

Tender Enquiry No. D-34011/07/2014-Admn.II(B)
dated 18th March, 2019

Ministry of Science & Technology
Department of Science & Technology
Admn.II(B) Section

Technology Bhawan
New Mehrauli Road
New Delhi – 110016

Tender Document

for

Housekeeping and Catering Services at
VigyanSadan and National Spatial Data
Infrastructure (NSDI) at R.K. Puram, New Delhi

Signature of the tenderer with seal



Government of India
Ministry of Science & Technology
Department of Science & Technology
Admn.II(B) Section

Technology Bhawan, New Mehrauli Road
 New Delhi – 110016

Tender Enquiry No. D-34011/07/2014-Admin II(B)

Dated 18th March, 2019

To

All interested & eligible vendors

Subject: Open tender for Housekeeping and Catering Services at VigyanSadan and NSDI, R.K. Puram, New Delhi.

Dear Sirs,

For and on behalf of President of India, sealed tenders are invited by Department of Science & Technology (hereinafter referred to as DST) from reputed and experienced agencies in **Two Bids (Technical & Financial) System** for Housekeeping and Catering Services at Guest House cum Transit Hostel of DST at VigyanSadan, Sector – 10, R.K. Puram, New Delhi and National Spatial Data Infrastructure (NSDI) at East Block – 7, Level – 5, R.K. Puram, New Delhi for a period of One Year initially.

2. In case your firm is interested in the above said work, you are requested to quote your competitive lowest prices in the enclosed Performa (Annexure-II) in a sealed cover along with documents duly signed in all pages as mentioned in this tender document in the prescribed form. The sealed cover containing the bid should be super scribed as "Open tender for Housekeeping and Catering Services at VigyanSadan and NSDI, R.K. Puram, New Delhi not to be opened before 08th April, 2019" and should be dropped in the tender box of Admn.II(B) Section kept near the Reception of the Technology Bhawan latest by 03:00 P.M. on or before the 08th April, 2019. Sealed bids received within the closing time limit will be opened on the same day i.e. at 03:30 P.M. in Raman Auditorium, S&T Block-II, Technology Bhawan in the presence of such tenderers who wish to be present.

3. Tenderers shall submit EMD amount of Rs. 1,00,000/- (Rupees One Lakh Only) in the form of any scheduled commercial Indian bank's Demand Draft only in the name of DDO, DST payable at New Delhi along with the tender documents. The successful tenderer shall be required to submit a Performance Security deposit of an amount of Rs. 3,00,000/- (Rupees Three Lakhs Only) in the form of a Bank Guarantee from any scheduled commercial Indian bank only which should remain valid for the contract period plus 03 months.

4. The detailed terms & conditions are mentioned in the tender document. For any queries regarding this tender you may contact Shri Mahesh Misra, Section Officer (Admn.IIB Section), Room No. 12, Hall-E, S&T Block-II, Technology Bhawan, New Mehrauli Road, New Delhi, Tel. No. 011-26590697.

5. This letter shall form part of tender document and shall be returned duly signed along with the tender document.

Yours faithfully,



(Himanshu Gandhi)

Under Secretary to the Govt. of India
 Tel. No. 011-26590264

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INTRODUCTION

VigyanSadan:

It is a 7-storey building situated at Sector-10, R.K. Puram, New Delhi which serves as common Guest House cum Transit Hostel of DST and other Ministries / Departments / Organizations to which different floors of the buildings are allocated. DST is the nodal department for maintenance of Vigyan Sadan. The building is divided in three wings viz 'A'-wing, 'B'-wing and 'C'-wing. Each wing has 5 suites on every floor with 'A'-wing & 'B'-wing having Single Suites and 'C'-wing having Double Suites. Ground Floor has two stilt parking areas.

Out of the total 105 suites, the suites under control of DST are as under:

- a. 9 suites (5 Single + 4 Double) on 3rd floor are being used as Transit Hostel of DST which are allotted to officers of Department. Housekeeping and catering services are not required for these suites.
- b. 14 suites (9 suites on 1st Floor & 5 suites on 3rd Floor) are used as common Guest House of DST.
- c. Out of 14 suites of common guest house, Suite No. 111(Double Suite) is being used as Reception Room / Dining Room / Common Room, Suite No. 102 is being used by the housekeeping and catering staff as their rest/ living room and Suite No. 101 is converted into Kitchen / Cooking Area. The cooking facilities for the guests staying in the guest house are required to be maintained in the above mentioned kitchen.
- d. Thus, only 11 suites (10 Single + 1 Double) are available for staying of guests. The Double Suites can accommodate 4 persons while Single Suites can accommodate 2 persons. Therefore, the maximum capacity of common guest house is 24 guests at a time.
- e. The number of guests 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.
- f. Housekeeping services are required for all of the above mentioned 14 suites of common guest house. Cleaning and sweeping work will also be carried out at Ground floor including Parking areas, open areas, shafts etc. and corridors / galleries / circular area of all the seven floors (excluding Transit Hostels allotted to officers and rooms allocated to organizations other than DST). Detailed Scope of work is mentioned in the relevant para.

National Spatial Data Infrastructure (NSDI):

It is an office under DST situated at East Block-7, Level-5, R.K. Puram, New Delhi-110066. NSDI is located in an approximate area of 5500 square feet and consists of 10 rooms, one conference hall, one kitchen, two toilets and galleries. At NSDI, services of housekeeping, cleaning / maintenance of rooms, toilets and galleries (with material), tea / coffee / drinking water for officers / staff and official meetings are required to be provided. Detailed scope of work is mentioned in the relevant para.

8
18/2/11

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GENERAL INSTRUCTIONS

1. The Contract concluded as a result of this Tender Enquiry 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. and GST No. with their tender.
8. Tenders received without EMD amount in the form of Demand Draft only in the name of DDO – DST payable at New Delhi will not be considered at all.
9. Tenderers are requested to ensure that all documents mentioned in this tender document duly completed and signed are enclosed with their offer failing which the tender is liable to be treated as incomplete and would be ignored.
10. 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 time. In such an event the closing hours for receipt of tenders in DST will stand automatically extended up to 03:00 PM of the next working day in the Central Government offices.
11. Tenders received late / delayed due to any reason whatsoever will not be accepted under any circumstances. In the event of any confusion, the time set in the clock in the room of Under Secretary (Admn.IIB) will be taken as standard and decisive.
12. 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 tender document. 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.

