

**Ministry of Earth Sciences  
Govt. of India  
Prithavi Bhawan, Lodhi Road,  
New Delhi**

**E-Tender For**

**PROVIDING HOSPITALITY SERVICE AT GUEST HOUSE OF MoES  
AT VIGYAN SADAN, R.K.PURAM, SECTOR 10, NEW DELHI-110022**

**AND**

**PRITHVI BHAWAN HOSPITALITY FACILITIES AT LODHI ROAD,  
NEW DELHI – 110003**

## INTRODUCTION

**R.K.Puram Transit Hostel Complex** – The Transit Hostel is 7 storeyed building with each floor occupied by the various departments and hostels are allotted to the officers of the concerned Departments.

In so far as MoES is concerned, we have 5 Rooms (2 Double Rooms and 3 Single Rooms). The Double Rooms can accommodate 4 persons while the single Rooms can accommodate 2 persons for staying purposes. One single Room is proposed to be converted as Kitchen/ Multipurpose Room. Thus, with a total 4 Rooms for stay (2 Doubles Rooms and 2 Single Rooms), a total of 12 persons can stay as maximum number in these Rooms at a time. In a nutshell, the Guest House for which Tender for Catering and Housekeeping is invited has a capacity of 12 guests at a time. The number of persons for which food will have to be prepared and served will depend on the occupancy of the Rooms. The number may not be fixed and can vary every day. Cleaning and sweeping work will also be carried out in the Corridors near these Rooms. Detailed scope of work is mentioned in relevant Para.

**Prithvi Bhawan Hospitality Facilities** – Prithvi Bhawan Building is located at Lodhi Road, New Delhi and it is in the Headquarter of MoES. In one of the Wings of the 4<sup>th</sup> Floor of Prithvi Bhawan is located the Hospitality Facilities of this Ministry. There are 7 Rooms (5 Rooms and 2 Single Rooms) with each having a staying facility for 2 people at a time (at the most 3 persons can be accommodated). Thus, the maximum of 21 persons can stay in these Rooms. However, usually we allow a maximum of 2 persons per Room and thus in the usual circumstances a maximum of 14 persons can stay in these Rooms. Only in exception at circumstances, we allow more than 2 persons in a Room. The number of persons for whom food will have to be prepared and served will depend on the occupancy of the Rooms. The number may not be fixed and can vary every day.

In addition, to these 7 Rooms, there is a kitchen, Reception Room, lounge, 2 Terraces, 1 Store Room, 1 Large Room and Corridors of Guest House area which need Cleaning/Housekeeping Services. Detailed scope of work is mentioned in relevant para.

Ministry of Earth Sciences  
Govt. of India

Prithvi Bhavan,  
Lodhi Road  
New Delhi-110003

Tender No:- D-34011/07/2014-Admin II(B)(GH)

**TENDER NOTICE FOR Running of 2 Hospitality Facilities  
of MoES for its Officers**

Ministry of Earth Sciences invites sealed tenders under two-bid system from reputed and experienced agencies for running hospitality facilities at the Guest House/Transit Hostel at Vigyan Sadan Sector 10 R.K. Puram New Delhi at Prithvi Bhawan, Lodhi Road, New Delhi. The bids are to be submitted under two bid system i.e. one for technical Bid and the other for financial Bid. The last date & time for submitting the bids is 3.00 pm on 30<sup>th</sup> July, 2018.

Tender document can be obtained from the Section Officer (GA), Ministry of Earth Sciences, New Delhi on furnishing of DD/ Pay order/ Banker's Cheque of Rs.500/ - (Rupees five hundred only) in the name of DDO, Ministry of Earth Sciences, New Delhi on any working day between 1000 to 1600 Hrs. or can be Downloaded from the Department website <http://moes.gov.in> or Govt. of India tender portal [www.eprocure.gov.in](http://www.eprocure.gov.in) Those who download the tender document from website need not pay any tender fee.

**Note:** - This is an e-tender and Bid (both Technical & Financial) are to be submitted on line only. General Instructions about submission of e-Tender are given at **Appendix 6.**

(RISHI KUMAR)  
Director (GA/Protocol)

**TENDER DOCUMENT  
MINISTRY OF EARTH SCIENCES**

**QUOTATION FOR RUNNING HOSPITALITY SERVICES AT GUEST HOUSE, VIGYAN SADAN, R.K.PURAM, SECTOR 10, NEW DELHI-110022 AND AT PRITHVI BHAWAN, LODHI ROAD, NEW DELHI**

**TECHNICAL BID**

(In separate sealed Cover-I super scribed as **Technical Bid**)

1. Name & Address of the Tenderer Organization/ Agency with phone number, fax number, e-mail etc	
2. Name and designation of contact person with telephone/mobile number etc	
3. Experience in the work of providing Housekeeping and Catering Services (separately for housekeeping and catering services). Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and / or in hand for last 3 years along with a certificate from the agency where the job was carried out in the following format	

Sl. No.	Name of Organization With complete address and telephone numbers to whom services provided	Period		Contracted Amount (Rs per month)	Reason for Termination, if any
		From	To		

<p><b>4. Organizational details :</b></p> <p>a) Set-up of your Organization, clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service:</p> <p>b) Is the establishment registered with the Government; please give details with document/ evidence.</p> <p>c) Do you have labour license. Please provide details and attach a copy.</p> <p>d) Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at Vigyan Sadan Guest House &amp; at Prithvi Bhawan Lodhi Road.</p> <p>4. Are you covered by the labour Legislations, such as, ESI, EPF, and Gratuity Act etc.</p>	
<p>5. Please give EPF No: ESI Code: Gratuity Act Regn. No:</p>	
<p>6. Are you governed by Minimum Wages Rules of the Govt of Delhi. If yes, please give details</p>	
<p>7. Please attach copy of last return of Income Tax</p>	
<p>8. Please attach balance sheet of the company, duly certified by Chartered Accountant for last 3 years.</p>	
<p>9. PAN No. (Please attach copy)</p>	
<p>10. GST No. (Please attach copy)</p>	
<p>11. Trade Licence No. (Please attach copy)</p>	
<p>12. Acceptance of terms &amp; conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document</p>	
<p>13. Power of Attorney/authorization for signing the bid documents</p>	

14. Please submit an undertaking that no case is pending with the police/Legal proceedings in court of Law against the Proprietor/firm/partner or the Company (Agency)

Indicate any convictions in the past against the Company/firm/partner

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.

