

**F. No. AN/V/5018/OTI & Panchvati
Controller General of Defence Accounts
Ulan Batar Road, Palam,
Delhi Cantt - 110010**

Dated: 22.07.2020

Notice for Inviting Open Tender

On behalf of the Controller General of Defence Accounts, Delhi Cantt, open tenders are invited from well experienced and licensed reputed parties/ firms/ companies/ agencies, for miscellaneous services i.e. internal and external conservancy, Catering services and pest & rodent control services etc. in the office premises of the DPDO & OTI office Building at Sector-44, Gurugram (Haryana) & Panchvati Guest House, Palam, Delhi Cantt. Total area of office building of DPDO & OTI office Building at Sector-44, Gurugram (Haryana) & Panchvati Guest House, Palam, Delhi Cantt-10 are approx. 25,137 sq. ft. and approx. 8,610 sq.ft. respectively.

Tender documents shall be accompanied by a Demand Draft/Banker's Cheque for Rs.1,000/- (Rupees One Thousand only) drawn on any Nationalized Bank in favour of the CGDA, Ulan Batar Road, Palam, Delhi Cantt, towards cost of the tender form. Tender is invited in two parts, i.e. (1) Technical bid and (2) Financial bid. The tender form for technical bid in the pro-forma prescribed in enclosure-IV and the tender form for the financial bid in the pro-forma prescribed in enclosure-V, complete in all respects, sealed separately, and kept in a sealed cover together, superscribed with (i) Tender Notice No. (ii) subject : Quotation for Miscellaneous Services at the DPDO & OTI office Building at Sector-44, Gurugram (Haryana) & Panchvati Guest House, Palam, Delhi Cantt. and (iii) due date and should be submitted to the AN-V Section, O/o the CGDA, Ulan Batar Road, Palam, Delhi Cantt-110010 or may be dropped in Tender Box provided for this purpose at Reception of CGDA office, Ulan Batar Road, Palam, Delhi Cantt-110010.

The Tender documents alongwith instructions, scope of work and terms & conditions can be downloaded from the web site www.cgda.nic.in or can be collected from Sh. Mahesh Kumar, SAO(AN), O/o the CGDA, Ulan Batar Road, Palam, Delhi Cantt - 110010.

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|----|--|---------------------------|
| 1. | Date & Time for submission of quotations up to | 21.08.2020 till 2.00 P.M. |
| 2. | Date & Time of Opening of Quotations (Technical Bid) | 21.08.2020 at 3.00 P.M. |

Place of Opening of Tender Bids – Aditya Conference Hall, Ground floor, CGDA office, Ulan Batar Road, Palam, Delhi Cantt-10.

Incomplete tender/tender received beyond date/time notified above shall be out rightly rejected.



(Dr. Amit Gupta)
Sr. Dy. CGDA (Admin)

अमित गुप्ता / Amit Gupta
रक्षा लेखा व. उप महा नियंत्रक / Sr. Dy. CGDA
कार्यालय रक्षा लेखा महा नियंत्रक / Office of the CGDA
उलान बटार रोड, पालम / Ulan Batar Road, Palam
दिल्ली छावनी-110010 / Delhi Cantt-110010

CONTROLLER GENERAL OF DEFENCE ACCOUNTS

Ulan Batar Road, Palam, DELHI CANTT.-110010

Ph:011-25665500,25665705 Fax:011-25674806e-Mail:admu5.cgda@nic.in

No. AN/V/5018/OTI & Panchvati

Dated: 22/07/2020

RFP FOR MISCELLANEOUS SERVICES i.e. INTERNAL AND EXTERNAL CONSERVANCY, CATERING SERVICES, PEST & RODENT CONTROL etc. IN THE DPDO & OTI BUILDING AT SECTOR-44, GURUGRAM (HARYANA)

and

MISCELLANEOUS SERVICES i.e. INTERNAL AND EXTERNAL CONSERVANCY, CATERING SERVICES, PEST & RODENT CONTROL etc. IN THE PANCHVATI GUEST HOUSE, PALAM, DELHI CANTT-110010.

INTRODUCTION

1. THE DPDO & OTI BUILDING AT SECTOR-44, GURUGRAM (HARYANA)

The DPDO & OTI office Building at Sector-44, Gurugram (Haryana) (spread in approx. 25137 Sq. ft. area) consists of (i) Defence Pension Disbursement Office at ground floor with 10 rooms and a lobby (ii) Administrative Block of training centre with 13 rooms at 1st floor and (iii) Guest House with 14 rooms with attached toilets and bathrooms, dining hall and officers mess at 2nd floor (iv) 02 suits comprising 01 hall, 01 bed room with attached bathroom and one balcony. Each Living room has a provision for stay of two officers and suit has a provision for staying one officer at a time. The total maximum occupancy of the guest house is 30 officers. The main kitchen is located on the Second floor. The cooking facilities for the officers staying in the Guest house are required to be maintained in this kitchen. The number of officer for whom food will have to be prepared and served will depend on the occupancy of the rooms. The number is not fixed and can vary. The firm has to provide Lunch/Tea/Snacks on demand basis for the Guests/staff member on payment basis who will be staying at the Guest House. In addition lunch will be Tea/Coffee/Lunch/Dinner may also be catered during the conference/Meetings/official functions whenever they are organized at the centre. The food is required to be provided of an approved standard. The menu rates are indicated in Annexure-I and firm have to provide the items mentioned in the menu on the price indicated against each item.

2. PANCHVATI GUEST HOUSE

The PANCHVATI GUEST HOUSE is located at Palam, Delhi Cantt-110010. It is a three storied building. At ground floor, it consists of 03 suits with separate attached Kitchen, toilets and bath rooms, a Kitchen, a Drawing/Dining and a Caretaker's Office (Reception). There are 04 rooms on the 1st floor and 04 rooms on 2nd floor with separate attached toilets and bath rooms. Each living room has a provision for stay of four officers/staff in room and one officer in suits. The total maximum occupancy of the guest house is 35. The main kitchen is located on the ground floor. The cooking facilities for the officers staying in the Guest House are required to be maintained in this kitchen. The number of officers for whom food will have to be prepared and served will depend on the occupancy of the rooms. The number is not fixed and can vary. The menu rates are indicated in Annexure-I. The food is required to be provided of an approved standard. The scope of work including terms and conditions for miscellaneous works at Panchvati Guest House, Palam, Delhi Cantt are given in succeeding paras.

Instruction for the Bidders.

