



भारत सरकार
विज्ञान और प्रौद्योगिकी मंत्रालय
विज्ञान और प्रौद्योगिकी विभाग

GOVERNMENT OF INDIA
Ministry of Science and Technology
Department of Science and Technology
Technology Bhavan, New Mehrauli Road
New Delhi - 110016

Tender Enquiry No. D-34020/03/2020-G.A.
dated 17th September, 2020

Tender Document

for

Housekeeping cum Catering and Security Manpower
Services at Vigyan Sadan Guest House cum Transit
Hostel and National Spatial Data Infrastructure (NSDI)
at R.K. Puram, New Delhi

Signature of the bidder (s) with stamp

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Signature of the bidder (s) with stamp

Government of India
Ministry of Science & Technology
Department of Science & Technology
General Administration Section

Technology Bhawan, New Mehrauli Road
New Delhi – 110016

Tender Enquiry No. D-34020/03/2020-G.A.

Dated 17th September, 2020

NOTICE INVITING TENDER

Subject: Open tender for Housekeeping cum Catering and Security Manpower Services at Vigyan Sadan Guest House cum Transit Hostel and NSDI, R.K. Puram, New Delhi.

For and on behalf of President of India, sealed tenders are invited by Department of Science & Technology (hereinafter referred to as DST) from reputed, experienced and financially sound agencies/ firms/ companies engaged in the business of providing caretaking cum housekeeping cum catering and private security services for Housekeeping cum Catering and Security Manpower Services at Guest House cum Transit Hostel of DST at Vigyan Sadan, Sector – 10, R.K. Puram, New Delhi and National Spatial Data Infrastructure (NSDI) at East Block – 7, Level – 5, R.K. Puram, New Delhi as per schedule below:

| | | |
|---|--|--|
| 1 | Tender Enquiry No. | No. D-34020/03/2020-G.A. dated 17 th September, 2020 |
| 2 | Nature of services required | Housekeeping cum Catering and Security Manpower Services (Scope of work enclosed at Section-III) |
| 3 | Service delivery location | Vigyan Sadan Guest House cum Transit Hostel, Sector – 10, R.K. Puram, New Delhi – 110022 and National Spatial Data Infrastructure (NSDI) at East Block – 7, Level – 5, R.K. Puram, New Delhi |
| 4 | Availability of Tender Document | The tender document containing detailed terms & conditions can be downloaded from the Central Public Procurement Portal https://eprocure.gov.in/epublish/app or from DST's website www.dst.gov.in |
| 5 | Two bids system | Technical & Financial |
| 6 | Submission of tender | The sealed cover containing the bid should be dropped in the tender box of General Administration Section kept near the Reception of the Technology Bhawan. |
| 7 | Date & Time of Pre-bid meeting | 01 st October, 2020 at 03:00 PM |
| 8 | Closing date & time for bid submission | 20 th October, 2020 by 03:00 PM Tenders received after stipulated date & time will not be accepted. |
| 9 | Date & time for opening | 20 th October, 2020 at 03:30 PM |

Signature of the bidder (s) with stamp



| | | |
|----|-----------------------------|--|
| | of Technical bids only | |
| 10 | Minimum validity of bid | 120 days from the date of opening of Financial Bids |
| 11 | Tender Fee | Nil |
| 12 | Earnest Money Deposit (EMD) | EMD of Rs. 2,00,000/- (Rupees Two Lakhs Only) in the form of Demand Draft/Pay Order/Banker's Cheque of any Nationalized / Scheduled bank drawn in favour of DDO, DST payable at New Delhi has to be submitted towards Bid Security failing which the tender will be summarily rejected. No firms except Micro & Small Enterprises (MSEs) registered under Single Point Registration Scheme (SPRS) of NSIC (National Small Industries Corporation) are exempted from submission of EMD. |
| 13 | Performance Security | 5% of total contract value after award of contract (10% in case of Abnormally Low Bid or seriously unbalanced or front-loaded bid as mentioned at Para-18: Evaluation of Bids of Part-(B) of Section-I of this tender document) |
| 14 | Duration of Contract | Initially, One year from the date of award of contract, extendable annually on mutual consent up to maximum of 3 years including the initial period of contract subject to satisfactory performance of the firm at the same rates and terms & conditions. |
| 15 | Non-transferrable | This tender is non-transferrable. |
| 16 | Purchaser | THE PRESIDENT OF INDIA (Through Department of Science & Technology) |

