

F.No.7/3(86)/2016-SD/EMU

INDIRA GANDHI NATIONAL CENTRE FOR THE ARTS

11. MANSINGH ROAD, NEW DELHI-110 001

TENDER DOCUMENT

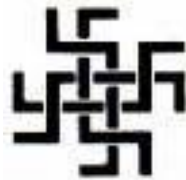
Tender No.004/EMU/IGNCA

Dated 26/02/2018

(IGNCA Website : www.ignca.nic.in)

AND

<https://eprocure.gov.in>



Specification/Requirements for Providing Integrated Facility Management Services, i.e. Mechanized housekeeping with Laundry, Catering (includes Cooking) Plumbing, & Electrical Services at Guest House Block of IGNCA with 22 (Twenty-two) rooms and 02 (Two) suits, at No.11, Man Singh Road, New Delhi-110 001 by single Vendor/Consortium.

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TENDER DOCUMENT

NAME OF WORK:- Providing Integrated Facility Management Services, i.e. Mechanized Housekeeping with Laundry, Catering (includes Cooking) Plumbing, & Electrical Services at Guest House Block of IGNCa consisting of 22 (Twenty two) rooms and 02 (Two) suits, at No.11, Man Singh Road, New Delhi-110 001 by single Vendor/Consortium.

1. INTRODUCTION

The Indira Gandhi National Centre for the Arts (IGNCA) is an Autonomous Trust established in 1985 under the aegis of Ministry of Culture, New Delhi. This prestigious Institution is looking for a contractor for providing Integrated Facility Management Services for its Guest House Residential Wing for hosting Scholars & VIPs who attend Socio-Cultural events in & around IGNCa.

The Guest House Block is of ground plus two floors construction. It is centrally air-conditioned and have 24 numbers of Double Bed Rooms/Suits of different sizes, a dining hall of size 40 feet by 18 feet, a lounge hall of size 31 feet by 15 feet which can be used a Coffee Shop and Gym or Spa two halls of size 36 feet by 18 feet which can be used as a Conference and Seminar Hall. The accommodation had already been furnished by the IGNCa itself.

2. TENDER NOTICE

- Online tenders are invited by the Indira Gandhi National Centre for the Arts (IGNCA) under **Two-Cover Bid System** i.e. Technical Bid and Commercial Bid from reputed, experienced and financially sound Companies/Firms/Agencies National and International only enrolled/ enlisted contractor at Central Public Procurement Portal. **Manual bids shall not be accepted.**
- The tender document containing terms and conditions and qualification required can be obtained from the IGNCa's website www.ignca.nic.in and [http:// eprocure.gov.in](http://eprocure.gov.in)
- The interested Companies/ Firms/ Agencies/ Contractors should submit their Technical & Commercial bid for providing Integrated Facility Management Services at Guest House Block of IGNCa consisting of 22 rooms and 02 suits, at No.11, Man Singh Road, New Delhi-110001 in the prescribed format at **Annexure II & III.**
- Bidders must submit the Technical and Commercial Bids in two parts i.e, "Technical Bid" and "Commercial Bid" respectively.
- Incomplete or partial responses are liable to be rejected. The agency bidding for the tender should meet the eligibility criteria stated in para 8 of the tender document.
- Interested Companies/ Firms/ Agencies/ Contractors may deposit **Earnest Money Deposit (EMD)** and in favour of IGNCa in the shape of Demand Draft/Pay Order and drop in the tender box kept in EMU Section, No.3 Dr.RP Road, New Delhi-110001.

3. DOCUMENTS TO BE SUBMITTED

Technical Bid

:

Annexure – II

(Attach EMD, all documents, declarations and details etc.)

Commercial Bid : Annexure - III

(Attach all documents, details/bills of quantities etc.)

Check List : Annexure – V

4. FEES TO BE DEPOSITED

E.M.D : Rs.1,50,000/- (Rupees one lakh fifty thousand only)

- The EMD should be in the shape of Demand Draft drawn on any nationalized bank in favor of “**INDIRA GANDHI NATIONAL CENTRE FOR THE ARTS**” and remain valid for at least 90 days (three months) from the last date of submission of tender.
- No interest is payable on refund of EMD.
- The EMD should be attached with the Technical Bid.

5. PROCESS OF SELECTION OF AGENCY FOR OUTSOURCING OF SERVICES

- Release of Tender Enquiry by uploading on CPP Portal and IGNCAs Website www.ignca.nic.in & <https://eprocure.gov.in> inviting proposals from reputed CPP registered companies/firms/organizations/contractors engaged in providing services in guest houses of reputed Government Institutions / PSUs or other equivalent establishments.
- A pre-bid meeting with the tenderer will be held as indicated in Schedule-A to appraise them about the Guest House Facility Management Services expectations of the Centre and to familiarize about the scope of work and obligation in the proposed contract. The prospective tenderers expressing interest must visit the Guest House Block themselves to ascertain the details of the scope and schedule of work and gain understanding of Supervision requirements on the dates indicated in Schedule -
- Bidders are required to submit the Bid (in two-cover format) complete in all respects on or before the deadline given in Schedule of events (**Schedule – A**).
- The Technical Bids will be opened on the day and time indicated in Schedule-A in the presence of authorized representatives of the bidders.
- The Technical Committee will evaluate the proposals on various parameters (as defined in **Annexure-II**). Bidders meeting the eligibility criteria shall be technically qualified. The evaluation of the technical committee will be final and binding.
- The commercial bid of technically qualified bidders will be opened in the presence of representative of the technically qualified bidders on a date and time, to be communicated later.