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13. The sealed tender should be dropped in the Tender Box of Admn.II(B) Section situated near Reception Area at the entrance of Technology Bhavan, New Mehrauli Road, New Delhi. In case, the bid is bigger than the mouth of Tender Box and not in a position to be dropped in the tender box, the same may be handed over to SO(Admn.IIB) or US(Admn.IIB), DST in a sealed cover.

8
18/7/17

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TERMS & CONDITIONS OF CONTRACT

(Annexure to Agreement)

A. Information relating to submission of Bids

1. Tenders are invited for providing Housekeeping, Catering, Sweeping and Cleaning as mentioned in this document by the Department of Science & Technology located at Technology Bhawan, New Mehrauli Road, New Delhi for providing the above mentioned services at COMMON GUEST HOUSE, VIGYAN SADAN, R.K.PURAM, SECTOR 10, NEW DELHI-110022 and NATIONAL SPATIAL DATA INFRASTRUCTURE (NSDI), EAST BLOCK - 7 LEVEL – 5, R.K. PURAM, NEW DELHI – 110066 from the agencies that fulfill the criteria given below.
2. The tender document containing eligibility criterion, scope of work, terms & conditions etc. can be downloaded from DST website (www.dst.gov.in). There is no tender fee.
3. 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 the performance of the Agency and at the discretion of DST.
4. The interested agencies are required to submit the Technical Bid (Annexure-I) and Financial Bid (Annexure-II) separately in the formats enclosed. **The bids in sealed Cover-I containing "Technical Bid" along with EMD and sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super-scribed "Tender for Housekeeping and Catering services at Vigyan Sadan & NSDI" and should be dropped in the Tender Box of Admn.II(B) Section kept near Reception Area at the entrance of DST, Technology Bhawan, New Mehrauli Road, New Delhi before 03:00 PM on or before 08th April, 2019. The Technical Bids shall be opened on the same day at 03:30 PM at DST in the presence of the bidders or their authorized representatives who choose to remain present.**
5. Only the Cover-I i.e. Technical Bid shall be opened on the date of tender opening. 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. Tenders which are not complete in all respects will be rejected.
7. While submitting the tender for this work the tenderers will be deemed to have read, understood and accepted all the terms and conditions stated in the tender document. Any doubts or clarifications with regards to the interpretation of terms & conditions stipulated in this Tender Enquiry may be got clarified from DST at least 03 days before tender closing date. Requests for postponing the tender opening date for the same shall not be accepted.
8. Tenderers are required to indicate the complete address of their firm/office along with telephone numbers

12/2/19

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9. Contract shall be awarded to the firm offering the lowest net bundled price (**Item-'E' in Financial Bid**) and not with reference to the lowest prices quoted for the sub-items. It may be noted that if prices for each & every item are not quoted, Net-bundled price offered shall not be accepted and tender shall be rejected.
10. The bidder shall pay Bid Security (EMD) of **Rs. 1,00,000/- (Rupees One Lakh Only)** along with the technical bid in the form of Demand Draft only in favour of DDO, DST payable at New Delhi drawn on any Scheduled Commercial Indian 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.
11. As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will submit Performance Security deposit of an amount of **Rs. 3,00,000/- (Rupees Three Lakhs Only)** in the form of a Bank Guarantee from any scheduled commercial Indian bank only which should remain valid for the contract period plus 03 months.
12. If the successful bidder fails to furnish Performance Security within 30 (thirty) 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 DST.
13. The bid shall be valid and open for acceptance of the Competent Authority of DST for a period of 90 days from the date of opening of the tenders
14. In case two or more agencies are found to have quoted the same rates, the agency with more experience will be awarded the contract. The decision of the Competent Authority of DST shall be final.
15. The quoted rates shall not be less than the minimum wages of Govt of NCT of 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 under relevant law.
16. DST shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labor Commissioner of any Govt (either State or Central) above the rates mentioned in the contract and derived statutory obligations thereof provided the documentary evidence is produced by the Agency making such payments to that extent only.
17. DST reserves the right to accept or reject any or all bids without assigning any reasons. DST 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.
18. The tender document is non-transferable under any circumstances.

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19. A Pre Bid Meeting will be held on 29th March, 2019 at 03:00 P.M. at DST premises for providing clarifications, if any, to the intending bidders.
20. **The Department will award the contract to the tenderer whose tender has been determined to be substantially responsive and who has offered the lowest evaluated bundled price.** Lowest Bidder will be considered / taken on the basis of rates quoted by the bidder in Financial Bid.
21. a) Notwithstanding the above, the Department reserves the right to seek previous work orders, references etc. and to accept or reject any quotations and to cancel the process and reject all tenders at any time prior to award of contract.
- b) The tenderer whose rate is accepted will be notified for the award of contract by the Department prior to expiration of the tender validity period. The terms and conditions stipulated in the tender document shall be fully applicable to the resultant contract and taken as an integral part of the contract concluded on the basis of this Tender Enquiry.
- c) Contract shall be awarded to the firm offering the lowest net bundled price **(Item-'E' in Financial Bid)** and not with the reference to the lowest prices quoted for the sub-items. However, if prices for each and every item are not quoted, net bundled price offered by the firm shall not be considered / accepted. Standard quantity is considered for evaluation of tender. The issuance of work / supply order will depend upon the requirement of the Department and on actual basis.
22. 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. DST will not be responsible / liable for the same regardless of the outcome of the tendering process.
23. Near relatives of the employees of DST 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), Daughter(s) & daughter's husband (son-in-law), brother(s)& brother's wife, sister(s) and sister's husband(brother-in-law)
24. **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.**
25. The Contractor shall not be authorized to sublet or transfer the contract to any other party.

18/3/19

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26. 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, 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 competent authority of DST 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 the competent authority, 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.

27. 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 deposit an amount of **Rs. 3,00,000/- (Rupees Three Lakhs Only)** in the form of a Bank Guarantee from any scheduled commercial Indian bank only which should remain valid for the contract period plus 03 months within 30 days of the award of the Contract. The format for such purpose will be provided by DST 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 firm shall stand forfeited.