1. The office of the Controller General of Defence Account, Delhi Cantt, requires the services of a reputed, well established and financially sound Housekeeping Company /Firm/ Agency for providing Housekeeping services (Including Internal and External conservancy), Catering Services and Pest and Rodent Control Services for The DPDO & OTI office Building at Sector-44, Gurugram (Haryana) and Panchvati Guest House, Palam, Delhi Cantt-110010.

2. The contract is to be for **One Year w. e. f. 01/10/2020 to 30/09/2021**. The period of the contract may be further extended after the completion of contract at that time, if this office requires to continue with the present arrangement for housekeeping and cleaning and is satisfied with the state of cleanliness or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of cleanliness by the selected Company / Firm /Agency. This office, however, reserves right to terminate the initial contract at any time after giving one week's notice to the selected service providing Company / Firm / Agency.

3. **General Information about the tender:-**

- | | | |
|---|---|---|
| (a) Tender reference No | - | AN/V/5018/OTI & Panchvati. |
| (b) Last date/time for receipt of tenders | - | 21.08.2020 upto 1400 hrs. |
| (c) Time and date for opening of tenders | - | 21.08.2020 at 1500 hrs. |
| (d) Place of opening of tenders | - | Conference Hall (Aditya),
O/o the CGDA, Ulan Batar Road, Palam,
Delhi Cantt.-110010. |
| (e) Communication Address | - | The Controller General of Defence Accounts,
Ulan Batar Road, Palam, Delhi Cantt.-110010. |

4. Tender documents shall be accompanied with a cash receipt for having deposited the tender fee in cash or a Demand Draft/ Banker's Cheque for Rs. 1000/- (Rs. One Thousand Only) drawn on any Nationalized Bank in favour of the CGDA, Ulan Batar Road, Palam, Delhi Cantt-10. Towards the cost of tender form, failing which the tender shall be rejected out rightly.

5. **Tender can only be submitted for all services i.e. Internal and External Conservancy Services, Catering Services and Pest and Rodent Control Services.** Tender submitted for single service will not be accepted.

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

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

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

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

अमित गुप्ता / Amit Gupta
रक्षा लेखा व. उपा. महानियंत्रक / Sr. Dy. CGDA
कार्यालय रक्षा लेखा महानियंत्रक / Page 2 of 30 CGDA
उलान बटार रोड, पालम / Ulan Batar Road, Palam
दिल्ली छावनी-110010 / Delhi Cantt-110010

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|--|---|----------------|
| (a) Schedule of Requirement (SOR) | - | Enclosure-I |
| (b) Scope of Work(SOW) | - | Enclosure-II |
| (c) Standard Conditions of Contracts(SCOC) | - | Enclosure-III |
| (d) Guidelines for preparation of Technical Bid | - | Enclosure-IV |
| (e) Guidelines for preparation of Commercial Bid | - | Enclosure-V |
| (f) Declaration about fraud and corrupt practice | - | Enclosure-VI |
| (g) Evaluation Criteria | - | Enclosure-VII |
| (h) Consumables Rate list | - | Enclosure-VIII |
| (i) The DPDO & OTI office Building and Panchvati Guest House details | - | Enclosure-IX |
| (j) Rate list for Breakfast, lunch etc. | - | Annexure -I |

- Normally the Quotations shall remain valid up to 45 days from the date of opening of Technical and Commercial Bid but validity period may be increased / decreased with the approval of CFA.

A. SUBMISSION/OPENING OF THE TENDER

10. PLEASE QUOTE OUR TENDER REFERENCE No. DATE OF TENDER OPENING ON SEALED COVER. FAILURE TO DO SO WILL RENDER YOUR OFFER INVALID.

11. The Technical and Commercial bids are to be submitted in two separate sealed envelopes, duly marked as technical and "Technical Bids for RFP No.....dated....."and Commercial Bid for RFP No.....dated.....". The quotes are to be super-scribed with your firms name, address and official seal and ink signed by an authorized representative of the Tenderer. Sealed bids addressed to the AO (AN), Office of the CGDA, Ulan Batar Road, Palam Delhi Cantt.-10 and should be dropped in the tender box placed at the Reception of CGDA office, Ulan Batar Road, Palam Delhi Cantt.-10 marked as Tender Box for providing Miscellaneous Service at The DPDO & OTI office Building and Panchvati Guest House, Palam, Delhi Cantt-110010.

12. Sealed quotations will be opened by a committee on due date and time. Your authorized representatives duly carrying an authorization letter from the company can attend the tender opening. Due to any exigency if the date of opening of tender is declared as closed holiday, in such cases, the tenders will be opened on next working day at the same time. **The date of opening of Commercial Bid will be intimated after acceptance of Technical bids.**

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

14. **Commercial offers of only those firms will be opened, whose technical offers have been found suitable after technical evaluation.** Further negotiations will be made only with the lower bidder (L-1) as determined by the committee. The date, time and venue fixed for this purpose will be intimated separately.

B. EARNEST MONEY DEPOSIT

15. The bidders are to furnish EMD for some of Rs 1,50,000/- (Rupees One lakh fifty thousand Only), in form of Fixed Deposit Receipt/ Accounts Payee Demand Draft or Bank Guarantee from any of the **Scheduled Commercial Bank** authorized to conduct government business, as per Form DPM-13, safeguarding the purchaser's interest in all respects with validity of 45 days beyond the final bid validity period.

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

Bank Guarantee format

Whereas (hereinafter called the "Bidder") has submitted their offer dated..... for the supply of (hereinafter called the "Bid") against the Buyer's Request for proposal No.....KNOW ALL MEN by these presents that WEof..... having our registered office at are bound unto (hereinafter called the "Buyer)in the sum of for which payment will and truly to be made to the said Buyer, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this day of 20.....

The conditions of obligations are –

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

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

This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the bank not later than the above date.

.....
(Signature of the authorized officer of the Bank)
Name and designation of the officer
Seal, Name and Address of the Bank
and Address of the Branch

- i. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD) of Rs. 1,50,000/- (Rupees One lakh fifty thousand only) in the form of Demand Draft / Pay Order drawn in favour of the " Controller General of Defence Accounts, Delhi Cantt. " **failing which the tender shall be rejected out rightly.**
- ii. The EMD in respect of the Agency which does not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned without any interest. **However, the EMD in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. Further, if the Agency fails to provide services against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.**

C. STANDARD CONDITIONS OF CONTRACT (SCOC)

16. SCOC shall be required to be accepted in full by all the firms participating in the contract. A contract will be signed between the Contract Operating Authority (COA,.....) and office of the CGDA, Delhi Cantt. incorporating the SCOC at Enclosure of this RFP, which form the integral part of the Contract.