**Encls: 1. DD/Pay Order No.**

**2. Terms & Conditions (each page must be signed and sealed)**

**3. Financial Bid.**

**(Signature of Tenderer with seal)**

**Name:.....**

**Seal: .....**

**Address : .....**

**Phone No (O) : .....**

**F-1 Hospitality Services for MoES:-**

**Following Services shall be deployed by the firm for smooth running of the 2 Guest House which is essentially required:-**

S.No.	Description	No. of Personnel		Total	Category for minimum wages
<b>A</b>	<b>For Catering and House Keeping (For Guest House)</b>	<b>R.K. Puram Guest House</b>	<b>Prithvi Bhawan Guest House</b>		
1.	Caretaker*	1	1	2	Skilled
2.	Service Boys Including Helper Chef **	3	3	6	Semi-Skilled
	<b>Total</b>	<b>4</b>	<b>4</b>	<b>8</b>	

\* Caretaker should have the basic knowledge of cooking so that he can prepare food for Guests.

\*\* The service boys should have some basic knowledge of cooking so that whenever required they can prepare food for Guest.

**Note:** - For the above said Manpower the contractor shall be paid Minimum Wages as per Delhi Govt., PF, ESI as per Rules and the Contractor is required to pass on the same to these personnel. The firms are not required to quote these rates as these are equal for all bidders.

**Declaration by the Tenderer:-**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

**(Signature of Tenderer with seal) and Date Name:**

**Seal:**

**Address (With phone no.):**

**FINANCIAL BID**  
(In sealed Cover-II super scribed "Financial Bid")

S.No.	Description	Rate for Services Per Month in Rs.	Remark if any.
1.	R.K. Puram Guest House		
a)	Laundry Linen, Towels (Daily)		
b)	Dry-cleaning of Sofas/Blankets/Curtain (Periodically)		
c)	Mosquito Repellants (Regular)		
d)	Soap/Liquid Soap & Shampoo in Room (Daily)		
e)	Disposable Glasses, Paper Plates/ Mats/ Paper Napkins		
f)	Liquide Disinfectant		
g)	Floor Cleaner and other materials		
H	Tea/Coffee/Sugar/Milk Sachets in Rooms		
Total	Sub-total {1 (a) to (h) }		
2.	Housekeeping and Catering Service at Prithvi Bhawan		
a)	Laundry Linen, Towels (Daily)		
b)	Dry-cleaning of Sofas/Blankets/Curtains (Periodically)		
c)	Mosquito Repellants (Regular)		
d)	Soap/Liquid Soap & Shampoo in Room (Daily)		
e)	Disposable Glasses, Paper Plates / Mats/ Paper Napkins		
f)	Liquide Disinfectant		
g)	Floor Cleaner and other materials		
h)	Tea/Coffee/Sugar/Milk Sachets in Rooms		
	Sub-total a) to h)		
	Service Charges of the bidder		
Total	Grand Total:-		



**Selection Criteria:- The Tender will be Awarded to the Bidder who Quotes overall Lowest rate for the above said items and in case two or more firms Quotes the same, the Tender will be awarded to the firm which has got more experience. The decision of the Tender committee will be final in this regard.**

**Rate List for Menu to be provided at Hospitality Services of MoES.**

<b>S.No.</b>	<b>DESCRIPTION</b>	<b>Unite Rate in (Rs.)</b>
1.	Tea (120ml) Room Service	10
2.	Coffee (120ml)	15
3.	Biscuits plate as per standard brand (3 salty & 3 sweet)	10
4.	Fruit Juice/Fresh Juice/Tetra Pack	As per Market Price
<b>5.</b>	<b>Breakfast (One of the below mentioned item to be served)</b>	
a)	Milk (200ml) with Corn Flakes/ Bornvita	30
b)	Brown Bread 4 slice with Butter/ Vegetable Sandwich	30
c)	Omelet/boiled eggs 2 nos with two slices of brown bread	30
d)	Alu Paratha Stuffed 2 nos. with (50gms) curd & Pickle	50
e)	Puri-5 nos. with sabji (100gm) & pickle	50
f)	Poha (150gm)	50
g)	Upma (150gm) and green chutney	50
<b>6.</b>	<b>Standard Lunch/Dinner (Thali) Vegetarian Only</b>	
a)	Two seasonal vegetables consisting of one dry and one gravy, rice (Darbar/Basamati) roti, dal, papad, salad, pickle and curd (100gm)	200
7.	Cold Drinks/Snacks (Potato Chips, Namkeen Etc)/Packaged Water Bottles.	As per Market Price

**The Contractor shall provide the above items to the Guests and charge the amount from the Guests of his own.**

## **GENERAL INSTRUCTIONS**

1. The Contract concluded as a result of this Tender Inquiry shall be governed by the 'Terms & Conditions' and other relevant instructions as contained in this Tender Document.
2. The prices/rates quoted should be indicated in words as well as in figures and in INR only.
3. Tenderers are requested to quote their prices only on firm & fixed basis. Tenders received with prices quoted on variable basis shall be rejected straightaway.
4. Tenders are invited in two bid system.
5. Each page of the Tender Document should be signed in ink at the Bottom by the Authorized signatory of the tenderer in token of acceptance of all the terms & conditions given in the Tender.
6. Quotations qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly.
7. Tenderers are requested to enclose a copy of their valid certificate of PAN No. with their tender.
8. Tenderers are requested to enclose a copy of their valid sales tax certificate/ GST registration number.
9. Tenders received without EMD amount in the name of DDO, MoES, New Delhi, will not be considered at all.
10. All tender documents attached with the invitation of tender are sacrosanct for considering any offer as a complete offer. Tenderer are, therefore, requested to ensure that all documents duly completed and signed are returned with their offer, failing which, the tender is liable to be treated as incomplete and ignored.
11. Tenderers may note that if the date of tender opening given in this Tender Document is declared a closed holiday by the Central Government, the tender shall be opened on the next working day at the same timing. In such an event the closing hours for receipt of tenders in MoES will stand automatically extended up to 1500 hours of the next working day in the Central Government offices.
12. Tenders received late/ delayed due to any reason whatsoever will not be accepted under any circumstances.
13. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the Schedule. The name and address of the representative authorized to attend the opening of the tender on behalf of a tendering firm should be indicated in the Tender. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of tender. The name and address of permanent representative of the firm, if any, should also be indicated in the tender.