28. 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 (under Indian Partnership Act, 1932), in which case he must have authority to execute contracts on behalf of the firm (under Indian Partnership Act, 1932) 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.

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NOTES:

- i. *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.*
- ii. *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, DST may, without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.*

29. The tenderer **should sign & stamp with his Company seal each page of the tender and all its Annexures.** 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, and must possess the required licenses, registrations etc. as per law valid for at least 12 months from the date of the opening of tender.
2. The tenderer shall have necessary experience of providing Housekeeping and Catering service for last 3 years.
3. Having successfully completed 3 similar works costing not less than Rs 8.00 lakhs per year (with individual component of Housekeeping and Catering separately costing minimum Rs. 3.00 lakhs) during the last three years.

OR

Having successfully completed 2 similar works costing not less than Rs 10.00 lakhs per year (with individual component of Housekeeping and catering separately costing minimum Rs 4.00 lakhs) in the last three years.

OR

Having successfully completed 1 similar work costing not less than Rs 15.00 lakhs per year (with individual component of Housekeeping and Catering separately costing minimum Rs 6.00 lakhs) in the last three years.

4. Average Financial Turnover during the last 3 years, ending 31st March 2018 should be at least Rs 15.00 lakhs per year. Documentary evidence to be provided duly attested by a CA.
5. The bidder should have an office in the proximity of Delhi / NCR.



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C(1). Scope of House Keeping Services and related terms & conditions

1. Housekeeping

A. The agency shall provide House Keeping, Upkeep, Maintenance of Common Guest House at Vigyan Sadan, including Main Building, corridors of all 7 floors, staircases, open areas and terraces as per details given below:

- a) All areas of the main Guest House and Hostel building. Currently not in regular use are also to be cleaned and maintained as and when desired by DST.
- b) All areas of 14 Guest House rooms, NATMO Room, Survey of India Room including Reception Area, Cafeteria, kitchen & Dining Hall etc.
- c) Corridor areas, Staircases and Terrace area of main building of Guest House/Hostel at all 7 floors
- d) Roof Top Water Tanks and Water Storage Tanks (Underground)
- e) Stores, Washing Room, Managers office Room etc.
- f) All Open areas, pavements, Pucca areas inside the premises of Guest House campus and all the shafts.
- g) All areas surrounding the boundary wall of Common Guest House including footpath on the front side, outside the guest house.
- h) Brooming, mopping/wiping of corridor, floors and common passage with good quality phenyl from ground floor to seventh floor of Vigyan Sadan building residential and hostel on every day (two times in a day) including Cleaning, brooming of outer area of Vigyan Sadan & inner area of lifts on daily basis.
- i) Accumulating of garbage at site on everyday basis.

B. The agency shall provide House Keeping, Upkeep, Maintenance of NSDI, R.K. Puram, New Delhi as per details given below:

- a) 10 rooms, one conference hall, one kitchen, two toilets, galleries, corridor areas, staircases and terrace area of building.

2. Cleanliness

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 pans / glass door panels, including Cafeteria and Kitchen inside and outside to ensure marks free appearance.

9/12/19

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- c) Cleaning of the entire area of Guest House premises including all toilets in Guest House and toilet at ground floor, 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 equipments like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. It will also be applicable in the case of NSDI.
- 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 DST. In no case any 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 DST for 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.

3. General Maintenance (includes all areas)

- a) Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency itself or by any of its employees shall be repaired/replaced by the Agency or compensated by the Agency at its own cost immediately without any burden on DST.
- b) The Agency shall arrange all type of cleaning/Maintenance equipment and such of those special equipments and apparatus required for maintenance of the premises, open areas, terrace areas etc. at its cost.

18/3/19

Signature of the tenderer with seal

- c) All equipments 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 DST's representative.

4. Quality Maintenance:

- a) Reputed brands of items/materials/consumables for use shall be procured with the approval of DST.
- b) The Agency shall maintain the entire premises including administrative building, dining hall, kitchen, cafeteria, Working place and Pantry rooms in proper and hygienic condition to the satisfaction of DST.

5. Operation

A. Vigyan Sadan

- a) The Agency shall ensure cleaning of the rooms in the administrative building, adjoining roads, pavements, footpath, lawns, and area inside and outside the boundary wall by 07:00 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 DST.
- b) The Agency shall provide the services for upkeep and maintenance round the clock. The Agency for the purpose may schedule deployment of personnel on flexi time/shift basis in consultation with DST.
- c) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.
- d) The Agency shall nominate one of its employees/senior representatives as an authorized representative for regular interaction with DST for smooth operation and implementation of the contract.

B. NSDI

- a) The Agency shall ensure cleaning of the rooms in the administrative building 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 NSDI.

6. Disposal of Waste/garbage

- i) The Agency shall ensure disposal of the collected waste on a daily basis. Accumulation of garbage/waste 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 off garbage at least twice a day and/or at any time when garbage is accumulated in

18/3/19

Signature of the tenderer with seal

a larger quantity than the capacity of dustbin/garbage drum at its 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. 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 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 off 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 gunny bag for disposal.

7. Inspection

a) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of Common Guest House Building and open area as given in **Appendix I, Appendix II & Appendix III** respectively to be submitted to DST as prescribed.

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

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

8. Reception Services

a) The Agency shall manage reception by deploying a receptionist who shall be computer proficient with good command in English & Hindi.

b) The Receptionist shall guide the guests to their desired destinations and coordinate with them, act as telephone operator, provide information asked by Guests and perform all other jobs assigned by DST.

c) The Agency shall keep a Complaint/Suggestion Book/Register at Reception to record complaints/suggestions on services rendered by it 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 DST along with the details of actions taken.

d) Reception service shall be operated by the Agency through its Supervisors. The Agency shall operate local calls telephone facility in the Reception without charges, for the guest.

e) The Agency is required to provide assistance services round the clock on a three shift basis to all the guests. The services include carrying the bags/baggage of the guests from

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Gate/Reception/Administrative building to the allotted room and at the time of checking out, without any payment.