6. BID EVALUATION

A. TECHNICAL BID EVALUATION

- (i) The bidder should have all the eligibility criteria as mentioned in para-8 (eligibility criteria) of the Tender Document.
- (ii) The bidder who qualified in the technical evaluation stage shall only be called for opening of Commercial Bids. "Owner" shall intimate the bidders, the time, date and venue for the Commercial Bid opening in a written communication.

B. COMMERCIAL BID OPENING PROCEDURE

- (i) The Commercial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present.
- (ii) All the authorized representatives of technically qualified bidders, present at the time of opening of the Commercial Bids shall be required to submit the authorization letter from their Companies and to sign on all the sealed envelopes containing the Commercial Bids.
- (iii) Absence of bidders or their authorized representatives shall not impair the legality of the process.
- (iv) The Commercial bid price, as indicated in the Commercial bid of each bidder shall be read out on the spot, however, it shall be clearly stated that the final Commercial bid prices would be arrived at after detailed scrutiny of the Commercial bid.
- (v) Mere becoming the highest bidder, prior to Commercial bid scrutiny will not give any right to the highest bidder to claim that he is successful in the bidding process.
- (vi) The successful bidder (H-1) shall be decided only after following due procedure as explained below:
 - a) The contractor will quote for the fixed charges payable to IGNCA on percentage basis in the Commercial bid which should not be less than 10% of the cost of catering bill. The highest bidder of fixed charges payable to IGNCA will be considered as "H-1" and hence, for award of contract.
 - b) If there is a discrepancy between words and figures, the amount in words shall prevail.

7. DEFINITIONS

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them:

- The expression “Owner” and/or “Institute” occurring in the tender document shall mean IGNC A, New Delhi.
- The expression “Bidder” shall mean the tenderer who submit the tender for the work and shall include the successor and permitted assigns of the tenderer.
- The expression “Contractor” shall mean the successful tenderer selected by the Owner/Institute for carrying out the subject work and shall include the successor and permitted assigns of the contractor.
- “The Guest House In-charge shall mean any representative of the IGNC A authorized to act as head of works or any specified part thereof.
- “Work” and “Scope of work” shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof. However, the such material required by requisition be reimbursed by IGNC A.
- “IGNC A” shall mean Indira Gandhi National Centre for the Arts, New Delhi.
- “Contract” shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of IGNC A, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
- “Meals” shall include all input from the dining hall/kitchen, including bed tea, breakfast, lunch, dinner and bottled water etc.
- “**Guest House**” shall mean in present tender, the **Guest House Block** of IGNC A, New Delhi as indicated in Sketch as Annexed.
- “Competent Authority” shall mean the Member Secretary, IGNC A or any other Officer of IGNC A designated by him for the purpose.

8. MINIMUM QUALIFICATION REQUIRED FOR BIDDING

Eligibility Criteria for Primary Bidder

- The primary bidder should fulfill the following bidders’ eligibility criteria:
- Minimum 3 (three) years of experience in providing Integrated Facility Management Services, Mechanized Housekeeping, cooking and catering services, general maintenance services, catering, hospitality of guests etc. in a guest house or Hotel of star category having not less than 25 rooms in a prime location.

- The agency shall have an annual turnover of minimum of Rs.2 Crores per annum for the last 3 financial years.
- The Bidder Company / Firm should have experience (at least 3 contracts lasting for one year in the last 5 years) in providing similar services to Public Sector Companies/Government Departments / Research Organizations / Reputed Private Sector Companies.
- The Bidder Company / Firm should be registered with the appropriate registration authority (labor commissioner etc. (NCR).
- The bidder Company/Firm should be registered with Income Tax and Service Tax departments/GST and statutory bodies.
- The Bidder Company/Firm should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
- Either the Registered Office or Branch Office's of the bidder should be located in Delhi/New Delhi or NCR.
- Bidders must submit the documentary proof in support of meeting the minimum qualification criteria. All documentary proof must be listed on the letter pad of the company to be submitted with the Technical Bid.
- Bidders must submit all requisite Clearances/NOCs and Licenses required for the service to be rendered.

9. SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

9.1 GENERAL SERVICES

- Receiving and allotting (accommodation) rooms to the Guests coming to stay at Guest House Block of IGNCA, as per the direction from the IGNCA; & fulfilling all requisite requirements/procedures round the clock, on all the days of the year, maintenance of allotment register, issuing of booking slips, billing, allotment and opening of rooms for bonafide occupants will be responsibility of Contractor and perfect upkeep of rooms along with good Cooking & Catering and room service will be in the scope of Service provider/Contractor.
- Bedroom linen and Bathroom towels shall be changed whenever the rooms are to be in use. In case of higher requirement (during high occupancy) fresh linen, towel etc should be provided as per requirement. A floor register for this purpose shall be maintained by the contractor and will be scrutinized by IGNCA officials from time to time. Requests of guests should be accommodated, such as for more towels, and logged in the floor register.
- The contractors shall be responsible for quality cleaning of bed and bath linens on daily basis. An initial arrangement of 2 sets of linen per room will be done by IGNCA.

Contractor will recoup as required. The contractor should also provide laundry services to the guest(s) on payment basis (to be charged from the Guests) at rates approved by IGNCA's Authority. Reception Desk should assist the guests' requirements.

- The contractor should provide electrician and plumber to address minor repairs when reported.
- The Contractor should follow the norms & standard set for star category Hotels.
- All complaints/disputes about general issues in Management of Guest House shall be resolved by the Committee constituted by the IGNCA for the purpose. The Member Secretary, IGNCA will be referred and final authority to resolve these issues.