**TERMS & CONDITIONS OF CONTRACT**  
(Annexure to Agreement)

**A. Information relating to submission of Bids**

- 1) Tenders are invited for providing Hospitality Services as mentioned in this document by the MoES located at Lodhi Road New Delhi and at GUEST HOUSE, VIGYAN SADAN, R.K.PURAM, SECTOR 10, NEW DELHI-110022 and PRITHVI BHAWAN AT LODHI ROAD, NEW DELHI - 110003 from the agencies that fulfill the criteria given below.
- 2) The period of contract under the scope of work shall be for 12 months, which can be further extended by mutual agreement on yearly basis up to 36 months depending on performance of the Agency and at the discretion of MoES.
- 3) The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from the Section Officer (GA Section), Room No.1, MoES, Lodhi Road, New Delhi on any working day between 1000 hrs. And 1600 hrs. On payment of nonrefundable charges of Rs 500/- only or can be downloaded from MoES website. Those who download the tender document from Website should not enclose a DD for Rs 500/- along with their Technical Bid.
- 4) The interested agencies are required to submit the e-tender under two-bids i.e. free of cost technical and financial bid separately in the format enclosed. The technical bids shall be opened on the next day at 1530 hrs. of the last date for submitting the bid at MoES in presence of the bidders or their authorized representatives who choose to remain present.
- 5) Financial bids of only those firms will be considered for opening who are technically qualified and shall be opened publicly on a later date which will be notified to the technically qualified bidders.
- 6) All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
- 7) A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
- 8) The bidder shall pay Bid Security (EMD) of Rs. 50,000.00 (Rupees Fifty thousand only) along with the technical bid by Demand Draft/ Banker's Cheque/ fixed Deposit Receipt or Bank Guarantee in favour of Drawing and Disbursing Officer MoES payable at Delhi "drawn from any Commercial Bank. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage. The bid security (EMD) shall be returned to the unsuccessful bidders after finalization of contract without any interest.

- 9) EMD should be dropped (in original) in hard copy in the Tender Box kept at the General Section of this Ministry by the last date and time for submission of Bid. The EMD submitted in hard copy should match with the EMD uploaded online.

**In place of a Bid Security, Bidders can sign a Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period 2 years for participating in the tenders of this Ministry.**

- 10) As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of Fixed Deposit Receipt/ Bank Guarantee in favour of " Drawing and Disbursing Officer MoES payable at Delhi "drawn from any Commercial Bank. The Performance Security should remain valid for 60 days beyond all the contractual obligations are over.
- 11) If the successful bidder fails to furnish the Security Deposit within 15 (fifteen) days after the issue of Letter of Award of Work or does not comply with other requirements for start of the contract, his bid security (EMD) shall be forfeited unless time extension has been granted by MoES or the firm shall be debarred for a period of 2 years from participating in this Tender processes of this Ministry.
- 12) The bid shall be valid and open for acceptance of the Competent Authority of MoES for a period of 120 days from the date of opening of the tenders.
- 13) In case two or more agencies are found to have quoted the same rates, the Tender Committee shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final in this regard.
- 14) The quoted rates shall not be less than the minimum wages of Govt. of NCT/Delhi and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Income Tax, Employer EPF contribution, ESI contribution etc, bonus, insurance, leave salary and any other applicable statutory contributions
- 15) MoES shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per of NCT of Delhi Govt. rates mentioned in the contract.
- 16) MoES reserves the right to accept or reject any or all bids without assigning any reasons. MoES also reserves the right to reject any bid which in its opinion is non responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
- 17) Financial bids of only those agencies will be opened who qualify in the Technical bids.
- 18) The tender document is not transferable under any circumstances.
- 19) Lowest Bidder will be considered/ taken on the basis of rates quoted by the bidder in Financial Bid.

- 20) All cost incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for seeing the location, attending pre bid meeting, submitting the bids personally, subsequent processing etc shall be borne by the bidder. MoES will not be responsible / liable for the same regardless of the outcome of the tendering process.
- 21) Near relatives of the employees of MoES are prohibited from participation in this tender. The near relatives for this purpose will include:-
- a) Members of a Hindu Undivided Family:
  - b) Husband or wife and Father, Mother, Son(s), Son's wife (daughter-in-law),
  - c) Daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law)
- 22) Intending tenderers should visit the site and satisfy themselves of the existing conditions before submitting their bids. Entire onus in this regard devolves on the quoting firm. Any excuse or misunderstanding in future on this account shall not be reckoned as a ploy to alter the prices or scope of quotation in the tender.
- 23) The Contractor shall not be authorized to sublet or transfer the contract to any other party.
- 24) If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to "as such acts") provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Secretary as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the purchaser shall be at liberty to take over from the Supplier at a price to be fixed by Secretary, which shall be final, all unused, undamaged and accepted material, bought out components and stores in the possession of the supplier at the time of such termination or such portion thereof as the Purchaser may deem fit excepting such materials, bought out components and stores as the supplier may with the concurrence of the purchaser elect to retain.
- 25) EMD will be returned to the unsuccessful bidders immediately after award of the

Contract to successful bidders. Successful Bidders awarded the Contract will have to submit a Performance Security of 10 % of basic cost by way of a Demand Draft/ Fixed Deposit Receipt or in the form of a Bank Guarantee from any commercial Bank within 10 days of the award of the Contract. The format for such purpose will be provided by MoES along with the Contract. In case of failure on the part of the Service Provider awarded the Contract to comply with the request of Performance Security, EMD furnished with the Tender by such firms shall stand forfeited/ the firm will be debarred from participating in the tender process of this Ministry for a period of 2 years.

26) Individual signing the tender or other documents connected with contract must specify the capacity in which the tender documents are signed as:

- a) A 'sole proprietor' of the concern or constituted attorney of such sole proprietor.
- b) A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or a principal officer duly authorized by the board of Directors of the Company, if it is a company.

#### **NOTES:**

In the case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.

A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the persons so signing had no authority to do so, MoES may, without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.

28) The tenderer **should sign & stamp with his Company seal each page of the tender and all its Annexure. NO PAGE SHOULD BE REMOVED /DETACHED FROM THE TENDER DOCUMENT**

#### **B. Eligibility criteria for Tendering**

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc. which should be valid as per law.
2. The tenderer shall have experience of providing Housekeeping and Catering service for last 3 years.
3. The firm should have successfully completed 3 similar works costing not less than Rs 10 lacs per year in the last three years.

Or

Having successfully completed 2 similar works costing not less than Rs 12.5 lacs per year in the last three years.

Or

Having successfully completed 1 similar work costing not less than Rs 20 lacs per year in the last three years.

Note:- Similar work means work relating running of such Guest Houses in Central Govt./State Govt. or PSU.