- f) The Agency shall place a set of newspapers (2 English, 2 Hindi) at the Reception
- g) The Agency shall provide a Welcome kit, containing the following, in each room, to be placed in a presentable manner in the room at the time of check-in. The Kit will be arranged by the firm with the approval of DST.
 - i. Welcome Letter;
 - ii. Details about Delhi/NCR with places of interest;
 - iii. Rate list for Taxi Charges including directory of nearby Taxi Service providers as approved by DST;
 - iv. Telephone/Intercom Nos. details; and
 - v. Details of services and facilities available.

9. 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 :-
 - i. Liquid Soap including the container.
 - ii. Paper Napkins/Towels.
 - iii. Naphthalene Balls.
 - iv. Air Fresheners in wash basins and Toilets.
 - v. Toilet Paper Rolls.
- b) The Agency shall arrange to procure the consumable items/materials of best quality for providing housekeeping, upkeep and maintenance services as approved by DST.
- c) 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 the required number of gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protective sanitary and general cleaning.
- d) The Agency shall arrange trolleys, etc. for carriage of materials like garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to Municipal bin/dumping yard.
- e) Agency shall also arrange for all other equipments/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services in the Guest House premises at its own cost.

10. Provision of Potable Drinking Water

- a) The Agency shall also ensure that the requirement of potable drinking water of reputed brand for the Guests 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.

18/2/19

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c) For NSDI, the agency shall provide potable drinking water of reputed brand and collection & distribution of water from the source to various consumption points is the responsibility of the Agency.

11. Room Services in the Guest House

a) The Agency shall provide round the clock service in the Guest 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):-

- i. Toilet Kit (Soap, Comb, Oil and Shampoo Sachets)
- ii. Mosquito Repellent of approved quality
- iii. Laundry Bag

f) The Agency shall arrange tea/coffee on a daily basis whenever required by Guests 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)
- vi. 2 sachets of biscuits (salty and sweet) containing 2 each

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 DST. The Agency shall also ensure cleaning/shampoo washing of sofa sets/chairs once in 6 months or earlier.

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j) Towels/Bed sheets etc. shall be replaced whenever new guest arrives in a room and also on alternate days on a routine basis.

12. Room Services in the NSDI

- a) The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time. All linen shall be washed with clean water and soaps/ detergents, neatly packed and stored so that the linen are clean and soft.
- b) The Agency will also ensure that the linen is washed, changed as and when requested.
- c) The Agency shall arrange to refill the drinking water Jugs placed in the rooms as per requirement and as and when requested.

C(2) – Catering services with in Guest House premises and related terms & conditions

The Agency shall provide Catering 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 DST. The details are given in **Item- 'D' in Annexure-II.**

1. Scope of Catering Services

- (i) The Agency shall provide catering services in the Dining Area and/or administrative building premises for the guests.
- (ii) The Agency shall provide regular catering service to the guests/ participants in the dining hall or Guest House premises as per the following Menu/courses (details as per **Item- 'D' in Annexure-II**):
 - 1. Bed Tea
 - 2. Breakfast
 - 3. Evening Tea
 - 4. Lunch & Dinner
 - 5. As and when required:
 - a. VIP Lunch/Dinner
 - b. High tea
- (iii) The Agency shall provide varieties in Menu/Cuisine in consultation with DST and shall get the weekly menu approved from authorized officer of DST.
- (iv) Agency shall provide adequate approved crockery and cutlery and table cloth, mats etc. of superior quality in the kitchen and dining halls.
- (v) The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt service.
- (vi) The Agency shall provide trained manpower services both in the dining hall and Kitchen.

8
12/5/11

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(vii) The Agency may use the pantry rooms available in the Administrative building for the purpose.

- a) Serving of potable drinking water from the source to the dispensers in the 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 equipments and apparatus, if any, required for cooking etc in the Cafeteria and Kitchen at its 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 check ups. 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 IV** on a daily basis and report submitted to DST. DST 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 and Non 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.

4. Operation

- a) Normally, the timings for providing catering services as per Menu shall be as 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 10.00 p.m.



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- 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.

5. Inspection:

- a) DST 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/ DST 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 any dispute regarding the services, quality or the quantity of the foodstuff, snacks, tea etc. the decision of DST will be final and binding.

6. Maintenance of Cafeteria/Dining Hall

- a) 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 canteen service (Tea/Coffee/Lunch items/snacks) on mutually agreed rates/as indicated in the food menu to the Guest staying in the Guest House.
- 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.) approved by DST whenever requested.
- c) The Agency shall provide other toiletries/cosmetic items of reputed brands approved by DST to the guest(s) on payment basis, whenever requested.
- d) The Agency, on request from the Guest(s) or from DST, shall arrange taxi on call basis from the Authorized service provider as per the applicable rates. The charges for the same shall be borne by the Guests.

8
18/3/19

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e) The Agency shall arrange for Laundry/Dry Cleaning/Shoe Shine facility for the Guests on payment basis, to be borne by the guests. The DST approved charges for the same shall be displayed.

f) DST 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 it to any guests/unauthorized persons/ individuals.

D - Terms & Conditions common to House Keeping and Catering

1. The Agency will be responsible for proper maintenance and safety of all furniture & fixtures.

2. The Agency will maintain its gadgets & equipments, etc. in good working conditions with all safety measures at its own cost and expenses. The Annual maintenance Charges of the equipments/gadgets, etc owned by the DST will be borne by the DST. However, the Agency will be responsible for its proper upkeep and regular maintenance.

3. The Agency shall devote its full attention to the work of housekeeping and Catering and shall discharge its obligations under the agreement most diligently and honestly.

4. 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 DST's instructions at its own cost and expenses. All personnel of the Agency will wear the same in clean condition while on duty. DST shall not pay any extra charges to the Agency against these items.

5. Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with DST.

6. 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.

7. Instruments, etc to be provided in sufficient quantity (as decided by DST) by the Agency may include the following:

- a. Glass Cleaners
- b. Vacuum Cleaner etc.
- c. Washing Machine
- d. Polishing Machine
- e. Brasso/ Silvo/ Polishing Material etc.

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 DST. 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.

12/3/19

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9. Provision of the following services and specialized staff will be ensured,
- a. 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.
 - b. Skilled, semiskilled and unskilled staff wherever required
 - c. Provision of daily, weekly and monthly services as given below.