D. CLARIFICATION OF TENDER DOCUMENTS.

17. The SOR (Enclosure I) and SCOC (Enclosure III) should be carefully considered while preparing the bids. Interested Tenderer may resolve all the clarification by visiting the office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt. on working days during 19/08/2020 to 19/08/2020 in office timing. The visiting representative of the interested firm will carry a valid ID proof and intimate the Accounts Officer (AN-V) if this office.

E. TECHNICAL AND COMMERCIAL BIDS

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

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

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

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

The tendering Service Provider Company / Firm / Agency should fulfil the following technical specifications:

1. The Registered Office or one of the Branch Offices of the Service Provider Company/Firm/ Agency should be located within the National Capital Territory of Delhi.
2. The Service Provider Company / Firm / Agency should be registered with the **appropriate registration** authority.
3. Service Provider Company / Firm / Agency should have **at least five years experience** in providing similar services to private and/or public sector companies/banks/Government Departments etc.
4. Service Provider Company / Firm / Agency should have its own Bank Account, PAN No. and Service Tax No./GSTIN No.
5. Service Provider Company / Firm / Agency will have to provide details of Income tax and Service Tax/GST return of their firm for last three Financial Years (2017-18 to 2019-20).
6. Service Provider Company / Firm / Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws. Compliance of Statutory labour laws in respect of EPF and ESIC contributions is mandatory. Bids of firms non-complying to labour laws will be out rightly rejected.
7. The Service Provider Company / Firm / Agency should have completed at least one service contract of value not less than Rs.50 lakh (Rs. Fifty Lakh Only) per annum related to providing similar services in a single contract in each of last three years (FY 2017-18 to 2019-20). Copies of the contracts and the satisfactory certificate from the client need to be enclosed.
8. The Service Provider Company / Firm / Agency must have a turnover of **Rs. 200 lakh** per year during the last three financial years (2017-18 to 2019-20).
9. The Service Provider Company / Firm / Agency has to submit the Audit Report u/s 44AB or u/s 12AB of the Income Tax Act, 1961 along with Balance Sheet and Profit & Loss Account / Income and Expenditure Account for the preceding three Financial Years (2017-18 to 2019-20).
10. The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is / has not been blacklisted by Central Government / State Government / any PSU in last three years.

11. The Service Provider Company / Firm / Agency should be equipped with automated electronic machinery for cleaning services (as listed at Sl. No. D of Enclosure-I). A detailed list of the mechanical instruments is to be enclosed separately giving their capacity and specifications. **Exemption to comply with any of the above criteria should be duly supported with Govt. Orders / other relevant documents.**

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

G.FRAUDANDCORRUPTPRACTICES

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

ii. Without prejudice to the rights of this Office under Clause-i, hereinabove, if an Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender issued by this Office during a period of 02 (two) years from the date such Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

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

iv. For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

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

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

c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;

d) "Undesirable practice" means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest;

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

H.LEGAL

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

ii. The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service

rendered by it to the office of the Controller General of Defence Account, Delhi Cantt, to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

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

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

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

vi. The Service Provider will solely be responsible for any legal case/dispute raised by his workers deployed in the CGDA Office and the Government of India will in no way be responsible for any such dispute and the Service Provider will indemnify the Government of India against any such legal costs/disputes.

I.FINANCIAL

i. Bids, offering rates, which are lower than the minimum wages (as applicable for the Government of India) for the pertinent category, would be rejected.

ii. The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank 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 Contract period. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).

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

iv. The Agency shall raise the bill, individual wise in triplicate, along with biometric attendance sheet to the Division under whom the outsourced employees has been deployed in the first week of the succeeding month. The concerned office/officer will send the bills duly verified to the AN-V Section, 0/o the CGDA, Ulan Batar Road, Palam, Delhi Cantt-10, for sanction and payment.

v. The Agency will provide Aadhar Card No. and full bank details, EPF Account No. and ESIC Registration Number for each individual. Whenever new individual is deployed, such details will be provided with in one week of deployment.

vi. The Claims towards Employees State Insurance, Provident Fund, and GST etc. Should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount shall be held up till the proof is furnished, at the discretion of this Office. The copies/ tax receipts/ tokens deposited in respective offices should be submitted to this office on monthly basis.

vii. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the Office of the Controller General of Defence Accounts, Ulan Batar Road, Palam, Delhi Cantt-110010. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/appointed by the Controller General of Defence Accounts, Delhi Cantt.

viii. The Office of the Controller General of Defence Accounts, Ulan Batar Road, Palam, Delhi Cantt-110010. reserves the right to withdraw/relax any of the terms and conditions mentioned in the tender document so as to overcome any of the problems encountered at any stage.

J.EVALUATION CRITERIA

a) Evaluation of Technical and Commercial bids will be as per specification given in (Enclosure-VII) .

b) The Service Provider Company / Firm / Agency shall submit relevant details regarding technical

Bid parameter in a separate folder duly supported with source documents.

Experience with Government Agencies / PSUs / Private Agencies: Service Provider Company / Firm / Agency shall specify the total No. of years of experience in providing similar services in Col.14 of technical bid duly supported with source documents viz. experience certificate/contract agreement etc. The period not supported with source documents shall be deducted from the total years of experience for awarding score.

Financial status of the firm: Service Provider Company / Firm / Agency shall submit a financial statement signed by CA showing Annual turnover for last three financial years (FY 2017-18 to 2019-20) duly supported with source documents viz. Profit and Loss Account/ Income and Expenditure Account.



Sr Accounts Officer (AN)
महेश कुमार / Mahesh Kumar
वरिष्ठ लेखा अधिकारी / Sr. Accounts Officer
कार्यालय रक्षा लेखा महानियंत्रक / Office of the C.G.D.A.
उलान बटार रोड, पालम / Ulan Batar Road, Palam
दिल्ली छावनी-110010 / Dehi Cantt-110010



अमित गुप्ता / Amit Gupta
रक्षा लेखा व. उप महानियंत्रक / Sr. Dy. CGDA
कार्यालय रक्षा लेखा महानियंत्रक / Office of the CGDA
उलान बटार रोड, पालम / Ulan Batar Road, Palam