4. Average Financial Turnover during the last 3 years, ending 31st March 2018 should be at least Rs 30 lac per year. Documentary evidence to be provided duly attested by CA.
5. The bidder should have an office in Delhi or adjoining Municipalities of Gurgaon, Faridabad or Noida.
6. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
  - a) PF Registration
  - b) ESI Registration
  - c) GST
  - d) Valid License, issued by Regional Labor Commissioner, Govt. of India.

### **C-1 Scope of House Keeping Services and related terms & conditions**

A. The Agency shall provide House Keeping, Upkeep, Maintenance of MoES part of the Guest House, including corridors at Vigyan Sadan, R.K Puram, New Delhi.

B. The Agency shall provide House Keeping, Upkeep, Maintenance of MoES part of the Guest House on 4<sup>th</sup> Floor at Prithvi Bhawan, New Delhi.

#### **1. Cleanliness (both Guest Houses)**

a) The Agency shall ensure cleaning work including sweeping of floor, wet floor cleaning and dusting of wall, doors and windows from inside and outside, ceiling, staircase, dusting of Venetian blinds, cleaning of tables, chairs and cupboards, removing cobweb in building covering floor, ceiling, side balconies, corridors, stair cases and terrace in all the buildings on a regular basis.

b) The Agency shall arrange to wipe the glass panels, doors & windows from inside & outside, window pant/glass door panels, including Cafeteria and Kitchen inside and outside to ensure marks free appearance

c) Cleaning of the entire area of Guest House premises including all toilets in Guest House and toilet of Guest Houses of MoES and areas falling in Guest House area of MoES,



kitchen, dining hall, stores, pantry rooms (if any), the areas where the catering services provided in the main building shall be the responsibility of the Agency. Cleaning shall be done with approved material manually or by using Mechanized equipment's like vacuum cleaners, scrubbing machine and carpet shampooing machine etc.

d) Furniture, fixtures, exhaust fans, ceiling fans etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc so that they appear always clean and dust free.

e) The Agency shall ensure cleaning/ wiping on regular basis to ensure dust free and clean environment

f) The Agency shall ensure that the floors and carpet area are cleaned and polished with suitable cleaning material on a regular basis or as and when required as informed by MoES. In no case acid will be used for cleaning purposes.

g) The Agency shall clean the terrace of the building on weekly basis.

h) The Agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a month to avoid accumulation of dust.

i) The Agency shall ensure cleaning and wiping the toilets daily and the washbasins at least thrice a day to ensure neat and dry environment. The Agency shall not use any type of acid to clean the toilets. However, the Agency shall use reputed brand cleaner approved by MoES of wiping steel pipes/water taps etc.

j) The Agency shall also arrange to ensure mopping of the floors in the Corridor regularly or whenever required to provide a dust free (including foot marks free) flooring.

k) The Agency shall ensure sweeping of the open area to provide neat and clean Atmosphere.

l) The Agency shall arrange to clean the area where water fountain arrangement is made along with flow of water, in such a way that the water flow is smooth, neat and clean, free from dirt and foul smell.

## **2. General Maintenance (includes All areas)**

a) Proper and regular care and safe maintenance of fittings, fixtures, electronic equipment, furniture and all other items will be the sole responsibility of the Agency.

b) Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency himself or by any of his employees shall be repaired/replaced by the Agency or Compensated by the Agency at his own cost immediately without any burden on MoES.

c) The Agency shall arrange all type of cleaning/Maintenance equipment and such of those special equipment's and apparatus required for maintenance of the premises, open areas, terrace areas etc. at his cost.

d) All equipment and items handed over to the Agency shall remain at the risk and in the sole charge of the Agency. The Agency shall be responsible for any loss or damage thereto, arising from any cause other than the accepted risks and shall deliver in its proper condition

at the time of expiry of the agreement. An inventory of these items will be made out and signed by the Agency and MoES's representative.

e) The Agency shall provide housekeeping and maintenance services in the Hostel viz., managing the reception, check-in and check-out formalities, cleanliness, upkeep and maintenance of hostel rooms, terrace, and common open area of the hostel including all allied services to the guests.

### 3. **Quality Maintenance:**

a) The reputed brands of the items/materials/consumables for use shall be procured with the approval of MoES.

b) The Agency shall maintain the entire premises including administrative Rooms, dining hall, kitchen, cafeteria, Working place and Pantry rooms in proper and hygienic condition to the satisfaction of MoES.

### 4. **Operation**

#### A. **Vigyan Sadan**

a) The Agency shall provide the services for cleanliness, upkeep and maintenance of MoES Rooms round the clock. The Agency for the purpose may schedule deployment of personnel on flexi time/ shift basis in consultation with MoES.

b) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.

c) The Agency shall nominate one of its employees/ senior representatives as authorized representative for regular interaction with MoES for smooth operation and implementation of the contract.

#### B. **Prithvi Bhawan at Lodhi Road.**

a) The Agency shall ensure cleaning of the rooms in the Guest House area by 08:00 a.m. daily. The Agency shall also be ready to clean the rooms prior to 08.00 a.m. on any day, if required by MoES.

#### f) **Disposal of Waste/garbage (both at Vigyan Sadan & Prithavi Bhawan)**

i) The Agency shall ensure disposal of the collected waste on a daily basis. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the Guest House premises. It shall be the responsibility of the Agency to segregate and dispose of garbage at least twice in a day and/ or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/ garbage drum at his own cost and as per prescribed norms / practice by the local Authority, if any.

ii) Dust, waste materials shall be collected in proper bins and disposed of immediately.

Approved type of Plastic bags shall be used in all the dust bins in the premises, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition.

iii) The Agency shall use big size black colored plastic carry bags to carry the garbage/ dust/ waste material in a trolley for disposal purpose.

iv) The Agency shall arrange trolleys/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc., to be disposed of beyond the premises up to authorized Municipal dumping yard/ground etc at its own cost.

v) The Agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in the open area in a polythene bag for disposal.

## 5. Inspection –

a) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of Guest Houses as given in **Appendix I** & **Appendix II** respectively to be submitted to MoES as prescribed.

b) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of Hostel/Guest Houses as given in **Appendix III** .

c) MoES will check the upkeep and maintenance on a regular basis. Check list for the purpose will be maintained by the Agency, which shall be submitted to the MoES as prescribed.

d) The Agency shall allow Labour Inspector for inspection and shall abide by all laws applicable.

e) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.