9.2 Catering & Cooking

- The contractor shall take up the responsibility of supplying and serving breakfast/lunch/ dinner as well as morning/evening coffee/tea for the guests. The sample menu for breakfast/lunch/dinner is enclosed in Annexure IV.
- The contractor shall be responsible for provision and for the cleaning and washing of the cutlery, crockery's and other utensils used for preparing and serving coffee/tea/break-fast/lunch/dinner. The contractor shall ensure high standards in the food service. Broken/chipped and stained plates/bowls/cutlery must not be used.
- The contractor is permitted to utilize the kitchen and store available in the guest houses for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the Guest House kitchens. The contractor shall keep the store-room, kitchen, and dining area neat and clean.
- The contractor shall comply with applicable food safety, hygiene and licensing requirement/certification from competent authority.
- The contractor shall maintain the account of the number of breakfast/lunch/dinner provided on a per day per room basis and submit the bill to the IGNCA at the end of every month.
- The contractor is responsible for charging the guests for the number of breakfast / lunch / dinner / served in the dining room. The contractor has to arrange himself all the provision items for cooking, cleaning materials, laborers for cooking (assistants, skilled, and supervisory staff). The Guest House will be available for operation in as is where is basis and is to be maintained in upright, spic and span good condition.
- Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners etc. Specially skilled worker preferably IHM & Food Craft Institute details of which may be indicated as required in the Annexure –I.
- Appropriate pest-control treatment in kitchen/store- room areas must be undertaken periodically.

- Meals should be provided as per the agreed menu and the rates as fixed Annexure - IV
- The contractor will arrange any other item that may be required for cooking and catering at no extra charge. Refilling of gas cylinder, repair and maintenance of the items are under Contractor control like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other coking elements.
- Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the contractor.
- The Contractor will follow all the norms set by Pollution Control Committee in term of Water, Air, Solid Waste, hazardous bio-degradable waste, if any.
- The contractor has to provide the necessary contract laborers (chef, cooks, assistant cooks, waiters, and other assistants) as required for the Guest House after compliance of labor law and Act.
- The contractor shall ensure that the contract laborers engaged by him undergoes periodic health check up and certification for the same must be submitted to Guest House Block In-charge, IGNCA as per norms of statutory bodies.

10. OBLIGATIONS OF IGNCA, NEW DELHI

The IGNCA shall provide following inventory:

- Furnishing of Rooms
- Air Conditioners, Voltage Stabilizers, TVs, Geysers, Cable Connection etc.
- Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings etc. as one-time support.
- Telephone instruments and extensions, computer/ modem/TCPIP connection.
- Electrical fittings, tube lights, bulbs, fans, etc., as initial provided infrastructure.
- Payment of electric charges, water charges, telephone bills, house/municipal tax for normal consumption shall be taken care of by IGNCA.
- Major Renovation/addition / Alteration to the building such as solar water heating, firefighting equipment's, emergency power line etc. shall be taken care of by IGNCA.
- Matter related to civil or major electrical works shall be taken care of by the IGNCA through CPWD or appropriate service provider.
- Racks, Almirahs, Room Locking arrangements, shoe/luggage rack etc. as one-time support.

- IGNCA will provide a comprehensive computing software and room reservation/allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software.
- IGNCA will hand over to the contractor materials like beds, cots, linen, chairs, tables, mixer/grinder, fridges, kitchen equipment's, machineries' etc. and the contractor has to agree to keep proper acknowledgement and contractor shall take care to maintain these items properly. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract / termination thereof, the contractor is liable to return the same to IGNCA in good working condition barring normal wear and tear at end of contract period. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit.
- Any other compliance as an owner.

11. TERMS AND CONDITIONS

11.1 GENERAL

- The contractor shall quote for the rates of fixed charges payable to IGNCA on percentage basis in the commercial bid which should not be less than 10% of the cost of catering bill. H-1 Bidder will be considered for award of contract.
- The rate of fixed charges of the work will be reviewed after completion of one year of contract and renewed (not more than 10%) on mutual consent.
- Late Bid shall not be accepted under any circumstances whatsoever.
- Any conditional bid shall not be considered and will be outrightly rejected in the very first instance.
- The bidder shall quote the Technical and Commercial bids as per the format enclosed as Annexure II and III respectively.
- The Earnest Money will be forfeited if the bidder rescinds from the offer.
- The bidder should include the list of firms where they have provided similar services at least in the last 5 years, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.
- All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **No overwriting or cutting is permitted in the Commercial Bid Form. In such cases, the tender shall be summarily rejected.** Cuttings, if any, in the Technical Bid must be initialed by the person authorized to sign the bid.

- IGNCA being a premier Art Centre, the contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
- All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21 – 50 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by IGNCA. All the personnel deployed by the Contractor should have proper police verification.
- The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IGNCA.
- The contractor shall appoint fully qualified preferably from IHM background and competent workers; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of a **Three Star hotel or equivalent** and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the IGNCA. The contractor as an employer of its employees/workmen shall have exclusive rights to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfill their obligations under this agreement with justification for doing so, with approval of the designated authority of IGNCA.
- The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contractor may transfer its employees / workmen in accordance with their needs, provided in consultation with the officer designated by the Member Secretary, IGNCA. Adequate and necessary numbers of employees / workmen will be deployed by the contractor for fulfillment of their contractual obligations under this agreement. It shall be the sole responsibility of the contractor to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the contractor under this agreement and the contractor shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
- The number and composition of staff required for Guest House Block of IGNCA should be given separately in Annexure–I (as prescribed in the forms). The tenderer should have sufficient number of permanent employees on roll, specifically qualified and trained for Cooking and Catering Service.
- The IGNCA reserves the right to allot, inspect and terminate the contract by serving two month's notices.
- The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed by IGNCA, before the commencement of work:

- List of Manpower short listed by contractor for deployment at IGNC, containing full details i.e. date of birth, marital status, address etc;
 - Bio-data of the persons with passport size photograph
 - Character certificate from a Gazetted officer of the Central / State Government or certificate of verification of antecedents of persons by local police authority.
- Their deployment will be only after the approval of the Director (Admn.), IGNC or officer In-charge of the Guest house.
- The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the IGNC Guest House.
- Services will be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation, mentioned in Annexure – I. The personnel deployed is of certified character and antecedents be Indian national and must display name badges and identity card signed by the contractor and be conversant in speaking Hindi, English and local languages.
- The Contractor should provide at least two sets of uniforms to all personnel employed by them. The staff should wear formal, clean, and pressed uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the Guest House. The specified uniforms are as follows:
 - Waiter – Blue full Trousers & White Shirts with black Bow and Black Shoes.
 - Cooks - Appropriate uniform with Apron and Cap.
- The Contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions with prior approval of the Director (Admn.)/ In-charge Guest House/ the designated officer. A proper record and register should be maintained and presented for checking purpose of the IGNC's nominated Officer.
- Any theft or damage caused due to negligence of the Contractor shall be borne by the Contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director (Admn.), IGNC, New Delhi or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the Contractor.
- All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the Guest House campus. The Owner may introduce a system of Bio Metric/ RFID attendance/ GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Guest House.

- The services will be provided round the clock (24 x 7) on all days of the year (365 days) with sufficient number of manpower required to operate Cooking & Catering Service ensuring minimum manpower as per Annexure-I. Leaves of the contract employees of the contractor should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the Contractor.
- No items will be taken out of the Guest House without written permission of the Director (Admn.) or In-charge of the Guest House Block the designated officer nominated by the Director(Admn.), IGNC. Normally no inventory will be shifted from one room/ place to another, without approval of Director (Admn.) or In-charge of the Guest House Block and making valid entry in the stock register of the inventory.
- The allotment of rooms (accommodation), in the Guest House will be done by a nominated official of IGNC, New Delhi. The institute will introduce a web/IT based room reservation system/billing etc. which will be binding and acceptable to the Contractor.
- Room and catering charges will be collected by the Contractor and the same will be deposited with the official nominated by IGNC. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day, failing which 10% interest will be charged on the withheld amount from the contractor.
- All billing of catering and room charges to be done through software provided by the IGNC.
- The Contractor or his representative will not allow any unauthorized person including company officials to stay in the Guest House. If, at any time or during surprise check it is found that any unauthorized person is staying in the Guest House, the Contractor will be held directly responsible and a financial penalty of Rs.5, 000/- (Rupees five thousand only) per day will be imposed on the Contractor for the damage and the same will be recorded in the complaints precedence register.
- IGNC will not be responsible for any injury, accident, disability or loss of life to the Contractor or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life/lives shall be the sole responsibility of the Contractor. The Contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.
- Compliance of policy regulation viz. verification of payment of State Government minimum wages act, employer's liability act, contract labor (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labor license of state and central government, as on the date in existence or

revised/changes in the future, will be sole responsibility of the contractor. In this regard, the Contractor, at all-times should indemnify IGNCA, New Delhi against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labor enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IGNCA authority for verification and record.

- The contract will be valid initially for a period of three (3) years, renewable on 2 yearly basis, subject to satisfactory services by the contractor.
- The Contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him to the Guest House, IGNCA, New Delhi including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The Contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period following the guidelines of FSSAI.
- The Cable Network / Dish TV will be provided by IGNCA in all rooms after acquiring the required licenses.

11.2 LEGAL

- For all intents and purposes, the bidder shall be the “Employer” within the meaning of different Labor Legislations in respect of manpower so employed and deployed at IGNCA, for contractual services.
- The selected contractor shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IGNCA, shall in no way, be responsible for settlement of such issues whatsoever. IGNCA shall not be responsible for any damages, losses, financial or other injury claims to any person deployed by service providing contractor in the course of their performing the functions/duties, or for payment towards any compensation.

- The manpower deployed by the Contractor shall not have any claims of Master and Servant relationship vis-à-vis IGNCA nor have any principal and agent relationship with or against IGNCA.
- The manpower deployed by the Contractor for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IGNCA, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the Contractor shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IGNCA. The Contractor should communicate the above to all the manpower deployed in IGNCA by the Contractor.
- The selected contractor will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government. The contractor will maintain proper record as required under the Law / Acts. The Contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act. The authorized representative of Institute & officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant laws applicable from time to time for carrying out the contract job. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Owner/Institute shall recover the same from any dues payable by Institute to the contractor and/or from the security deposit of the contractor.
- The selected contractor will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IGNCA.
- The selected contractor shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IGNCA to the concerned tax collection authorities from time to time as per extant rules and regulations.
- The selected contractor shall maintain all statutory registers under the applicable Law. The contractor shall produce the same on demand to the concerned authority of IGNCA or any other authority under Law.
- The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the contractor by IGNCA.
- In case, the contractor fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IGNCA is put to any loss / obligation, monetary or otherwise, IGNCA 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.

- The selected contractor will indemnify IGNCA from all legal, financial, statutory, taxation, and other associated liabilities.
- To resolve any dispute/legal issue matter will be referred to sole arbitrator i.e., Member Secretary, IGNCA or a person nominated by him. If any, dispute/legal issues are not settled through arbitration, then legal jurisdiction would be New Delhi only.