Schedule of Requirement(SOR)**(A) Service Required**

1. Housekeeping and General Service (Including Inter and External Conservancy)
2. Catering Service

(B) Requirement of Manpower for the services

Sl. No.	Description of Manpower	Qualification	Number for <u>THE DPDO & OTI OFFICE BUILDING</u>	Number for <u>Panchvati Guest House</u>	Total Number	No. of Work days per week
1.	Supervisor (Housekeeping) (Highly Skilled)	Graduate in any discipline/Housekeeping Management with minimum three years post qualification work experience.	01 (One)	01 (One)	02 (Two)	06
2.	EPABX Operator (Female) (Skilled)	Graduate with two years experience as Customer Care Executive.	01 (One)	NIL	01 (One)	06
3.	Cook(Skilled)	1.One cook should be qualified to prepare north Indian and South Indian recipes while the other cook should be qualified to prepare Continental recipes. 2.Both the cooks must Have at least five years experience in any reputed hotels.	02 (Two)	01 (One)	03 (Three)	06
4.	Asst. Cook (Semi-skilled)	Asst. Cook should be qualified to prepare Indian recipes And must have at least three years experience in any reputed hotels.	01 (One)	NIL	01 (One)	06
5.	Waiter (Semi-skilled)	Two years experience of Housekeeping/Catering services in any reputed hotels.	04 (Four)	02 (Two)	06 (Six)	06
6.	Dishwasher (Un-skilled)	Two years experience of Housekeeping/Catering services.	02 (Two)	NIL	02 (Two)	06
7.	Safaiwala (Un-skilled)	Two years experience of Housekeeping and cleaning machine operation.	04 (Four)	03 (Three)	07 (Seven)	06
		Total	15 (Fifteen)	07 (Seven)	22 (Twenty Two)	

Note:

A. It will be the responsibility of the contractor to ensure Minimum Wages, Bonus etc. As per the notifications issued by Government of India from time to time.

B. Firms are free to quote as per qualification of the man power irrespective of minimum wages prescribed by Govt. of NCT. However enhancement of rates may not be revised on subsequent revision by Govt of NCT, if revision falls within the rates quoted by the firm.

(C) Miscellaneous Services required

- (i) Apart from the duties associated with the task description Washing of Table cover, table napkins, bed-sheets, pillow covers, towels etc. used in dining hall, officers' ante-room, and officers' chambers of the CGDA HQrs. office.

(D) Machines Required for House-keeping.

Sl. No.	Description	Number for THE DPDO & OTI OFFICE BUILDING	Number for Panchvati Guest House	Total Number
1.	Wet & Dry Vacuum Cleaner (Industrial)	02 Nos.	01 No.	03 Nos.
2.	Single Disc Machine	01 No.	NIL	01 No.
3.	Maids Trolley/Wringer Trolley	03 Nos.	NIL	03 Nos.

- (E) **Crockery & Cutlery required:** Crockery and cutlery will be provided by the office. However, Contractor would be liable for breakage on account of mishandling above permissible limit of 5% annually.

- (F) National Skills Qualifications Framework (NSQF) trained candidates are mandatory criterion for hiring of contractual workforce.



अमित गुप्ता / Amit Gupta -
रक्षा लेखा व. उप महानियंत्रक / Sr. Dy. CGDA
कार्यालय रक्षा लेखा महानियंत्रक / Office of the CGDA
उलान बटार रोड, पालम / Ulan Batar Road, Palam
दिल्ली-110010 / Delhi Cantt-110010

SCOPE OF WORK FOR HOUSEKEEPING SERVICES (INCLUDING INTERNAL AND EXTERNAL CONSERVANCY) AND CATERING SERVICES CONTRACT

1) EMPLOYEES APPEARANCE:

1.1) The employees to be deployed should have sound medical fitness, good physique, character and antecedents verified, having experience to handle any type of Cleaning/ Housekeeping works.

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

1.3) Pest/rodent Control of the office premises, canteen and pantries.

1.4) Deployment of cooks with experience of cooking all types of food.

2) DUTIES OF EPABX OPERATOR / CATERING EMPLOYEES:

EPABX service consists of EPABX operator and Catering employees consists of Cook, Asstt. cook, Waiter and Dishwasher. Catering services include cooking, tea/coffee making and its service. The contractor shall undertake all type of work connected with Housekeeping and Catering services in general and the following works in particular:-

(2.1) DAILY WORK:

a) The EPABX Operator provided by the contractor will sit on the EPABX Board (console) at the office reception till the office is functioning and at the hostel Reception before and after office hours (including Saturdays and Sundays) and will connect all the incoming calls to the respective officers/rooms. Before, the above individual will take down and pass on the messaged to the officers concerned staying in the Hostel Accommodation in the Officers Training Institute (OTI) officers and in the Panchvati Guest House. They must be well groomed, polite, courteous and have telecommunication manners.

b) Bedrooms linen and bathroom towels will be changed every alternate day whenever the rooms are in use. All the linen including blanket, quilts, towels etc should be properly marked OTI, Gurugram and Panchvati Guest House to avoid being replaced during washing.

c) The kitchen will always be kept pick and span clean. The utensils, crockery, cutlery, refrigeter and other kitchen gadgets will be kept clean and arranged properly.

d) Bed tea will be provided in bedrooms but breakfast, lunch and dinner will be served in dining hall during fixed hours.

e) Two daily newspapers, one weekly and two fortnightly magazines as approved by Dy. CGDA (AN) be provided by the contractor at its own expenses.

f) When training programmes/meeting/conference are being held tea/lunch will be required to be served in the Lounge area in the Administrative Wing.

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

h) Bill for the stay meals extra services will be presented to the visitors staying in the guest house and payment received. Payment received for stay should be deposited with the Government within a period of 07 days, falling which the amount will be recovered from security deposit. This will have to be recouped by the contractor immediately.

i) The food is required to be provided of an approved standard.

J) Meals will be provided at fixed rates as per Menu. For Guest House details are given in Annexure-I.

3) DUTIES OF CLEANING / HOUSEKEEPING EMPLOYEES:

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

(3.I) DAILY WORK:

- Dusting and cleaning of corridors, toilets, stair-cases, parking area.
- Wet mopping of corridors with necessary detergents.
- Dusting of stairs and railings
- Cleaning of toilets with toilet cleaners and deodorants etc.
- All toilets in the premises and other areas should be cleaned every hour.
- Collecting wastes and garbage and depositing it to the dumping areas.
- Such other cleaning or up keeping work as may be entrusted by the competent authority
- Office of the CGDA, Delhi Cantt, will provide only required quantity of water for cleaning.

(3.II) EMERGENCY WORK

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

(3.III) WEEKEND WORK:

- Dusting of ceilings, walls, tube lights, light shades, frames etc. In the stair cases, corridors and toilets
- Cleaning internally and externally glasses of all windows (Ground Floor) once in a week.
- Cleaning of all the furniture and office equipments placed in the corridors.
- Brushing and washing of floors, stairs with necessary detergents, cleaning with chemicals etc.
- Removing stains from walls / floors of corridors, Toilets and Stair cases.
- Removing cobwebs once in a week.
- Pest / rodent control exercise once in month or when ever required.**

(3.IV) The contractor should supply housekeeping consumables as per approved list. The Consumables required per month for housekeeping, cleaning work will have to be stored at the store room as provided in the DPDO & OTI Office Building, Gurugram and Panchvati Guest House, Palam, Delhi Cantt, well in one month advance. The consumables should be of the standard specified and before storing at the stores the same should be got verified by Caretaker of respective place, regarding the quality and brand.