## 6. Maintenance of Building: (both Guest Houses)

a. The Agency shall ensure that all the rooms, toilets in Guest House, Dining halls, corridors, terrace balconies and service areas properly cleaned and dusted by 7:00 am daily.

b. The Agency shall spray room fresheners of the approved quality by 7:30 am in all the rooms and subsequently as required during the day.

c. Minor Repair Works related to water supply. Leakage in pipes, replacement of fixtures with the approval of the MoES inside the toilets shall be the responsibility of the agency, for smooth functioning and to avoid inconvenience to the guests without charges. However major works will be carried out by MoES.

d. Repair of minor electrical fault inside the rooms / corridor will be carried out by the firm without charging. However major repair will be carried out by MoES / CPWD outside room.

## **8. Reception Services:-**

- a) The Agency shall manage reception by deploying a Caretaker at Vigyan Sadan who is at least graduate.
- b) The Caretaker shall guide the guest to their desired destinations and coordinate with them, act as telephone operator, provide information asked by Guests and perform all other jobs assigned by MoES.
- c) The Agency shall keep a Complaint/Suggestion Book/Register at Reception to record complaints/suggestions on services rendered by MoES and such complaints shall be taken note of and acted upon immediately. All Complaints made by the Guests/visitors must be brought to the notice of MoES along with details of actions taken.
- d) Reception service shall be operated by the Agency through the Caretakers.
- e) The Agency shall place a set of newspaper (2 English, 2 Hindi) at the Reception of both Guest Houses.
- f) The Agency shall provide a Welcome kit, containing the following, in each room of both Guest Houses, to be placed in a presentable manner in the room at the time of check-in:
  1. Welcome Letter
  2. Details about Delhi/NOIDA with places of interest
  3. Rate list for Taxi Charges including directory of nearby Taxi Service providers as Approved by MoES
  4. Telephone/Intercom Nos. details
  5. Details of services and facilities available

The Kit will be arranged by the firm with the approval of MoES.

## **12. Material for Guest House Accommodation in Rooms/Toilets.**

- a) The Agency shall provide the following toiletries on regular basis as per consumption in the toilets/ wash rooms etc
- b) Liquid Soap including the container
- c) Paper Napkins/Towels
- d) Naphthalene Balls
- e) Air Fresheners in wash basins and Toilets
- f) Toilet Paper Rolls
- g) The Agency shall arrange to procure the consumable items / materials of best quality for providing housekeeping, upkeep and maintenance services as approved by MoES.
- h) The Agency shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The Agency shall also provide to workers required number of gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protective sanitary and general

cleaning.

- i) The Agency shall arrange trolleys, etc. for carriage of materials like garbage, malba, minor building rubbish, earth, etc., to be disposed of beyond the premises up to municipal bin/ dumping yard.
- j) Agency shall also arrange for all other equipment's/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services in the Guest House premises at his own cost.

### **13. Provision of Potable Drinking Water (at both Guest Houses)**

- a) The Agency shall also ensure that potable drinking water of reputed brand requirement of all the Guest is met during their stay in the Guest House Premises.
- b) Collection & distribution of water from the source to various consumption points is the responsibility of the Agency.

### **14. Room Services in the Guest House (at both Guest Houses)**

- a) The Agency shall provide round the clock service in the Hostel rooms and premises to the guests.
- b) The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the guest(s). All linen shall be washed with clean water and soaps/ detergents, neatly packed and stored so that the linen are clean and soft.
- c) The Agency will also ensure that the linen is changed as and when requested by the guest(s).
- d) The Agency shall arrange to refill the drinking water Jugs placed in the rooms as per requirement and as and when requested by the guests.
- e) The Agency shall provide the following toiletries daily in the toilet/Room for each Guest(s):-
  - Toilet Kit (Soap, Comb, Oil and Shampoo Sachets)
  - Mosquito Repellent of approved quality
  - Laundry Bag
  - One English Newspaper
- f) The Agency shall arrange tea/coffee on a daily basis whenever required by Guest on a tray in the rooms, the following for enabling the Guests to prepare Tea/Coffee etc *on payment basis*. :-
  - i. 2 Tea bags
  - ii. 2 Coffee sachets
  - iii. 4 Sugar sachets

- iv. 4 Milk sachet
  - v. 2 Sugar free Sachet (as per requirement)
- 
- g) The Agency shall provide two glass tumblers which are hygienically cleaned and wrapped, in the rooms.
  - h) The Agency shall spray room fresheners at regular intervals or as requested by the guest.
  - i) The Agency shall arrange for dry cleaning of blankets and washing of curtains once in three months or earlier based on need or on advice of MoES. The Agency shall also ensure cleaning/ shampoo washing of sofa sets/chairs once in 6 months or earlier.
  - j) Towels/Bed sheets etc. shall be replaced whenever new guest arrives in a room and also on alternate days on a routine basis.

## **C-2- Hospitality (Boarding) services with in Guest House premises and related terms & conditions**

The Agency shall provide Hospitality (Boarding) Services in Guest House premises, Dining hall & rooms as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services. Meals will be provided at fixed rates as per the menu approved by MoES. The details are given in **Annex. IV**.

### **Scope of Hospitality (Boarding) Services**

- i. The Agency shall provide Boarding Facilities services in the Dining Area and/or administrative Rooms for the guests.
- ii. The Agency shall provide regular boarding service to the guests/ participants in the dining hall or Guest House premises as per the following Menu / courses (details as per **Annex IV**):
  - 1. Bed Tea
  - 2. Breakfast
  - 3. Evening Tea
  - 4. Meals.

**Note:-** Caretaker and one attendant should know basic cooking so that they can prepare food for Guest

- iii. The Agency may use the pantry rooms available in the building for the purpose.
  - a) Serving of potable drinking water from the source to the dispensers and water coolers placed in Guest House shall be the responsibility of the Agency.

- b) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.
- c) The Agency shall arrange for such of those special equipment's and apparatus if any required for cooking etc in the Cafeteria and Kitchen at his own cost

## **2 Personal Hygiene:**

- a) The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health checkups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of Pan, tobacco/zarda/gutka etc, and spitting is strictly prohibited.

## **3 Quality Maintenance:**

- a) The Agency shall be equipped to undertake Hygiene audit as per Appendix V on daily basis and report submitted to MoES. MoES will also undertake independent hygiene and quality audits as and when deemed necessary.
- b) The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- c) Vegetarian dishes shall be prepared and served separately.
- d) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

## **6 Operations**

- a) Normally, the timings for providing catering services as per Menu is given below: Bed Tea in Room - 06.00 a.m. onwards  
Breakfast - 08.00 a.m. to 09.00 a.m.  
Lunch - 01.00 p.m. to 02.30 p.m.  
Evening Tea and Snacks - 05.00 p.m. to 06.00 p.m.  
Dinner - 08.00 p.m. to 10.00p.m.
- b) The Agency, however, shall be required to adjust/ change the above timings as and when required depending upon the arrival/ request of the Guests staying. It shall be ensured that tea/coffee is served steaming hot.
- c) The Cafeteria/Kitchen shall remain open on all days.