11.3 FINANCIAL

- The EMD in respect of the bidders which do not qualify the Technical Bid (First Stage) / Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the Contractor fails to deploy manpower against the initial requirement within 7 days from date of placing the order, the EMD shall stand forfeited without giving any further notice and the contract will be terminated.
- The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate contractor, for those employed at IGNCA, must be provided by the selected contractor to IGNCA every month along with the claim bill, failing which the claim bill shall not be settled.
- The successful bidder will have to deposit a Performance Security Deposit of 7% of the total value of contract amount for one year, subject to the revision at the time of placing the work order, within 7 days of the receipt of the formal order. The performance security will be furnished in the form of an A/c Payee Demand Draft or Bank Guarantee drawn in favor of the **Indira Gandhi National Centre for the Arts**, New Delhi 110 001, payable at New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the contractor.
- In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the contractor will be liable to be forfeited besides annulment of the contract.
- The Contractor shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed and submit the same to the designated officer of the Guest House, in the third week of the subsequent month or earlier, but after disbursement of wages to the contract laborers. As far as possible, the payment will be released within two weeks from the date of submission of bills in all respects.
- Current month Invoice Copy.
- Current month Wage Register duly signed by the individual contract Laborers.
- Current month Attendance Register.

- Previous month ESI remittance challan with consolidate breakup details.
- Previous month EPF remittance challan, as applicable, with consolidated breakup details.
- In addition, Half yearly returns submitted to EPFO & ESIC are also to be submitted, whenever due.
- The claims in bills regarding Service Tax/GST if applicable 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 such proof is furnished, at the discretion of IGNCA.
- During the course of the contract, any increase in the minimum wages as announced by the Central Government (and applicable increase in ESI, PF), and corresponding increase in wages will be borne by the Institute, subject to producing documents for disbursing the increased wages.
- The rate/price quoted for catering (Annexure IV) is subject to a nominal escalation each year (up to a maximum of 10%); the exact increase will be negotiated by the contract management cell/Guest House committee on the basis of All India Consumer Price Index.
- All other charges (other than statutory levies) will remain fixed during the duration of the contract.

12. EXPERIENCE AND QUALIFICATION OF STAFF

- The experience, qualification of the staff preferably skilled with IHM being deployed by the contractor should be:
- Cooks and Assistant cooks should have at least 2-3 years experience in reputed large institutional cooking experience, preferably from FCI.
- Other contract personnel for house-keeping, room-boy, and waiters for dining area, being engaged by the contractor should have minimum experience of 2-3 years experience in their respective fields.
- The service personnel being engaged by the contractor should be polite, smart and physically sound.
- All the personnel being engaged by the contractor should wear the formal dress. Formal dress means white full-sleeves shirt, bow tie, and black trouser and black shoes. They should be provided with hand gloves while serving the food.

13. HANDING / TAKING OVER

The fittings, fixtures, furniture's, furnishings, linen, gadgets and all other items will be properly handed over after making separate kit inventory/bar coding and details of each items giving specification, duly signed by institute representative of the Guest House, IGNCA New Delhi and the contractor for the Guest House. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification of the complete Guest House.

14. TERMS OF PAYMENT

- The Contractor should deploy the manpower as mentioned in the Tender Document. Any additional requirement of manpower will be required same will be provided by the service provider.
- The Contractor will be paid as per approved rate (award of contract/work order) on monthly basis by IGNCA for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification the satisfactory services have been rendered during the month.
- Attendance sheet, with signature/attendance status of persons deployed and verified (by the identified person of the Centre) shall be enclosed with the bill. A copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the Contractor, with the monthly bills. A Certificate that previous month payments of the employees under the contract and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed along with the list/details of such disbursement. It is mandatory that all such disbursements be done by cheque/pay order or bank-e – transfer.
- Monthly payment will be made within 15 days of submission of bills, in favor of the Contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty etc.). The GST/Sale Tax/VAT and Service Tax (if applicable, as per rules) shall be paid on submission of documentary proof.
- The contractor need to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code etc., to facilitate payment through bank (e-payment process).
- If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of 1year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutually agreed terms and condition.
- IGNCA authority will have the right to inspect the books of accounts of the contractor.

15. PERFORMANCE SECURITY DEPOSIT

The Contractor shall submit a Bank Guarantee or Demand Draft, @ 7% of the total contract value, in favor of “Indira Gandhi National Centre for the Arts, New Delhi”, drawn on any nationalized/scheduled bank, towards Performance Security Deposit. The security deposit shall not carry any interest and shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated pre-maturely. The security money so deposited with the Centre will be released after three months of expiry of agreement period, if not extended otherwise.

16. TERMINATION OF CONTRACT

- If the services of the Contractor are not found satisfactory they will be issued a written notice for improvement by the IGNCA authority. If satisfactory improvement is not found (within 2 weeks time) after the notice, penalty for poor service, as specified in the Tender Document, two month's notices will be served to the Contractor by the IGNCA authority to terminate the contract without prejudice to any right or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
- Independently, Owner/Institute reserves the right to terminate the contract by giving a two-months' notice to the contractor.
- In case the Contractor is required (or decide otherwise) to discontinue the contract, he/she should give at least three months' notice to IGNCA and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving two month's notices.
- The Owner/Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
- In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.
- The contractor shall give vacant premises to IGNCA New Delhi and return all the equipments/fixtures and other items, facilities etc., once the contract period is over or terminated.

17. DAMAGES AND LOSSES

All the equipments and the items at site stands at the risk and sole charge of the Contractor who shall deliver in proper condition at the time of annual stock taking to be done by IGNCA. Any shortfall shall be immediately made good by the Contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the Contractor. The Contractor or his representative shall be present during the stock taking. If the Contractor or his representative does not make them available, the stock taking shall be conducted in their absence, and which will be binding on them. For losses, if any due to natural calamity or any other act of god, beyond the control of either party, IGNCA will replenish the same, as per obligation mentioned above.