DAILY SERVICES

- i. Removal of waste material from open areas and or other areas not covered under horticulture.
- ii. Sweeping and wiping of all floors, dusting and vacuumising 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 DST.
- iv. Upkeep of office/guest rooms/catering areas/library/reception/ counter/ store/lobby etc.

WEEKLY SERVICES

- i. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas 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. Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
- x. 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 praying material.
- xi. Shampooing/Spraying/Disinfecting all carpets.

18/5/19

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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 it or to this contract without any liability and responsibility to DST, 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 DST 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 time 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 DST Guest House or for any accident caused to them and the DST shall not be liable to bear any expense in this regard.

- i. 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 DST for whatever reason.
- ii. 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 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

8/12/19

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- d. The Contract Labour (Regulation) Act, 1970
- e. The Payment of Bonus Act, 1965
- f. The Payment of Gratuity Act, 1972
- g. The Employees State Insurance Act, 1948
- h. The Employment of Children Act, 1938
- i. Minimum Wages Act, 1948

5. The security Deposit shall be released without interest after 3 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 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's office, submission of receipts of payment of GST (month wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.

6. In case of any change of constitution of the agency, the rights of DST shall not suffer.

7. All personnel engaged under this contract by the Agency shall be the employees of Agency. DST 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 DST or elsewhere.

8. The Agency shall maintain all records/registers as is required to be maintained by it 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 DST as and when required.

9. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. It shall indemnify the DST 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 DST indemnified against all the claims and liabilities.

10. 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 Department, and will be answerable to DST. This will, however, not diminish in any way, the agency's responsibility under contract to the DST.

11. 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 DST officer/Officer In-charge of the Guest House dealing with services under the contract for mutual feedback regarding the work performed by its personnel and removal of deficiencies, if any, observed in their working. The day-to-

8
18/3/19

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day functioning of the services shall be carried out in consultation with and under direction of the DST.

12. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the DST at any time without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by DST for any reason specified or otherwise, shall be effected promptly without any additional cost to the DST. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with DST.

13. 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 DST/Govt. of India/any State/or any Union Territory.

14. 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.

15. DST 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.

16. 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 DST 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 DST.

17. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the DST 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 DST shall be recovered from the Agency's Monthly bill or from its security. In such matters, where required, the agency will investigate and submit a report to DST and maintain liaison with the police. FIR will be lodged by DST, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.

18. In case DST 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 borne by the Agency or recovered from the due amounts payable to the agency and/or from the security deposit held by DST.

19. The agency shall ensure that all staff appointed by it is fully loyal-to and assist the DST 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 DST.



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20. 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 DST 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 DST shall be final in regard to all matters arising under this clause and shall also be governed by the guidelines issued vide this Department's O.M No. Misc1/13/2018-CDN, dated 5th June, 2018.

21. 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.

22. The agency shall arrange to maintain at the reception the daily shift-wise attendance record of the personnel deployed by it showing their arrival and departure time. The Agency shall submit to DST an attested photocopy of the attendance record and enclose the same with the monthly bill.

23. 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.

24. No request for making advance payment on any ground shall be entertained.

25. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

26. 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 from time to time.

27. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

28. During the course of the contract period, the agency shall deposit service tax at prevailing rates as per GOI norms.

29. In case of non compliance/non-performance of the services according to the terms of the contract, the DST shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.

30. The decision of DST in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

31. In case of failure of the Agency in fulfilling the contract, the competent authority of DST 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 its men and

Signature of the tenderer with seal

18/5/19

materials within two days or by the date specified by DST. DST shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.

32. 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 DST 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 DST.

33. 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 DST 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 DST from amount payable to him or otherwise.

34. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.

35. An agreement shall be signed with the successful bidder as per specimen enclosed.

36. In case the Agency or any of its employees fails to fulfill his/ their obligations for any day or for any number of days to the satisfaction of the DST for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the DST per day for the entire numbers of such days and the DST 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.

37. If the performance of the Agency is found poor and despite instructions, it fails to improve the same, the DST 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.

38. The Authorized officer/Committee of DST shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his/their decision shall be final and binding.

39. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to DST.

40. **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 DST for employees on duty. Stay in the hostel rooms are strictly prohibited and shall be ensured by the Agency.**

41. In case of any dispute or differences arising on terms and conditions, the decision of the Department (DST) shall be final and bound to all. However, the provisions of Arbitration and Conciliation Act, 1996 shall be applicable.

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OBLIGATION OF DST

The DST 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) Provision of Watch and Ward Security arrangements for Vigyan Sadan Guest House Cum Transit Hostels.
- (vi) Electrical Tube Lights, Bulb etc. initial supply and replacements.
- (vii) Payment of Electrical, Water, Telephone, bills House Tax, Municipal Tax shall be made by DST.
- (viii) Renovation/Additions to the Building for the efficient usage.
- (ix) Matter relating to Civil or Electrical Department of CPWD, DJB, DVB, MCD etc shall be coordinated by DST.
- (x) Racks, Almirahs, Locking arrangements etc if required.
- (xi) Allotment of Guest House rooms and collection of charges between 9:00 A.M. to 5:00 P.M. and depositing of the amount in the Government Account.
- (xii) Maintenance of Visitors register rent collection register, expenditure controlled register, stock register and security register etc.
- (xiii) Over all supervision and coordination in the matter of Transit Hostel and Common Guest House and Complete premises.
- (xiv) Allotment of Transit Hostels accommodation and matter related to Vigyan Sadan Transit Hostels.
- (xv) Allotment Rules for Common Guest House and Transit Hostel and their revision.
- (xvi) Reviewing of the situation from time to time and making its suggestion/ recommendations for improvement of Service etc.