## **7 Inspection:**

- a) MoES will check the quality of grains, oil, Vanaspati oil, Atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed

out shall be promptly removed.

- b) The Agency shall allow the food inspector/ MoES Officer to inspect the foods items and services for their quality, as per prevailing rules and regulations. The Agency shall abide by all laws applicable.
- c) In case of dispute regarding the services, quality or the quantity of the foodstuff, snacks, tea etc. the decision of MoES will be final and binding.

#### **8 Maintenance of Cafeteria/Dining Hall**

- a) The Agency will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, stocks, books, periodicals, vehicles lying in Guest House premises, etc. The Agency shall prepare and serve the breakfast/lunch/ dinner, as per Menu, in a pleasing and presentable manner. White clothes and colored frill clothes required for covering the serving table and dining tables shall be provided by the Agency.
- b) Table Mats shall be provided on white table cloth and maintained in a neat and clean condition.
- c) Disposable paper napkins (of approved quality)/ Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

#### **C-3 Provisioning of Certain Services on Payment basis**

- a) The Agency shall provide regular boarding service (Tea/Coffee/Lunch items/snacks) on mutually agreed rates/as indicated in the food menu to the Guest staying in the Guest House. The Food bills at approved rates is to be borne by the Guest
- b) The Agency shall provide consumables like Biscuits/Snacks /Cold drinks/Juice/Tea/Coffee etc to guests on payment basis (not exceeding M.R.P.) as approved by MoES whenever requested.
- c) The Agency may also arrange Masonry, Carpentry, minor electrical services and minor painting/whitewashing works or any other miscellaneous works/services on cost basis with due approval of MoES. Payment to be made by the Ministry.
- d) MoES shall not be responsible for any amounts due to the Agency arising out of supply of any of the above service or material including foodstuffs supplied by him to any guests/unauthorized persons/ individuals

#### **.D Terms & Conditions common to House Keeping and Catering**

- 1) The Agency will maintain its gadgets & equipment's, etc. in good working conditions with all safety measures at its own cost and expenses. The Annual maintenance Charges of the equipment's/gadgets, etc owned by the MoES will be borne by the MoES. However, the Agency will be responsible for its proper upkeep and regular maintenance.



- 2) The Agency shall devote his full attention to the work of housekeeping and Catering and shall discharge its obligations under the agreement most diligently and honestly.
- 3) The Agency shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes etc. to its employees, as required under law. And as per MoES's instructions at his own cost and expenses. All personnel of the Agency will wear the same in clean condition while on duty. MoES shall not pay any extra charges to the Agency against these items.
- 4) Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with MoES.
- 5) Desired level of cleanliness in the entire complex of the Guest House will be maintained and for this all materials / instruments / tools etc. will be provided by the agency. The supervisor of the Agency will attend to complaints on urgent basis round the clock
- 6) Instruments, etc to be provided in sufficient quantity (as decided by MoES) by the Agency may include the following:
  - i. Glass Cleaners
  - ii. Vacuum Cleaner etc.
  - iii. Polishing Machine
  - iv. Brasso/ Silvo/ Polishing Material etc.
  - v. Kit for plumbing operations
- 7) Specialized maintenance of all rooms and bathrooms along with furniture, fixtures, mattresses, pillows, blankets, bathroom/ room/office room, linen, bathroom fittings, buckets, sanitary wares, brackets etc. will be ensured.
- 8) Beds in the rooms will be maintained with Bedcovers. Towels and bedroom linen will be changed on alternate days or earlier as may be decided by the MoES. The Agency at its own cost will arrange washing of all linens, curtains including dry cleaning of blankets etc. wherever provided. Washing of Linen includes washing of Curtains, Bed sheets, Bed Covers, Pillow Covers, Towels, Sofa Covers etc. wherever provided. Blankets will be provided with inner sheets in all the rooms.
- 9) Service boys to ensure upkeep of office, room reception counter/store room/lobby etc. with provision for adequate manpower for prompt cleaning of the premises including corridors/all floors and other like parking.

### **DAILY SERVICES**

- i. Removals of waste material from open areas and or other areas of Guest Houses.
- ii. Sweeping and wiping of all floors, dusting and vaccumising of furniture, cup-boards telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time.
- iii. Vacuum cleaning/ washing of carpets wherever provided at the MoES.

- iv. Filling water in desert/ room/water coolers etc. wherever provided.
- v. Upkeep of office/hostel/ hostel rooms/catering areas/library/ reception counter/store/lobby etc.

### **WEEKLY SERVICES**

- i. Mechanical washing and scrubbing of floor area with detergent, dust removing chemicals polishing of the floor area etc.
- ii. Removal of cobwebs, dusts, termites, insects, pests etc.
- iii. Windows sponging and cleaning.
- iv. Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
- v. Cleaning of dustbins and buckets with detergents.
- vi. Upkeep of partition glasses and panes with utmost care and by application of glass cleaning chemicals
- vii. Detergent cleaning of sanitary wares including in toilets.
- viii. Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/Lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc
- ix. Detergent cleaning of sanitary wares including in toilets.
- x. Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
- xi. To spray Finit/Baygon etc in rooms, office rooms, hall, dining room etc. to keep all such areas insects free. This may also be required daily The Agency will provide the Finite pump or Baygon spray and these spraying material.
- xii. Shampooing/ Spraying/Disinfecting all carpets.

10) The agency shall ensure that staff deployed are trained in House Keeping / catering services, bear good conduct and physically fit and healthy for the work and not more than 50 years of age. The agency will get their antecedents, character and conduct verified.

11) The skilled, semiskilled and/or unskilled persons deployed by the agency shall be of sound physical & mental health and should not be under the influence of any drug or liquor during duty and have full knowledge & experience to competently complete the job assigned to them.

12) The agency shall deploy adequate trained manpower in all facets of Housekeeping and Catering work. The Agency shall provide necessary undertaking and documentary evidence in this regard.