18. COMPLAINTS

The Contractor shall keep a suggestion box to be provided by IGNCA to record any suggestion/complaint on performance of services, by the guest and produce to IGNCA or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their re-occurrence. The Contractor shall attend to all the complaints and address as early as possible to the satisfaction of IGNCA. The Contractor will provide guest feedback forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings with IGNCA/Guest House authorities.

19. MISBEHAVIOUR OF EMPLOYEES

- The employees of the Contractor shall maintain strict discipline and not use any violent, abusive or offensive languages while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehavior, IGNCA has the right to terminate the contract. It will be mandatory for the conducting contractor to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents IGNCA to advise the Contractor about any such issue, or any erring personnel engaged by the Contractor, which warrant urgent action, in the interest of work and its fast disposal.
- The selected contractor shall not involve in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs. 10,000/- for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.
- Any personnel deployed by the contractor, refuses work or creates indiscipline would have to be immediately replaced with the consent of the In-charge Guest House/the designated officer. IGNCA reserves the right, to ask the contractor to terminate the services of any of the contractor's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. IGNCA will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Contractor.

- In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

20. BREAKAGE

All damages/breakage to the equipment/inventory in the charge of the Contractor, if caused due to negligence of the Contractor's employee, the cost or repair/replacement of the equipment will be borne by the Contractor. Whether the damage/breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of IGNCA.

21. REPLACEMENT

Replacement of articles (viz. linens, crockery, cutlery, consumables items/ inventory etc.), which have been lost will be done after proper assessment by the competent authority and as per decision/mutual discussion and shall be borne by the Contractor.

22. PENALTY

Deduction on account of unsatisfactory catering services and improper cooking & catering and maintenance of the Guest House, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the In-charge Guest House/the designated officer. The methodology for deduction will be as under:

- In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the Contractor. Further each occurrence of absenteeism in excess of 20% per shift for 3 continuous days will entail a penalty of 1.5% in the administrative charges charged by the Contractor, subject to a maximum of 30%. Stern disciplinary action and a fine would be levied if manpower shortage continues for more than two days.
- In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs. 500/- per event etc., from the bill of the Contractor, taking into account the loss of goodwill and inconvenience caused to the Guest/Centre.
- In case on non-performance and poor service by the Agency, IGNCA may, at its discretion, recover Liquidated Damages upon recommendation of In-charge Guest House. In the event of appeal, the decision of Director, IGNCA New Delhi shall be final and binding upon the Agency.

The quantum of penalty shall be as follows:

- Non-compliance in cleaning of Rooms including Reception, Lobby : Rs.500/- per day
- Non-compliance with laundry requirements: Rs.500/- per day
- Negligence in reporting of non-functioning of Telephone and other amenities: Rs.200/- per day
- Non-compliance of environment friendly waste disposal methods: Rs.100/- per day
- Non-wearing of uniforms by Agency's employees / untidy uniform: Rs.500/- per day per person
- Supply of food not as per approved Menu and/or insufficient quantity: Rs. 1,000/- per day per meal
- The penalty for unsatisfactory and substandard catering service: Rs.500/- per complaint

In case of unforeseen or peculiar circumstances, the decision of the Director (Admn.), IGNC/ In-charge Guest House/ the designated officer, so far as imposition of penalty is concerned, shall be final.

If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/maintenance etc., In-charge Guest House/the designated officer will have the right to get the same done by another agency. The charges on account of this shall be deducted from the Contractor's bill. Decision of the Director (Admn.)/ In-charge Guest House/the designated officer shall be final in this regard.

23. OTHER CONDITIONS

- IGNC/ New Delhi may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the IGNC shall be final and binding on the bidders.
- IGNC, New Delhi reserves the right to withdraw/relax/interpret any of the term and condition mentioned herein before; in such situation the tenderer shall be given sufficient time to take the change into account.
- Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- Late bids shall not be considered.
- Each page of the Tender Document should be signed and stamped by the tenderer in acceptance of terms and conditions laid down by the IGNC.

- Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening Technical and Price Bid.
- The person/officer signing the tender/bid documents on behalf of the Contractor should be delegated with an appropriate power of attorney (Duly endorsed by a notary public) by the Chief Executive Officer / Managing Director of the contractor to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
- Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
- No tender will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful bidder declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
- The Contractor should not subcontract the work to any other agency/contractor. No child labor should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially Kitchen staff should undergo a medical examination after every six month.
- Validity of the Bid: Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid. Any benefit for downward reversion of prices, should be extended to IGNCA.
- Bidders conferred with latest ISO certification, BVQs, HACCP, special recognition/awards etc., must mention this in their technical proposal, along with a copy of the said certification.
- Bidders must enclose a Compliance List (or check list) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned.
- The engagement of personnel by the contractor will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IGNCA New Delhi.

The Director (Admn.) will be the contact point (Nodal Officer), on and behalf of the IGNCA, New Delhi for any queries related to the tender, and can be contacted at [phone Numbers 011-23388105/23387785/23388270](tel:011-23388105) email: directoradmn@gmail.com or engignca@yahoo.com

BIJENDER,
Section Officer (EMU)

EMU

Critical date sheet

S.No.	Contents	Date/Time
1.	Publishing Date	26.02.2018
2.	Bid Document Downloading/Sale Start Date/time	27.02.2018 10 AM
3.	Pre bid meeting	12.03.2018 (3.30.AM)
4.	Bid Submission Start Date/time	13.03.2018
5.	Bid Submission End Date/time	20.03.2018 (03.30 PM)
6.	Bid Opening Date/time	21.03.2018 (4.00 PM)

Annexure-I

List of Minimum Manpower to be provided

Facility Management Services (Minimum & Indicative List)

Sl. No.	Category of personnel	No. of Persons in	Skilled/Semi-skilled
1.	Manager/Supervisor- Multi Task	01 (*)	Skilled, IHM background
2.	Front Office Supervisor (two male and one female)	03 (#)	Semi-skilled One Skilled
3.	Housekeeping Staff	06 (^) (3 shift)	Semi-skilled
4.	Support Staff	03 (#)	Semi-skilled
5.	Plumber	01 (*)	Semi-skilled
6.	Electrician	02 (#)	Semi-skilled
	TOTAL =	16 Nos.	

