers (Female)**

- Blue Polyester doctor Coat
- Polyester Fabric
- Fully lined and tailored with 2 outside pockets
- Three button front

*Handwritten signature*

**7. Dish washer**

**(a) Black Polyester Trouser**

- |   |
|---|
| <ul style="list-style-type: none"><li>• Polyester or Gabardine Fabric</li></ul> |
| <ul style="list-style-type: none"><li>• Cross Pocket in front</li></ul>         |

**(b) White Polyester Full Sleeve Shirt**

- |   |
|---|
| <ul style="list-style-type: none"><li>• Polyester Fabric</li></ul>        |
| <ul style="list-style-type: none"><li>• Sleeves-Full Sleeves</li></ul>    |
| <ul style="list-style-type: none"><li>• Pockets-2 chest Pockets</li></ul> |

**(c) Black Leather Shoe**

*Signature*

**'SAFETY CLAUSE'**

1. ICGS Delhi authorities shall not be responsible for any injury/casualty or loss of life that may take place during the course of contracted work/service and any compensation or expenditure towards treatment for such injury/casualty shall be the sole responsibility of the Seller

2. The Seller is to ensure adequate safeguards for personnel when employed on work where risk to human health/injury is involved. The contractor /vendor is to comply with the following conditions regarding 'Labour Welfare and Safety':-

(a) The Seller is to ensure that the workers are adequately equipped with safety gear/equipment that is necessitated by the nature of the work involved.

(b) It is to be ensured that labourers employed on work on a high structure, Where risk of accident exists, are secured to a strong point with a long rope acting as safety belt / life line. Where no suitable strong points exist, one may be specifically constructed / fabricated prior to commencement of work.

(c) Labourers above 40 years of age are not to be employed by Seller.

(d) Seller is to be fully conversant with the procedure for timely administration of First Aid in case of accidents. He is also to be aware of hospitals / medical units close to the work site, and take immediate action in case of any accident.

(e) Coast Guard authorities are to be informed by the contractor immediately in the eventuality of any accident taking place.

(f) Compensation to the family on account of injury of any labourer employed by the contractor / vendor will be the sole liability of the seller.

(g) The Seller shall ensure that the labour employed by the Seller abides by all security regulations imposed by the Coast Guard Unit and does not in any manner compromise security of CG property / area.

(h) The Seller will render proof of police verification of character and antecedents of his employees proposed to be employed inside Coast Guard premises.