(4) INSPECTION:

The contractor should see that the staff properly cleans all the floors engaged for the purpose by 08.45

AM. The contractor should exercise check at regular intervals on employees and ensure prompt service. The contractor shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of the office of the CGDA, Delhi Cantt. The authority will lie with the inspecting, deputed officer of the department to terminate and ask for the defaulting attendant to leave the premises in case of indiscipline, lack of duties and unbecoming behaviour within 24 hours and the contractor or his deputed supervisor shall replace the said attendant within 24 hours of the receipt of complaint oral or written.

(5) TOILETS:

(i) All the toilets shall be cleaned and made fit for use by 8.45 a.m. on all working days. In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspect shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously even after the closing time / normal office hours i.e. up to 6.30 p.m. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned four times daily. The workers / attendants employed for cleaning and supervision of toilets should be adequate in number and cater to the needs of daily cleaning and should have equitable ratios according to the number of gents and ladies toilets. The ladies toilets have to be cleaned necessarily by Female Staff only.

(ii) Toilet fresheners, naphthalene balls and urinal cubes shall be applied in all toilets by the contractor at its own cost.

(iii) The electrical fittings like tube lights, exhaust fans etc. and tiles shall be cleaned once in a week.

(iv) The pipe line shafts in all parts of the building shall be cleaned once a week and sometimes during middle of the week, if need be.

(v) A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.

(vi) A performance Report has to be prepared by the Contractor and will be verified by the board nominated for the purpose by the competent authority.

(6) COMMON AREA:

(i) The corridor area, stair case and its railings and the lifts shall be cleaned and mopped thrice a day. The corridors and stair cases shall also be cleaned using a scrubber once in a week.

(ii) The electrical fittings like tube lights, exhaust fans etc. In the corridor, stair cases and lifts shall be cleaned once in a fortnight.

(iii) The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.

(iv) Apart from periodic cleaning, if stains, spills or foot marks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.

(v) The basement and surroundings of these buildings including car parking, two-wheeler sheds etc.

shall be cleaned daily. They should be totally free from dead / dropped leaves and litter.

(vi) Cobwebs, honey combs etc. If found or reported any where shall be removed immediately. Fumigation, fogging and spray of larvicides shall be done once in a month to control mosquito and cockroach infestations. Periodical measures shall be undertaken to prevent rodent menace.

(vii) All rubbish and waste items that get accumulated at the canteen / toilets / corridors / open spaces / lawn and stair cases shall be relocated periodically to the dumping points set up by the Department / Corporation of New Delhi and there shall be no left-over at the end of the day and it has to be dumped outside the Building complex / campus by lifting those accumulated garbage using its own machinery / equipments / vehicles by the company / agency / firm. The exterior area of building premises also shall be cleaned every day.

(7) PEST / RODENT CONTROL OF THE GUEST ROOM, OFFICE PREMISES, CANTEEN, PANTRIES AND INTERNAL AND EXTERNAL CAMPUS ON FORTNIGHTLY BASIS.

STANDARD CONDITIONS OF CONTRACT

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

The firm will ensure police verification of all the employees in its rolls who are working for CGDA. No employee of the firm without police verification will be allowed to enter the premises of THE DPDO & OTI OFFICE BUILDING , Brar Square, Delhi Cantt & Panchvati Guest House, Delhi Cantt. All employees will use I-CARDS, while carrying out their jobs.

i) Any short supply or in adequacy with regard to manpower, consumables and equipment employed by the contractor as stated in the commercial bid shall be viewed seriously.

ii) In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously till the closing time i.e. 6.00 p.m. **The Contractor shall provide Vacuum Cleaner machine and single disc machine to ensure quick cleaning of the common area of the building.** Necessary baskets to carry the cleaning material properly will also be provided by the vendor.

iii) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.

iv) The contractor shall ensure that his employees shall have Identity Cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible for any person to identify the individual representing the contractor.

v) The employees shall report to the officer-in-charge assigned by the Department. **If the performance of the contractor is not found to be satisfactory, 5% of the bill amount of the month shall be deducted and in case of continued poor performance contract will be terminated after giving written notice.**

vi) The contractor shall provide all cleaning equipment and cleaning materials which shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading, stain, foaming, eroding etc. No escalation of cost of consumable cleaning materials will be allowed during the period of the contract.

Some cleaning materials to be used are as under. Quality of material used to the satisfaction of the contracted will be ensured by the contractor.

vii) All the housekeeping supervisors shall be available in the DPDO & OTI Office, Gurugram and the Panchvati Guest House building premises from 7.00 a.m. to 4.00 p.m. on all working days. He shall be in-charge for the overall act of cleaning/pantry services in respect of the buildings.

viii) The contractor is responsible for payment of monthly salary on due date to the employees.

ix) The contractor is solely responsible for the statutory payments such as ESI, PF etc. paid to the concerned authorities. Proofs of such payments have to be produced along with the bill.

x) The contractor shall submit the bills along with relevant documents for the current month in the succeeding month or thereafter so as to enable the Department to process the same and pay the contractor.

xi) Tax shall be deducted at source as per the Income Tax Act from the monthly bills.

xii) If in the opinion of the Department, the contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and /or the money available with the Department as performance guarantee.

xiii) In the event of the Department deciding to renew this contract on the same terms as embodied in the decision to the contract or prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.

xiv) It shall be the responsibility of the contractor to comply with the service conditions of its employees including fixation and payment of their wages. However, in order to keep the Department informed, for the purpose of the Department's statutory responsibilities and liabilities if any, as may be applicable from time to time, the contractor shall intimate the Department, the details of wages paid to the workmen and if the need arises to depute its representative to be present at the time and place of disbursement of wages by the contractor and inspect relevant records if any. The Department may verify such payments made in the wage register maintained by the contractor.

xv) The contractor shall ensure that its employees present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement. Their uniform shall be decided in consultation with the Sr. Dy.CGDA(AN).

xvi) The contractor shall indemnify and shall keep the Department indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to third party.

xvii) The contractor shall, at all times, indemnify the Department against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the contractor or other persons whose entry into the Department premises has been authorized by the contractor. The contractor shall insure all the employees engaged for this job and such policy shall be produced to the Department on demand.

xviii) In the event of any exigencies, the Department shall have discretion to call upon the contractor to provide such additional employees as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.