## E. Terms and conditions

- 1) The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to MoES, whatsoever it may be.
- 2) The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the MoES from time to time.
- 3) The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from to time.
- 4) The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at MoES Guest House or for any accident caused to them and the MoES shall not be liable to bear any expense in this regard.
- 5) The agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the MoES for whatever reason.
- 6) The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their
- 7) Re-enactments/ amendments/modifications as below:-
  - a. The Payment of Wages Act 1936
  - b. The Employees Provident Fund Act, 1952
  - c. The Factory Act, 1948
  - d. The Contract Labour (Regulation) Act, 1970
  - e. The Employees State Insurance Act, 1948
  - f. The Employment of Children Act, 1938
  - g. Minimum Wages Act, 1948
- 8) The security Deposit shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In case of any

complaint, the security deposit shall be discharged only after adjusting all dues, liabilities etc. including withdrawals of EPF of workers engaged during contract period or after submitting the individual EPF account details to be certified by Provident fund commissioner<sup>7</sup>'s office, submission of receipts of payment of service tax

(Month wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.

- 9) In case of any change of constitution of the agency, the rights of MoES should not suffer.
- 10) All personnel engaged under this contract by the Agency shall be employees of Agency. MoES shall not have any liability/ responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in MoES or elsewhere.
- 11) The Agency shall maintain all records/registers as required to be maintained by him under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of MoES as and when required.
- 12) It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the MoES against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep the MoES indemnified against all the claims and liabilities.
- 13) A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of Guest House, they shall work under directives and guidance of the Officer In charge appointed by the Ministry, and will be answerable to MoES. This will, however, not diminish in any way, the agency's responsibility under contract to the MoES.
- 14) A senior level representative of the Agency shall visit Guest House premises at least once-a week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the MoES officer/Officer In -charge of the Guest House dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the MoES.
- 15) The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the MoES at any time without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by MoES for any reason specified or otherwise, shall be effected promptly without any additional cost to the MoES. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with MoES.
- 16) The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the MoES / Govt. of India/any State/or any Union Territory.

- 17) The Agency shall maintain good standard of services as indicated. The performance of the agency will be reviewed on monthly basis and in case the Services are not found up to the mark the Agency's contract will be terminated even before the Expiry of contract period by giving one month's notice.
- 18) MoES reserves the right to reduce or increase the manpower for housekeeping, if considered necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.
- 19) In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/ their duties for MoES it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the MoES.
- 20) In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the MoES Guest House due to negligence of personnel in performing his/ her duty and / or absence from the place of duty and/ or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by MoES shall be recovered from the Agency's Monthly bill or from his security. In such matters, where required, the agency will investigate and submit a report to MoES and maintain liaison with the police. FIR will be lodged by MoES, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
- 21) In case MoES is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be born by the Agency or recovered from the due amounts payable to the agency and/or from the security deposit held by MoES.
- 22) The agency shall ensure that all staff appointed by them is fully loyal-to and assist the MoES during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the MoES.
- 23) In the event of any accident and/ or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, Authorized officer of MoES shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of MoES shall be final in regard to all matters arising under this clause.
- 24) In the event of any person deployed by the agency being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
- 25) Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
- 26) No request for making advance payment on any ground shall be entertained by this

Ministry.

- 27) Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
- 28) There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government.
- 29) The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
- 30) During the course of the contract period, the agency shall deposit GST at prevailing rates as per GOI norms.
- 31) In case of noncompliance/non-performance of the services according to the terms of the contract, the MoES shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
- 32) The decision of MoES in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
- 33) In case of failure of the Agency in fulfilling the contract, the competent authority of MoES may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Agency to remove his men and materials within two days or date specified by MoES. MoES shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.
- 34) That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, the MoES reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the MoES.
- 35) The Agency shall not assign or sub-contract any of these contracts. In case of violation/ contravention of any of the terms and conditions mentioned herein, the MoES reserves the right to terminate the agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost to the MoES from amount payable to him or otherwise.
- 36) Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
- 37) An agreement shall be signed with the successful bidder.
- 38) In case the Agency or any of his employees fails to fulfill his/ their obligations for any day or for any number of days to the satisfaction of the MoES for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the MoES per day for the entire numbers of such days and the MoES shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the Agency.

- 39) If the performance of the Agency is found poor and despite instructions, he fails to improve the same, the MoES shall be liable to recover any amount towards penalty or losses as decided by the authorized officer and to terminate the contract without any notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.
- 40) The Authorized officer/Committee of MoES shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
- 41) If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to MoES.
- 42) The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the Guest House premises when not on duty. In the event of noticing such an incident a penalty of Rs.5, 000/- will be imposed. However, provision for a change room/rest room will be provided by MoES for employees on duty. Stay in the hostel rooms are strictly prohibited and shall be ensured by the Agency.
- 43) In case of any dispute or differences arising on terms and conditions, the decision of the MoES shall be final and bound to all. However the provisions of Arbitration and Conciliation Act, 1996 shall be applicable.

### **OBLIGATION OF MoES**

The MoES shall provide and maintain:-

- i. Furnished room as per the requirement.
- ii. Air Conditioners, Voltage Stabilizer, T.V., EPABX and Telephone instruments, Geysers, Invertors with batteries and their maintenance and repairs.
- iii. Provision of curtains, Blankets, Looking Mirror, Towel Bed Sheets Bed Cover etc.
- iv. Telephone and Extension if required
- v. Electrical Tube Lights, Bulb etc. initial supply and replacements.
- vi. Payment of Electrical, Water, Telephone, bills House Tax, Municipal Tax shall be made by MoES.
- vii. Renovation/Additions to the Building for the efficient usage.
- viii. Matter relating to Civil or Electrical Department of CPWD, DJB, DVB, MCD etc shall be coordinated by MoES.

- ix. Racks, Amirah's, locking arrangements etc. if required.
- x. Allotment of Guest House rooms
- xi. Maintenance of Visitors register rent collection register expenditure controlled register stock register and security register etc.
- xii. Over all supervision and coordination in the matter of Transit Hostel and Guest House and Complete premises.
- xiii. Allotment of Transit Hostels accommodation and matter related to Vigyan Sadan Transit Hostels.
- xiv. Allotment Rules for Common Guest House and Transit Hostel and their revision.
- xv. Reviewing of the situation from time to time and making its suggestion/recommendations for improvement of Service etc.



**Appendix- I**

**DAILY CHECKLIST FORM- Guest House Buildings (Vigyan Sadan/Prithvi Bhawan)**

Date: .....

**Overall Housekeeping and Maintenance of Guest House Building:**

Name and Signature of Agency Satisfactory/Not satisfactory

SI.NO.