18/3/19

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Appendix - I**DAILY CHECKLIST FORM- Common Guest House Building**

Date:

Overall Housekeeping and Maintenance of Common Guest House

Building:

Name and Signature of Agency

Satisfactory/Not satisfactory

Issue Observation Remarks

- | | | |
|-----|--|---------|
| 1. | Material received are branded ones and stored properly | Yes /No |
| 2. | All areas cleaned and no areas left out | Yes /No |
| 3. | Building readied timely | Yes /No |
| 4. | Workers are found in uniform | Yes /No |
| 5. | Dusting of tables, chairs, furniture done | Yes /No |
| 6. | Glass panes/windows/doors cleaned | Yes /No |
| 7. | Floors are hygienically cleaned | Yes No |
| 8. | Toilets hygienically cleaned | Yes No |
| 9. | Replenished naphthaline balls,
odonil, soap cakes in toilets | Yes /No |
| 10. | Garbage/ waste cleared from dust bins | Yes /No |
| 11. | Garbage/waste collected
disposed-off in poly. Bags | Yes /No |
| 12. | Stair case/Veranda cleaned with Surf Weekly | Yes /No |
| 13. | Tables, chairs etc. moved and swept – weekly | Yes /No |
| 14. | De-pesting is done once in a week | Yes No |
| 15. | Toilet paper rolls/liquid soap available | Yes /No |
| 16. | Terrace cleaned – monthly | Yes No |
| 17. | Drainage system is functioning properly.
No leakage/overflow observed | Yes /No |
| 18. | Any other item (Please Mentioned clearly if found un-satisfactorily) | |



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Appendix - II**DAILY CHECKLIST FORM- OPEN AREA**

Overall Housekeeping and Maintenance of Open Area:

Name and Signature of Agency

Satisfactory/Not satisfactory

Issue Observation Remarks

- | | |
|---|--------|
| 1. Sweeping/ cleaning of Roads inside the premises | Yes/No |
| 2. Sweeping/ cleaning open areas inside the boundary wall | Yes/No |
| 3. Garbage collected and properly covered for disposal | Yes/No |
| 4. Disposal done properly | Yes/No |
| 5. Drainage system functioning properly- No overflows anywhere. | Yes/No |
| 6. Parking area in front of building cleaned | Yes/No |
| 7. Security cabin cleaned | Yes/No |
| 8. Papers/polythene bags/waste materials removed | Yes/No |
| 9. Garages/car parking | Yes/No |
| 10. Footpath Outside Guest House premises on front side | Yes/No |
| 11. Any other item (Please Specified in brief if any found) | Yes/No |



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Appendix - III**DAILY CHECKLIST FORM- RECEPTION**

Date:

Overall Housekeeping and Maintenance of Reception Area :

Name and Signature of representative of Agency Satisfactory/Not satisfactory

Issue Observation Remarks

- | | |
|---|---------|
| 1. Supervisor/Receptionist and Room boys
Available round the clock in proper uniform | Yes /No |
| 2. Attended to guests immediately by
Receptionist and Bell boy | Yes/ No |
| 3. Set of newspapers (2 Hindi & 2 English)
placed in reception | Yes/ No |
| 4. Welcome kit placed in the room | Yes/ No |
| 5. Toiletries as per scope of work placed in bath room | Yes/ No |
| 6. Tea/coffee tray replenished with sachets as per menu | Yes/ No |
| 7. Status of fixtures and fittings ascertained- In order | Yes/ No |
| 8. Linen (bed sheets, towels, etc.) provided
fresh/Changed as per stipulated frequency | Yes/ No |
| 9. Room boys presented themselves and
behaved properly. | Yes/ No |
| 10. Housekeeping service of Hostel Block done | Yes/ No |
| 11. Check-in/Check-out formalities done in a
pleasing manner. | Yes/ No |
| 12. Feedback forms duly filled in handed over | Yes/ No |
| 13. No due certificate issued to guest by supervisor | Yes/ No |
| 14. Any other item (Specified clearly if any) | Yes/ No |
| 15. Complaints, if any | Yes /No |



Signature of the tenderer with seal

Appendix - IV**PROFORMA FOR HYGIENE AUDIT**

1 Head gears/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

8
18/2/19

Signature of the tenderer with seal

Appendix – IV (Cont'd...)**(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 check up done or not

Yes /No

(ii) Nail are cut clean and healthy

Yes No

(E) Hygiene of Eating Place

(i) Floor is hygienically clean

Yes/ No

(ii) Walls are dust/damp free

Yes/ No

(iii) Furniture is regularly cleaned

Yes/ No

(F) Food Quality

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

Yes/ No



Signature of the tenderer with seal

Appendix – IV (Cont'd...)General Observations

(i) Exhaust System is working	Yes/ No
(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 (vi) Utensils are properly cleaned	Yes/ No
(vi) Kitchen staff are in uniform/Service Boys are in uniform and wearing gloves and caps	Yes/ No
(vii) Potable Drinking water arrangements neatly done (vii) Utensil washing area is properly maintained (viii) All items as per Menu provided	Yes /No
(viii) Serving tables covered with white cloth with coloured frills	Yes/ No
(ix) All items in orderly manner and are in a presentable manner	Yes/ No
(xi) Finger nails trimmed and clean & Bathing daily (xii) Storage area/ fridge is clean	Yes/ No
(xiii) Fly Catcher working satisfactorily	Yes/ No

18/2/19

Signature of the tenderer with seal

ANNEXURE - I

Tender Enquiry No.D-34011/07/2014-Admn.II(B) dated 18th March, 2019

Subject: Housekeeping and Catering Services at VigyanSadan and National Spatial Data Infrastructure (NSDI) at R.K. Puram, New Delhi

TECHNICAL BID

(In sealed Cover – I super scribed “Technical Bid”)

(A) Contractor's Details (Mandatory Information)

Sr. No.	Particulars	To be filled in by the tenderer	
1	Name of the Applicant / Firm		
2	Nationality		
3	Address (attach separate paper for addresses of other offices) (Enclose copy of Voter ID / Electricity Bill / Water Bill / Landline Telephone Bill or any other valid address proof)	Regd. Office	
		Head Office	
4	Contact Details	Landline / Mobile No.	
		FAX No.	
		e-mail	
5	Other Details (Enclose copies of documents)	PAN Details	
		GST Number	
6	Constitution of firm	Individual	
		Sole Proprietorship Concern	
		Partnership Firm	
		Public Ltd. Company	
		Private Ltd. Company / PSEs	

18/3/19

Signature of the bidder (s) with stamp

ANNEXURE – I (Cont'd...)