xix) GST as per laws in force shall be paid by the Contractor.

xx) That the contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.

xxi) That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on the Department. The Department shall not be responsible for any claims made by such persons and shall not be

liable to pay any amount to any employee/ex-employee of the contractor. The contractor is fully responsible for disciplined behaviour of its workers.

xxii) The contractor shall not allow or incite his workers to participate in any trade union activities, agitations in any of the two premises.

xxiii) All damages caused by the contractor or that of the contractor's employees or arising out of its employee's instruction shall be charged to the contractor and recovered from his dues/bills or adjusted against the performance guarantee.

xxiv) Failure by the contractor to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by the Department for each lapse and/or termination of the contract and subsequent disqualification from participation in any future tender of the Department and/or any other government department.

xxv) The contractor is liable for payment of penalty at the discretion of the Department up to a maximum of Rs. 1,000/- (Rupees one thousand only) per instance for poor services, inadequate staff, improper upkeep or cleaning, use of the office properties by the employees employed by the contractor etc. and/or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the contractor. This applies to all the work covered in this contract.

xxvi) Besides the above, an undertaking as follows shall also be furnished:-

"The contractor here by agrees to undertake that he/she shall abide by and conform to the various provisions in so far as they relate to him as specified in the Contract Labour (R&A) Act, 1970".

xxvii) The employees will work on all days including Saturdays. Moreover, if so required the employees will also work on holidays as per requirement and as decided subsequently.

xxviii) The employees will work punctually at the prefixed/timings.

xxix) The employees will have uniform attire and wear it daily without fail.

xxx) **All cleaning materials and cleaning equipment will be provided by the contractor.** The cleaning materials shall be harmless, eco-friendly and certified for human use by the ISI/BIS. The material used will no way damage the floors and other items by way of fading, stain forming, eroding etc. The contractor will ensure sufficient provision of liquid soap/soap, toilet paper and other articles in the wash room/ toilet. The contractor will ensure that the work undertaken by its employees is carried out efficiently and to the satisfaction of the CGDA, Delhi Cantt.

xxxi) The contractor and the employees engaged by the contractor will follow the entry and exit procedures of the department as may be determined by the department from time to time.

xxxii) Close liaison will be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the housekeepers.

xxxiii) The contractor will ensure that the employees present themselves as clean and tidy and in proper attire. The contractor will indemnify and will keep the Sr. Dy. CGDA(AN) indemnified against acts or omission or negligence, dishonesty or misconduct of the men engaged for the work and the CGDA, Delhi Cantt. will not be liable to pay for any damages or compensation to such person or to third party.

xxxiv) All the persons provided/engaged by the contractor will be the employees of the contractor and all disputes between the contractor and its employees will have no bearing on the CGDA, Delhi Cantt. and will not be responsible for any claims made by such persons and will not be liable in any manner. The contract or will be fully responsible for disciplined behaviour of its workmen. The CGDA, Delhi Cantt. will not be responsible in any way with regard to injury or mishap to the work force during their duty in the premises.

xxxv) All damages caused by the contractor or that of the contractor's employees or by any other employees arising out of its employees instruction will be charged to the contractor and recovered from its dues/bills.

xxxvi) Failure by the contractor to comply with any statutory requirements and/or the terms of the agreement during the period of contract will result in termination of the contract and subsequent disqualification from participation in any future tender of the department.

xxxvii) In case the contractor withdraws or the CGDA, Delhi Cantt. terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contract through a tender process, will be adjusted against payments to be made.

xxxix) No negotiation will be undertaken with any tenderer except the highest points achiever.

xl) The Supervisor engaged by the Contractor will have to monitor all jobs throughout the day and all employees /workers must be at his disposal.

xli) The employees /workers of the service provider will have no right to claim with the CGDA, Delhi Cantt. or to claim absorption on completion of the above contract scheme.

xlii) The Performance Security Deposit will be forfeited if the Contractor backs out without the explicit consent of the CGDA, Delhi Cantt.

xliii) If the performance of the service provider is not up to the mark or is not found satisfactory the department/ Sr. Dy.CGDA(AN) will either engage another contractor and/or cancel the contract on one month notice.

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 (three occasions) during the contract.

(b) The Service provider is declared bankrupt or becomes insolvent.

(d) The CGDA office notices that the Service provider has utilized 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 Arbitrator.

xliv) The contractor will not sublet or transfer any part of the contract.

xlv) If the performance of any worker/employees is not found satisfactory by this office, the contractor will be asked to replace him/her.

xlvi) Payment will be made on monthly basis on receipt of bill. No advance payment will be made in any case. If any penalty is levied then that will be deducted from the monthly bills.

xlvii) The CGDA, Delhi Cantt. or the contractor in case of any failure or omission due to natural calamities,

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उलान बटार रोड, पालम / Ulan Batar Road, Palam

जि.सी. कॉन्ट्री 110010 / Delhi Cantt. 110010

hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargos for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance beyond its reasonable control and it was not due to negligence or default on its part.

xlvi) Either party as or when it gives notice of force majeure will provide confirmation of such event in the form of a certificate from the Govt. or the CGDA, Delhi Cantt. The parties will be relieved of their respective obligation to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the force majeure is established as provided herein above.

xlvi) If a dispute arises between the CGDA office and the service provider and it does not get resolved through mutual discussions, the parties may agree for arbitration. The Sr.Jt.CGDA(AN) should prepare a panel of arbitrators for selection by the CGDA who appoint an arbitrator, whose decisions taken after due consideration of factors brought out by both parties are considered final. The option of approaching Ministry of Law for appointment of Arbitrator can also be exercised. The Standard arbitration clauses are given in Forms DPM-7 (which can be provided on request). However, the parties will continue to perform obligation under this agreement during arbitration proceedings.

I) The venue for arbitration will be Delhi Cantt.

II) The actual numbers of employees/ employees/ workers and supervisors etc. so engaged by the contractor will be the whole and sole criteria/decision on the part of the contractor.

III) The employees deputed by the contractor shall have no privities of contract with the CGDA, Delhi Cantt. and they shall not be treated employees / part time workers or licensees of the department i.e. the CGDA, Delhi Cantt. in any manner what so ever for the purpose of wages/ payments of any nature or statutory obligations as per law of the land.

IV) The engagement of employment is purely amongst the contractor & the employees. The CGDA, Delhi Cantt. has nothing to do with the same.