Note: The payment to the above-mentioned staff will be made as per Minimum Wages of Delhi Government.

(*) In general Shift

(#) In morning and afternoon shift (only day shift one female)

(^) In all three shifts (female only day shift)

(*1) Expenses on manpower will be reimbursed by IGNCA to Contractor after submitting actual payment bills

(**2) Service charges will be paid to the Contractor on manpower bill.

PROFORMA OF TECHNICAL BID

NAME OF WORK:- Providing Facility Management Services, i.e. Mechanized Housekeeping, Cooking, Catering, Laundry, Plumbing, & Electrical Services at Guest House Block of IGNCA consists of 22 (Twenty two) rooms and 02 (Two) suits, at No.11, Man Singh Road, New Delhi-110 001 by single Vendor/Consortium.

1. Name of Tendering Company/ Firm / Agency:

(Attach certificate of Registration)

2. Name of proprietor / Director:

_____ of Company/Firm/agency

3. Full Address of Reg. Office and Branch Office of \Delhi NCR (if any)

4. Telephone No. :

5. Fax. No.

6. E-Mail Address

7. PAN / GIR /TIN No. (Attach Copy)

8. Labor Regn. No. (Attach Copy)

9. GST/Service Tax Regn. No. (Attach Copy) _____

10. E.P.F. Regn. No. (Attach Copy)

11. E.S.I. Regn. No. (Attach Copy)

12. Financial turnover of the tendering **Company / Firm / Agency** for the last 3 Financial Years: (Attach Copy of Audited statement)

FINANCIAL Year	Amount (Rs. In Lakhs)	Remarks, if any
2013-14		
2014-15		

2015-16		
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13. Give the details of experience of at least three years in providing Integrated Facility Management Services, Mechanized House Keeping, Cooking and Catering Services, General Maintenance Services, Hospitality of Guests in a Guest House having not less than 25 rooms in a prime location.

Sl. No.	Name of Guest House	Location	Rooms	Type of Service Provided	Duration of Contract From - To	
1.						
2.						
3.						

14. Give the list of the three major contracts lasting one year at least handled by the tendering Company/ Firm / Agency on behalf of PSUs /Research Organization/ Government Departments during the last five years in the following format. Copies of work orders must be attached.

Sl. No.	Name of client along With name, Organization, address, telephone and FAX numbers	Contract Value (Rs. in Lakhs)	Duration of Contract	
			From	To
1				
2				
3.				

15. Details of Earnest Money Deposit:

D.D. / P.O. No.& Date & Bank

16. Additional information, if any

(Attach separate sheet, if required)

Certified that all above information's are correct to the best of my/our knowledge and belief.

Dated:

Signature & Seal of the Contractor

Note: Attach online, all relevant documents duly signed by the Bidder along with Technical Bid. No Price should be specified in the technical bid. Including such information will entail rejection of the bid.

DECLARATION

1. I,Son/Daughter of Shri..... Proprietor/
Partner/ Director/ Authorized Signatory of M/s..... am competent
to sign this declaration and Execute this tender document.

2. I have carefully read and understood all terms and conditions of the tender and hereby
convey my acceptance of the same.

3. The information/documents furnished along with the above application are true and
authentic to the best of my knowledge and belief.

4. I/We am/are well aware of the fact that furnishing of any false information/fabricated
documents would lead to rejection of my tender at any stage besides liabilities towards
prosecution under appropriate law.

Signature of the Authorized Person

Date.....

Full Name.....

Place.....

Company Seal.....

Note: The above declaration, duly signed and sealed by the authorized signatory of the
firm/company, should be submitted with the Technical Bid Documents.

PROFORMA OF COMMERCIAL BID

NAME OF WORK:- Providing Facility Management Services, i.e. Mechanized Housekeeping, Cooking, Catering, Laundry, Plumbing, & Electrical Services at Guest House Block of IGNCA consists of 22 (Twenty two) rooms and 02 (Two) suits, at No.11, Man Singh Road, New Delhi-110 001 by single Vendor/Consortium.

The bidder shall pay the IGNCA fixed charges on percentage basis of their catering bill. The bidder shall therefore quote the percentage of catering bill which will be not less than 10% of catering bill. This will be the criteria of selection of commercial bid. Hence, the H-1 Bidder will be considered for award of Contract.

Percentage out of total revenue generated to be quoted (not less than 10%)	In figures: (% percentage) _____%
	Minimum Guarantee Rs...../
	In words: (% percentage) _____%_
	Minimum Guarantee (Rs.....)

Name of Firm/Bidder

Menu for Breakfast/Lunch & Dinner

DINING HALL / FOOD ARRANGEMENT for providing Cooking & Catering Services in Guest House Block of IGNCA, New Delhi

DINING HALL / FOOD ARRANGEMENT

TYPE OF SERVICE: Silver service in dining table for all meals.