7	Details of Bank Account (Enclosed copy of pass book and personalized cancelled cheque)	Account No.	
		Type of Account	
		Name of Bank	
		Branch Name & Address	
8	Is any person working with the applicant a near relative of any official of DST? If yes, provide details.		
9	Earnest Money Deposit (EMD) details	Amount (in Rs.) (both in words and figures)	
		DD No.	
		Date of Issue	
		Name of Bank	
		Issuing branch name & address	
10	Certificates / Undertakings	a. I / We certify that I / We have carefully read the Terms & Conditions mentioned in the tender document and shall abide by them.	
		b. I / We certify that the information given is true to the best of my / our knowledge. I / We also understand that if any of the information is found wrong / false at any stage, I / We are liable to be deregistered from the panel of approved contractors / banned for doing any business dealings with Government Departments or blacklisted or subject to any monetary penalties that deemed fit and appropriate by DST / Government.	
		c. I / We agree to the forfeiture of the Earnest Money Deposit if I / We fail to comply with all or any of the terms & conditions in whole or in part as laid down in the Tender Enquiry Notice No. which would constitute and have force of a contract between me / us and DST, if I / We am / are declared a successful bidder.	
		d. I / We hereby certify that I / We have signed all the pages of the document with my / our conscious and nobody from DST influenced / compelled me / us to do so.	



Signature of the bidder (s) with stamp

ANNEXURE – I (Cont'd...)

		e. I / We hereby certify that no case is pending with police / legal proceedings in court of law against proprietor / firm / partner or the agency. Please provide details of any convictions in the past against the company / firm / partner.
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(B) License Certificate Details (Mandatory Information)

Sr. No.	License Certificate Description	Details with validity	Copy attached (Yes / No)	Page No. in the bid
1	Labour License			
2	Trade License No.			
3	Employee Provident Fund (EPF) Registration			
4	Employee State Insurance (ESI) Scheme Registration			
5	PAN Card			
6	GST Registration			
7	Latest copy of approved Minimum Wages Act			
8	Solvency Statement issued by bank			
9	Undertaking by the contractor on letterhead of the firm that he will not allow or permit any employee to participate in any trade union activities or agitation in premises of DST or its units			
10	Income Tax Returns for the last 03 financial years (2017-18, 2016-17, 2015-16)			
11	Balance sheet of the firm duly certified by Chartered Accountant for last 03 financial years (2017-18, 2016-17, 2015-16)			

Note: If any of the statutory licenses / certificates submitted by the firm with respect to this tender lapses during the tenure of this tender, the firm shall submit suo-moto renewed licenses for the same.

8/10/19

Signature of the bidder (s) with stamp

ANNEXURE – I (Cont'd...)

(C) List of similar contracts undertaken in Government Organizations in past 05 years (2014 onwards)

Sr. No.	Name of Organization	Duration of Contract		Number of manpower deployed under contract	Copy of contract attached (Yes / No)	Page No. in the bid
		From	To			
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

(D) Checklist

Sr. No.	Particulars	Yes / No
1	Have you read and understood various conditions of tender document and shall abide by them?	
2	Have you enclosed the tender document duly signed and stamped on all pages?	
3	Have you enclosed EMD draft of Rs.with Technical Bid?	

8
18/11

Signature of the bidder (s) with stamp

ANNEXURE – I (Cont'd...)

4	Have your Technical Bid duly filled and enclosed along with all the documents mentioned in Technical Bid?	
5	Have your Financial Bid duly filled and enclosed?	
6	Have you mentioned rates of all the items both in figures and words?	
7	Have you put page number on all the pages of bid?	

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 the bidder (s) with stamp

Annexure – II

Tender Enquiry No.D-34011/07/2014-Admn.II(B) dated 18th March, 2019

Subject: Housekeeping and Catering Services at Vigyan Sadan and National Spatial Data Infrastructure (NSDI) at R.K. Puram, New Delhi

FINANCIAL BID

(In sealed Cover – II super scribed "Financial Bid")

(A) Schedule of manpower requirement for Catering & Housekeeping services at Vigyan Sadan Guest House and NSDI, R.K. Puram, New Delhi.

Sr. No.	Description	Monthly Minimum Wages as per GNCTD notification dated 03.03.2017 # (in Rs.)	EPF @ 13% (maximum ceiling of Rs. 15,000/-)	ESI @ 4.75%	Total (Min. Wage + ESI + EPF)	Qty	Total amount per month (in Rs.)
1	For Vigyan Sadan Guest House						
(a)	Caretaker / Supervisor (Graduate)	17,604/-	1,950/-	836/-	20,390/-	01	20,390/-
(b)	EPABX Operator cum Receptionist (Matriculate but not Graduate)	16,182/-	1,950/-	769/-	18,901/-	03	56,703/-
(c)	Cook (Skilled)	16,182/-	1,950/-	769/-	18,901/-	01	18,901/-
(d)	Service boys including helper, chef, room attendant (Semi-skilled)	14,698/-	1,911/-	698/-	17,307/-	05	86,535/-
(e)	Service boys like Sweepers / Cleaners (Un-skilled)	13,350/-	1,736/-	634/-	15,719/-	04	62,876/-
2	For NSDI						
(a)	Service boy (Un-skilled)	13,350/-	1,736/-	634/-	15,719/-	01	15,719/-
(b)	Sweeper (Un-skilled)	13,350/-	1,736/-	634/-	15,719/-	01	15,719/-
3	Total Manpower						
4	Service Charge @ _____% on Sr. No. 3 above (To be quoted by the contractor up to two decimal places only & should be more than @ 2%)						
5	Total including Service Charge [Sr. No. (3 + 4)]						
6	GST @ 18% of Sr. No. 5 above						
7	Grand Total [Sr. No. (5+6)]						

Note: The minimum wages have been taken as per GNCTD's notification dated 03.03.2017 which was restored vide interim order dated 31.10.2018 of Hon'ble Supreme Court of India. The minimum wages are subject to final decision of Hon'ble Supreme Court.

Signature of the bidder (s) with stamp

18/3/19

Annexure – II (Cont'd...)

(B) Providing of Cleaning & Sweeping of premises of Guest House cum Transit Hostel at Vigyan Sadan, Sector – 10, R.K. Puram, New Delhi.