PAYMENT OF BILL:

The Contractor shall furnish the Tax invoice (induplicate) towards his services during the month in the first week of the following month alongwith following documents:

- a. Original Tax Invoice (induplicate)
- b. Bank statement indicating credit of wages to the accounts of the workers in electronic manner.
- c. EPF challan for the month indicating deposit of employee and employer contribution.
- d. ESIC subscription payment details for the month.
- e. Attendance record of the workers for the month.
- f. Daily checklist
- g. Guest/officers feedback
- h. Challan of consumable items
- i. Other supporting documents related to claim.
- j. GST deposit receipt.

REPORTING OF CLEANING/HOUSEKEEPING EMPLOYEES:

The employees deployed by the contractor shall report to the officer designated by the CGDA, Delhi Cantt. in charge of pantry/housekeeping work and shall follow the instructions in respect of allocation of work on a day today basis.

MISCELLANEOUS:

Complying with the legal rules and regulations of the State Government and Central Government governing

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

PENALTY CLAUSE

Deductions on account of unsatisfactory catering services and improper maintenance of building will be made from the monthly bills. The recovery will be decided by the Sr. Dy.CGDA(AN) in consultation with the Sr.Jt.CGDA(AN), based on the feedback received from the participants from time to time. The methodology for deduction shall be as under:

- i. Short Attendance of Labour: In addition to the non-payment of wages for the period of absence, Rs. 200/- (Rupees Two hundred only) per head will be recovered from the bill for any short attendances during the month.
- ii. Quality of Cleaning Material : In case any shortcoming or inferior quality is noticed in cleaning materials as shown in Enclosure-VIII , the same will be purchased from the market and bill amount will be recovered from the monthly bill of the Contractor.
- iii. In case of non-maintenance of cleanliness deduction @Rs.2500/-(Rupees Two thousand five hundred only) per day shall be made from the bill of the contractor taking into account loss of goodwill.
- iv. In case of loss due to unforeseen circumstances, an enquiry leading to the loss will be conducted by a Board of Officers and the decision of the Sr. Dy.CGDA(AN) Shall be final.
- v. Quality of food : In case any shortcoming or inferior quality the same will be liable for penalty. Sr. Dy.CGDA(AN) will have right to get the same done through another agency. The charge on account of this shall be deducted from the contractor's bill. Decision of the Sr. Dy.CGDA(AN) shall be final in this regard.
- vi. If the work is found unsatisfactory and below the expected standards in a particular area or areas, Sr. Dy.CGDA(AN) will have right to get the same done through another agency. The charge on account of this shall be deducted from the contractor's bill. Decision of the Sr. Dy.CGDA(AN) shall be final in this regard.



Sr. Accounts Officer (AN)
महेश कुमार / Mahesh Kumar
वरिष्ठ लेखा अधिकारी / Sr. Accounts Officer
कार्यालय रक्षा लेखा महानियंत्रक / Office of the C.G.D.A.
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दिल्ली छावनी-110010 / Delhi Cantt-110010

(To be enclosed in a separate sealed envelope)

For Providing Housekeeping (including internal and external conservancy) and Pantry Services in The DPDO & OTI Office Building, Gurugram and the Panchvati Guest House, Palam, Delhi Cantt-10.

1	Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)									
2	Name of proprietor/Director of Company/Firm/Agency									
3	Full Address of Registered Office with Telephone No., FAX and E-Mail									
4	Full address of operating/Branch Office with Telephone no., FAX and E-Mail with name of the Contact Person(s) and Mobile No									
5	Banker of Company/Firm/Agency with full address (Attach certified copy of statement of A/c for the last three years)									
6	PAN/GIR No.(Attach self attested copy)									
7	GSTIN Registration No.(Attach self attested copy)									
8	E.P.F. Registration No.(Attach self attested copy)									
9	E.S.I. Registration No.(Attach self attested copy)									
10	Documents showing completing at least one service of value not less than Rs.60 lakh (Rs. Sixty Lakh Only) per annum related to providing similar service in each of the last three years (2017-18 to 2019-20).									
11	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format. (Attach self attested copies). For Housekeeping Services and Pantry Services									
	<table border="1"> <thead> <tr> <th>SI. No.</th> <th>Details of client along with address, telephone and Fax numbers.</th> <th>Amount of Contract. (Rs. In Lakh)</th> <th>Duration of Contract. From-to</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	SI. No.	Details of client along with address, telephone and Fax numbers.	Amount of Contract. (Rs. In Lakh)	Duration of Contract. From-to					
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	(If the space provided is insufficient, a separate sheet may be attached.)									


 अमि रसु 21/08/20
 रखा लेखा व. उप महानियंत्रक / Sr. Dy. CGDA
 कार्यालय रखा लेखा महानियंत्रक / Office of the CGDA
 उलान बटार रोड, पालम / Ulan Batar Road, Palam
 दिल्ली छावनी-110010 / Delhi Cantt-110010

12	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./PSUs).	
13	List of Equipment available with the bidder for the purpose of cleaning along with the copy of Bill for purchase of such equipments.	
14	Total No. of years of experience in providing similar services.	
15	Income declared in I.T. returns for Financial Year 2017-18, 2018-19 & 2019-20. (enclose copy of IT Returns acknowledgement for the relevant assessment years along with Audit report u/s 44AB or 12AB).	
16	Total Service Tax & GST Remitted in Financial Year 2017-18, 2018-19 & 2019-20.	
17	Total Turnover of the business in Financial Year 2017-18, 2018-19 & 2019-20.	
18	Total No. of employees in the service providing company/agency/firm.	
19	Affidavit stating that the agency is / has not been blacklisted by Centre / State Government / PSU in last three years.	
20	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document-Annexure-III)	
21	Details of Earnest Money Deposited: DO No.....Dated..... Amounts: Rs..... Drawn Bank.....	
22	Cost of tender Fee Rs.1000/- (Rs. One Thousand Only) Attached (Give details)	
23	Relevant details regarding technical Bid parameter viz. Experience (copy of contract agreement/ experience certificate) and financial status duly supported with CA Certificate/ Profit & Loss Account/ Income & Expenditure Account, shall be submitted in a separate folder for each with duly marked index sheet on the top.	