BREAKFAST (8.00 AM – 9.30 AM) @Rs.250/- + GST

125 ml fresh juice seasonal fruits/125 ml tetra pack fruit juice

Selection of cereals (cornflakes or oat meal with milk/sugar/honey)

Baked Beans/Continental Veg Fresh Fruit (1 number banana/seasonal fruit)

Eggs to order (2 nos. eggs boiled/scrambled/omelet)

4 nos. slices of bread plain (Brown/White)

Butter and Preserves of Brand as specified (in pouch/sachet)

Milk – 200 ml (hot/cold) or Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

Or

125 ml fresh juice seasonal fruits/125 ml tetra pack fruit juice

Selection of cereals (cornflakes or oat meal with milk/sugar/honey)

2 nos. slices of bread plain (Brown/White) with butter and jam

Medium sized puri/paratha/bhatura/kulcha/kachori with aloo tomato bhaji/seasonal vegetables

Fresh Fruit (1 number banana/seasonal fruit)

Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

Or

125 ml fresh juice seasonal fruits/125 ml tetra pack fruit juice

Selection of cereals (cornflakes or oat meal with milk/sugar/honey)

2 nos. slices of bread plain (Brown/White) with butter and jam

Masala Dosa/Upma/Uthapam/Idlies/Vadas

(All South Indian Dishes will be served along with their appropriate components)

Fresh Fruits

Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

LUNCH / DINNER (LUNCH: 01 :00 PM – 2.30 PM) **@Rs.500/- + GST**

(DINNER: 8.00 PM TO 10.00 PM) **@Rs.500/- + GST**

Soup

Indian bread (Roti, Chapatti, Phulka, Paranthas etc)

Flavored Rice (Biryani, Jeera Rice, Pulao, Tomato Rice etc)

Paneer preparation with gravy, two seasonal vegetables dry

Plain Rice (good quality raw/boiled), sambar, rasam

Dal (different preparation) Green Salad, Raita, Curd, Papad, Pickle

Dessert

Non-Veg – Chicken/Fish – 125 grams (Will be served separately on Order for which Rs.250/- + GST EXTRA will be charged extra)

****Rice, Dal, vegetables are to be served in sufficient quantity, for full diet.**

Guidelines for providing Cooking & Catering Services in Guest House of IGNCA, New Delhi.

It is prime responsibility of the Agency to provide excellent catering services as follows:

Breakfast

Lunch

Dinner

The Agency has to provide best quality food in hygienic conditions, to the guests and other Institute officials, as required from time to time on chargeable basis.

All cooking appliances and best quality utensils, crockery and cutleries etc. will be provided by the Contractor on their own cost to facilitate/ensure that the service goes on smoothly.

The timing for serving food, beverages etc. will be as follows:

Session Timings

Morning Tea to be supplied to rooms 06.00 am -07.00 am

Breakfast 08.00 am - 09.30 am

Lunch 1:00 pm – 02:30 pm (or as required in exceptional cases)

Dinner 08:00 pm – 10:00 pm (or as required in exceptional cases)

The Agency shall also provide:

The Agency has to ensure that only freshly prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In Charge Guest House or to his designated officials/persons that Agency is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and all outstanding dues of the Agency to IGNCA will be forfeited as penalty.

Vegetables and non-veg items (meat) used for cooking should be fresh and good quality. Proper care should be taken for perishable items which will be procured daily on need basis.

The Agency has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.

The Agency shall comply with the Food Safety regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, left over's etc. (Same can be checked by the institute authority as and when required).

Soup and Dishes served in lunch should not be repeated in Dinner. The items should be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the IGNCA Guests. Surplus food should be disposed of and should not be used in the next meal.

The menu shall be displayed in the morning. In case menu cannot be followed due to any genuine reason, the agency will have to intimate same to the Guest and prior permission

shall be obtained before changing the fixed menu from the designated Officer of IGNC. Agency has to provide various items as per following makes or of its equivalent quality as specified below:-

Rice-Basmati of Kohinoor/Badsha/Heritage

Atta-Captain cook/Ashirvad/Annapurna/Pilsburry/Fresh chakki Atta

Masala-All Masala powder should be Agmark

Oil-Refined Sunflower oil of postman / Sun drop /Godrej/Sweekar

Ghee-Britannia/Vijaya/Amul / KMF

Butter & Cheese-Amul/Britannia/KMF

Papad-Lijjat/Anil

Pickles-Priya/Kissan/Maggie/Mothers

Jams-Kissan/Sil

Sauces-Maggie/Kissan

Cornflakes-Kellogg's/Wake Field

Fresh Milk-in Polypack from Local Dairy Co./Amul Dairy

Tea-Taj mahal/Society/Tata, Twinning's, Tettley (both tea bags + packet tea)

Coffee-Nescafe/Bru/Filter

Rasgulla-Haldiram/KC Das (For special orders)

GulabJamun-MTR/Maiyya

Biscuits-5-6 varieties of Britannia

Water – Aquafina/Bailey/Kinley

RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

Visitor Register

Guest Comment Book

Check in and Out Reports

Attendance Register

Key Register

Menu Card Booklet Grooming Register

First Aid Box

Check-List

(To be enclosed with the Technical Bid)

1.	Attached "TECHNICAL BID", Annexure II and declaration	
2.	Commercial Bid, Annexure III	
3.	Earnest Money Deposit	
4.	Copy of Registration certificate with Labor Department	
5.	Copy of PAN / GIR Card	
6.	Copy of the IT returns filled for the last three Financial year / Proof of Financial Turn-over for previous 3 years	
7.	Copies of EPF and ESI certificates	
8.	Copy of Registration certificate of KST / CST / VAT / TIN/GST	
9.	List of clients where similar work was / is carried out and details of contact person(s).	

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 enrol 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 enrolment**” 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 mobile numbers 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 Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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 others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

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 required 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 document / 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 documents which are required to be submitted as a 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. If permitted, these documents may be directly submitted from the "My Space" area while submitting a bid. 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 document.
- 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 EMD as per the instructions specified in the tender document. 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 the 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 been given as a standard BoQ format with the tender document, 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 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 bidders' 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 a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) 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.
- 9) 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 document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work:

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above-mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)