**Issue Observation Remark**

Material received are branded ones and stored properly	Yes /No
All areas cleaned and no areas left out	Yes /No
Building readied timely	Yes /No
Workers are found in uniform	Yes /No
Dusting of tables, chairs, furniture done	Yes /No
Glass panes/windows/doors cleaned	Yes /No
Floors are hygienically cleaned	Yes No
Toilets hygienically cleaned	Yes No
Replenished naphthalene balls, odonil, soap cakes in toilets	Yes /No
Garbage/ waste cleared from dust bins	Yes /No
Garbage/waste collected disposed-off in poly. Bags	Yes /No
Stair case/Veranda cleaned with Surf Weekly	Yes /No
Tables, chairs etc. moved and swept - weekly	Yes /No
De-pesting is done once in a week	Yes No
Toilet paper rolls/liquid soap available	Yes /No

Terrace cleaned – monthly

Yes / No

Drainage system is functioning properly.  
No leakage/overflow observed

Yes /No

**Any other item (Please Mentioned clearly if found un-satisfactorily)**

## Appendix II

### DAILY CHECKLIST FORM- RECEPTION

Date: .....

Overall Housekeeping and Maintenance of Reception Area:

Satisfactory/Not satisfactory

Name and Signature of representative of  
Agency

#### SI.No. Issue Observation Remarks

- Supervisor/Receptionist and Room boys  
Available round the clock in proper uniform  
Yes / No
- Attended to guests immediately by  
Receptionist and Bell boy  
Yes/ No
- Set of newspapers (2 Hindi & 2 English)  
Placed in reception  
Yes/ No
- Welcome kit placed in the room  
Yes/ No
- Toiletries as per scope of work placed in bath room  
Yes/ No
- Tea/coffee tray replenished with sachets as per menu  
Yes/ No
- Newspaper provided in the room  
Yes/ No
- Status of fixtures and fittings ascertained- In order  
Yes/ No
- Linen (bed sheets, towels, etc.) provided  
Fresh/ Changed as per stipulated frequency  
Yes/ No
- Room boys presented themselves and  
Behaved properly.  
Yes/ No
- Housekeeping service of Hostel Block done  
Yes/ No
- Check-in/ Check-out formalities done in a  
Pleasing manner.  
Yes/ No
- Feedback forms duly filled in handed over  
Yes/ No
- No due certificate issued to guest by supervisor  
Yes/ No
- Any other item (Specified clearly if any)  
Yes/ No
- Complaints, if any  
Yes /No

**PROFORMA FOR HYGIENE AUDIT**

- |  |        |
|--|--------|
| 1 Head gear/caps are worn  | Yes/No |
| 2 Gloves are worn  | Yes/No |
| 3 Smoking, eating or chewing of tobacco, zarda, gutka etc spitting, are strictly Prohibited- Prohibition observed or not | Yes/No |

**Remarks:** Satisfactory/Not satisfactory

Name and Signature of Agency

**(A) Food Preparation**

- |  |          |
|--|----------|
| i. Food indexing- the menus are being decided to ensure food Variety | Yes / No |
| ii. Food Safety  | Yes /No  |
| iii. Is the food prepared properly under hygienic conditions         | Yes /No  |
| iv. Are the prepared items covered properly                          | Yes/ No  |
| v. Proper cleaning of the utensils                                   | Yes/ No  |

**(B)Kitchen/Pantry Hygiene**

- |  |         |
|--|---------|
| i. Floors are hygienically clean               | Yes/No  |
| ii. Walls are dust / damp free                 | Yes/ No |
| iii. Furniture is regularly cleaned            | Yes/ No |
| iv. Washing area provides hygienic environment | Yes/ No |
| v. Cooking counter is adequately clean         | Yes/ No |

**(C) Condition of Equipment in Food Preparation**

- |                     |         |
|---------------------|---------|
| i. Work worthy      | Yes/ No |
| ii. Clean           | Yes /No |
| iii. Safe to handle | Yes/ No |

(D) Food Handler's Health

- |      |                                |         |
|------|--------------------------------|---------|
| (i)  | Health checkup done or not     | Yes/ No |
| (ii) | Nail are cut clean and healthy | Yes/ No |

(E) Hygiene of Eating Place

- |    |                                |         |
|----|--------------------------------|---------|
| 19 | Floor is hygienically clean    | Yes/No  |
| 20 | Walls are dust/ damp free      | Yes/ No |
| 21 | Furniture is regularly cleaned | Yes/No  |

(F) Food Quality

- (i) Palatability is tasted by the Company's Representative

**General Observations**

- |       |   |         |
|-------|---|---------|
|       |   | Yes/ No |
| i.    | Exhaust system is working                                   |         |
| ii.   | Garbage disposal is done regularly                          | Yes/No  |
| iii.  | Drainages system is functioning                             | Yes/No  |
| iv.   | Washing area provides hygienic environment                  | Yes/No  |
| v.    | Service counter(s) are adequately clean                     | Yes/No  |
| vi.   | Utensils are properly cleaned                               | Yes/No  |
| vii.  | Kitchen staff are in uniform/Service Boys are in uniform    |         |
| viii. | and wearing gloves and caps                                 | Yes/No  |
| ix.   | Portable drinking water arrangement neatly done             | Yes/No  |
| x.    | Utensil washing area is properly maintained                 | Yes/No  |
| xi.   | All items as per Menu Provided                              | Yes/No  |
| xii.  | Serving tables covered with white cloth with colored frills | Yes/No  |
| xiii. | All items in orderly manner and are in a presentable manner | Yes/No  |
| xiv.  | Finger nails trimmed and clean & Bathing daily              | Yes/No  |
| xv.   | Storage area/fridge is clean                                | Yes/No  |
| xvi.  | Fly Catcher working satisfactorily                          | Yes/No  |

**Instructions for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

**REGISTRATION**

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>.) by clicking on the link “Online Bidder Enrollment” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobilenumbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificated with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g.Sify/TCS/nCode/eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to other which may lead to misuse.
6. Bidder than logs on to the site through the secured long-in by entering their user ID/password and the password of the DSC/ eToken.

**SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the requirement documents/ tender schedules. These tenders can be moved to the respective „My Tenders“ folder.  
This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

## **PREPARATION OF BIDS**

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents- including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard document which are required to be submitted as part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender documents.
3. Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
4. Bidder should prepare the IMD as per the instructions specified in the tender documents. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in their tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has given as a standard BoQ format with the tender documents, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it only online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidder’s dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

1. Any queries relating to the tender documents and the terms and conditions contained therein should be addressed to the Tender inviting Authority for a tender or the relevant contract person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CCP Portal in general may be directed to the 24×7 CPP Portal Helpdesk. The contact number for the helpdesk is 180030702232.