Sr. No.	Description	Frequency of Work
1	Sweeping of premises	Daily
2	Cleaning, sweeping & mopping of circular area of all floors including rooms of DST Guest House (GH)	Daily
3	Laundry of Linen & Towels	Weekly or as and when required
4	Dry Cleaning of Sofas	Monthly or as and when required
5	Provisioning of mosquito repellent in GH Rooms	Monthly or as and when required
6	Soap / Liquid Soap, Oil Pouch, Shampoo Pouch in Guest Rooms	As and when required
7	Disposable glasses, cups, plates, paper napkins etc.	Daily or as and when required
8	Liquid disinfectant (Lizol etc.)	Daily during mopping
9	Floor cleaner & other material	Daily during mopping
10	Leading News Paper at Reception (04 News Paper: 02 Hindi & 02 English)	Daily
11	Total consolidated cost (both in words and figures)	

8
10/3/19

Signature of the bidder (s) with stamp

Annexure – II (Cont'd...)**(C) Providing of Housekeeping services at NSDI, R.K. Puram, New Delhi.**

Sr. No.	Description	Frequency of Work
1	Sweeping of premises	Daily
2	Cleaning, sweeping & mopping of circular area of all floors including rooms of NSDI	Daily
3	Laundry of Linen & Towels	Weekly or as and when required
4	Dry Cleaning of Sofas	Monthly or as and when required
5	Provisioning of mosquito repellent in Rooms	Monthly or as and when required
6	Soap / Liquid Soap, Oil Pouch, Shampoo Pouch in Rooms	As and when required
7	Disposable glasses, cups, plates, paper napkins etc.	Daily or as and when required
8	Liquid disinfectant (Lizol etc.)	Daily during mopping
9	Floor cleaner & other material	Daily during mopping
10	Leading News Paper at Reception (04 News Paper: 02 Hindi & 02 English)	Daily
11	Serving of tea / coffee including material	Daily
12	Provisioning of mineral water of 20 ltrs jar	Daily
13	Total consolidated cost (both in words and figures)	



Signature of the bidder (s) with stamp

Annexure – II (Cont'd...)**(D) Rate List of Food Items proposed to be served.**

Sr. No.	Item	Menu	Menu Consists Of	Unit	Unit Rate in Rs.	Standard Quantity For Evaluation	Amount in Rs.
1	Standard Breakfast (in casserole) Vegetarian			Each		50	
	Bread Butter & Cutlet	Veg. Cutlets-2 nos	100 gms				
		2 Bread Slices with 10 gms butter chiplet of total wheat.	70 gms				
	OR	Tomato Ketchup Sachet. Slat/Pepper	15 gms.				
	Prathan or Puris and Vegetable (seasonal)	Paranthan (2 Nos) or Puris (7 nos)	175 gms				
		Vegetable (Seasonal)	150 gms				
		Pickle Sachet	15 gms				
	OR						
	Upma&Vada	Upma	100 gms				
		UradVada (4 nos)	120 gms				
		Chutney (packaged separately)	50 gms				
	OR						
	Cornflakes/wh eat flakes & Bread (Jam)	Cornflakes/wheat flakes in sealed Pack Milk and Sugar	25gms				
		Bread Slice (large) 2 nos	50 gms				
		Jam	15 gms				



Signature of the bidder (s) with stamp

Annexure – II (Cont'd...)

from pre-page							
2	Meals in Thali (Lunch & Dinner)	Plain rice of fine Quality	150 gms	Each		25	
		Paranthan (2 nos.) or Chapati(4 nos.) or Puris(nos.)	100 gms				
		Dal or Sambhar	150 gms				
		Mix Vegetable (Seasonal)	100 gms				
		Vegetable Curry (Seasonal)	100 gms				
		Curd	100 gms				
		Pickle in Sachet	15 gms				
3	Special thali (Lunch & Dinner)	Rice Pulao or Jira Rice or Plain Rice of Fine Quality	150 gms	Each		10	
		Paratha (2 nos.) or Chapati (4 nos.) or Poories (5 nos.)	100 gms				
		Dal or Sambhar (Thick Consistency)	150 gms				
		Mixed Vegetable (Seasonal)	100 gms				
		Curd	100 gms				
		Pickle in Sachet	15 gms				
		Sweet	40 gms				
		Packaged Drinking Water in Sealed Glass	250 gms				

18/3/19

Signature of the bidder (s) with stamp

Annexure – II (Cont'd...)

from pre-page							
4	Standard Tea	Disposal cups used should be of 170 ml capacity	150 ml	Each		100	
5	Tea with tea bags (150 ml)	Disposal cups used should be of 170 ml capacity	150 ml	Each		100	
6	Coffee with instant/ sachet coffee powder	Disposal cups used should be of 170 ml capacity	150 ml	Each		50	
7	Tea in pot	(285 ml) + 2 tea bags + 2 sugar pouch + 2 disposal paper cups of 170 ml capacity	285 ml	Each		25	
8	Packaged Drinking water (chilled)	500 ml	MRP				
9	Total of Sr. No. 1 to 7 (both in words and figures)						

Note:

1. Food served to the guests by the Agency will be charged by the agency as per the rate list of the Food Menu. Arrangement of raw material for food will be responsibility of the firm.
2. Cost of each item should be inclusive of taxes and other applicable charges.
3. The payment of food items provided by the agency will be charged directly from the guests at the rates quoted by the agency and approved by DST.
4. The rates shall include the cost of raw materials including tea kit, canteen services, fuel, cooking equipment, utensils, crockery etc. No other charges will be paid.
5. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.
6. Above rates will also be applicable wherever required in NSDI case also.

Handwritten signature and date 10/12/19

Signature of the bidder (s) with stamp

Annexure – II (Cont'd...)**(E) Bundled price for deciding L-1 bidder**

Sr. No.	Description	Rates quoted (inRs.)	
		In figures	In words
(A)	Schedule of manpower requirement for Catering & Housekeeping services at Vigyan Sadan Guest House and NSDI (Item 'A' of Financial Bid)		
(B)	Providing of Cleaning & Sweeping of premises of Guest House cum Transit Hostel at VigyanSadan (Item 'B' of Financial Bid)		
(C)	Providing of Housekeeping services at NSDI (Item 'C' of Financial Bid)		
	Bundled Price (A+B+C)		

Note: Item (D) "Rate List of Food Items proposed to be served" is mandatory for submission and fixing rate list of food items by the Department. This is not included in bundled price for determining L-1 bidder. The provision of rates for food items is only for monitoring purposes.


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 the bidder (s) with stamp