Signature of authorized person

Date :
Place :

Name :
Seal :


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DECLARATION

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

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

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

Signature of authorized person

Date :
Place:

Full Name :
Seal :


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ENCLOSURE-V

FINANCIAL BID

(To be kept in a separate sealed envelope)

**For Providing Miscellaneous Services in Office of THE DPDO & OTI OFFICE BUILDING
(CGDA), Delhi Cantt.**

1. Name of tendering Service Provider
Company / Firm/ Agency :
2. Details of Earnest Money Deposit
Amount :
D.D. / P.O & Date :
Drawn on Bank :

3. CONTRACT RATES PER MONTH :

Sl. No.	Description of Manpower	Number for the DPDO & OTI Office Building	Number for Panchvati Guest House	Total Number	As per Minimum wages rate prescribed by the Govt. of India	Total Amount
1.	Supervisor (Housekeeping) (Highly Skilled)	02 (Two)	01 (One)	03 (Three)		
2.	EPABX Operator (Female)(Skilled)	01 (One)	NIL	01 (One)		
3.	Cook(Skilled)	02 (Two)	01 (One)	03 (Three)		
4.	Asst. Cook (Semi-skilled)	03 (Three)	NIL	03 (Three)		
5.	Waiter (Semi-skilled)	06 (Six)	02 (Two)	08 (Eight)		
6.	Dishwasher (Un-skilled)	03 (Three)	NIL	03 (Three)		
7.	Safaiwala (Un-skilled)	08 (Eight)	03 (Three)	11 (Eleven)		
8.	Total (Sl. No.1to7)	25 (Twenty Five)	07 (Seven)	32 (Thirty Two)		
9.	EPF Employer's Contribution					
10.	ESI Employer's Contribution					
11.	Consumables Charges					
12.	Cleaning Machines Charges					
13.	Service Charges					

	including washing charges and pest/rodent charges					
14.	GST					
15.	Any other taxes/charges as per law in force					
16.	Grand Total (Total of Sl.No.8 to15)					

Note:

DEDUCTIONS: Income tax as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for meting out all the tax implications as per Rules of other Government Departments.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

Notes:

1. The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service providing Company/Agency/Firm during the month.
3. Calculation sheet for the total amount arrived at row sl. no. 3 above may be enclosed in a separate sheet for confirmation of its genuineness.



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DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

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

We declare that;

- a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice or restrictive practice as defined in Section-B of Fraud and corrupt practice on the General Instructions for tender of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprises on any Government, Central or State; and
- b) We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section-B of Fraud and Corrupt practice of the terms and conditions of the documents, no person acting for us or on our behalf has engaged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

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

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

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

DECLARATION

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

(Signature of Authorized Signatory)

Date :


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EVALUATION CRITERIA (Technical bid)

Technical Bid and Financial Bid Parameters

service providers has to submit both (i) technical bid as per ENCLOSURE-IV of RPF and (b) financial bid as per ENCLOSURE-V of RFP at the same time.

The evaluation criteria is only a fail/pass criteria prescribing only the minimum qualifying benchmark.

*Note :- Any bidder that passes these benchmarks is declared as technically qualified for opening of their financial bids. **The technical proposals are opened first and evaluated** and the offers who are qualifying as per these technical evaluation criteria will only be considered as technically responsive. The rest would be considered technically non-responsive and would be dropped from the list. **Financial proposals are then opened for only eligible and responsive offers** (Financial bids of other un-responsive bidders are returned un-opened) and ranked. L-1 offer out of the responsive offers is selected on price criteria alone without giving any additional weightage to marks/ranking of technical proposal.*


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ENCLOSURE-VIII

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

Sl. No.	PARTICULARS	Quantity			Rate (Per Unit)	Total Amount
		for the DPDO & OTI Office Building	for the Panchvati Guest House	Total Quantity		
1.	Liquid Soap (Dettol/Life boy/Lux)					
2.	Lizol/Domex Floor cleaner					
3.	Colin or Glass Cleaner					
4.	Duster Cloth					
5.	Soft Broom					
6.	Coconut Broom					
7.	Harpic					
8.	Mop Stick/PINZA Mop					
9.	Air Freshener/Odonil					
10.	C-Fold Hand Towel Paper					
11.	Garbage Bag Big					
12.	Garbage Bag Small					
13.	Toilet Brush with Stand					
14.	Squeezer					
15.	Scrub Pad					
16.	Mugs					
17.	Dustbins(big and small)					
18.	Toilet Roll					
19.	Paper Napkins (Soft 2/4 ply)					
20.	Air Freshener/Spray Refill					
21.	Mosquito Spray					
22.	Goodnight / Allout / Motien liquid refill and machine					
23.	Detergent Cake					
24.	Detergent Powder					
25.	Baskets					
	Total					

Total to be quoted at Sl. No. 11 of Enclosure-V (Financial Bid)


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A. The DPDO & OTI Office Building Details

Total Campus Area (Including build up area) is 25137 Sq. ft. approximately.

1. The DPDO (Ground Floor)

Sl. No.	Details	Numbers
a.	Rooms with attached toilet	10
b.	lobby	01
c.	Toilets	

2. Administrative Block of OTI (First Floor)

Sl. No.	Details	Numbers
a.	Rooms	13
b.	Toilets	
c.	Library	

3. Guest House (Second Floor)

Sl. No.	Details	Numbers
a.	Rooms with attached toilet	14
b.	Suits	02

4. Internal and External Campus with parking facilities.

B. Panchvati Guest House Building Details

Total Campus Area (Including build up area) is 800 Sq. Meters approximately.

1. Guest House (Three Floors)

Sl. No.	Details	Numbers
a.	Rooms with attached toilet	08
b.	VIP Suits with attached toilet	03
c.	Dining Hall	01
d.	Kitchen and Store	01
e.	Staff Room with attached toilet	01
f.	Reception Area	01

2. Internal and External Campus with parking facilities.


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Annexure-I

Rate list of items to be served in THE DPDO & OTI OFFICE BUILDING ,
Brar Square, Delhi Cantt.-10. and Panchvati Guest House, Palam Delhi
Cantt.-10.

Sl. No.	Items	Rate (Rs.)
1.	Tea	7
2.	Coffee	10
3.	Lemon Tea	7
4.	Cold Coffee/ Ice Tea	20
5.	Nimbu Pani (Sweet)	10
6.	Soft Drinks/ Packed Juice	As per MRP
7.	Somosa/ Kachori/ Aloo Bonda (Per Pc.)	5
8.	Sambhar Vada/ Dahi Vada/ Idli Sambhar (Per Placte 2 Pcs.)	30
9.	Veg Pakora (Per Placte 6 Pcs.)	30
10.	Omlet/Bhujjiya/Boilded Eggs.(two) with Bread (Per Placte 2 Pcs.)	20
11.	Breakfast (Paratha/Upma/Poha/Cornflakes/Sandwich/Omlet) with Coffee/tea	40
12.	Lunch or Dinner Veg (Rice, Roti. Two vegetables, Dal, Raita or curd, Papad, Pickle, Green Salad, Sweet.	90
13.	Lunch or Dinner Non-Veg (Rice, Roti. One Non Veg, Two vegetables, Dal, Raita or curd, Papad, Pickle, Green Salad, Sweet.	100