2. Interested service providers may submit their bids complete in all respects as per the process prescribed in this tender document. The bidders should go through the details of the tender document, and sign, certify and affix stamp on each and every page of tender document including its enclosures as a token of acceptance of having read & understood the terms and conditions herein and **submit the bid with pages sequentially numbered/ indexed.**

3. Any clarification regarding the tender document can be obtained from Shri Mahesh Misra, Section Officer (GA Section), Room No. 12, Hall-E, S&T Block-II, Technology Bhawan, New Mehrauli Road, New Delhi, Tel. No. 011-26590697 / 217 before **03:00 P.M on 15th October, 2020.**

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


(Anil Kumar Pandey)

Under Secretary to the Government of India

Tel. No. 011-26590264

Copy to:

1. Shri Paritam Soni, ASO, GA Section, DST for display on CPP Portal
2. Shri Sanjay Kumar Mishra, Scientist-'G' & Head (KIRAN), DST for display on DST's website

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SECTION - I

Tendering Process, Time Schedule and other Important Information

(A) – General

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 namely, Technical & Financial Bids.
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 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.
8. 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.
9. 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 (GA), DST will be taken as standard and decisive.
10. 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.
11. **The sealed tender should be dropped in the Tender Box of General Administration Section kept 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(G.A.) or US(G.A.), DST in a sealed cover.

Signature of the bidder (s) with stamp



(B) – Information relating to submission of Bids

1. The tender document containing eligibility criteria, scope of work, terms & conditions etc. can be downloaded from DST's website www.dst.gov.in or from Central Public Procurement Portal <https://eprocure.gov.in/epublish/app>.
2. There is no tender fee.
3. The period of contract under the scope of work shall be initially **One** year from the date of award of contract, which can be further extended annually on mutual consent up to maximum of 3 years including the initial period of contract subject to satisfactory performance of the firm at the same rates and terms & conditions.
4. The interested firms are required to submit the Technical Bid (Annexure-I) and Financial Bid (Annexure-II) separately in the formats enclosed. Technical Bid (Annexure-I) along with EMD & other supporting documents should be placed in a sealed Cover-I super-scribed as **“Cover-I: Technical Bid for Housekeeping cum Catering and Security Manpower services at Vigyan Sadan & NSDI”**. Financial Bid (Annexure-II) should be placed in a separate sealed Cover-II super-scribed as **“Cover-II: Financial Bid for Housekeeping cum Catering and Security Manpower services at Vigyan Sadan & NSDI”**. Both the sealed covers containing Technical Bid (Cover-I) & Financial Bid (Cover-II) should be placed in a third sealed **Cover-III** super-scribed as **“Tender for Housekeeping cum Catering and Security Manpower services at Vigyan Sadan & NSDI”** and should be dropped in the Tender Box of General Administration Section kept near Reception Area at the entrance of DST, Technology Bhawan, New Mehrauli Road, New Delhi before **03:00 P.M. on 20th October, 2020**. The Technical Bids shall be opened on the same day i.e. on **20th October, 2020 at 03:30 P.M. at DST, Technology Bhawan 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 clarification regarding the tender document can be obtained from Shri Mahesh Misra, Section Officer (GA Section), Room No. 12, Hall-E, S&T Block-II, Technology Bhawan, New Mehrauli Road, New Delhi, Tel. No. 011-26590697 / 217 before **03:00 P.M. on 15th October, 2020**. Requests for postponing the tender opening date for the same shall not be accepted.

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8. Tenderers are required to indicate the complete address of their firm/ office along with telephone numbers and e-mail ID.
9. The bidder shall pay Bid Security (EMD) of **Rs. 2,00,000/- (Rupees Two Lakhs Only)** along with the technical bid in the form of Demand Draft/ Pay Order/ Banker's Cheque of any Nationalized/ Scheduled Indian bank drawn in favour of DDO, DST payable at New Delhi. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage. **No firms except Micro & Small Enterprises (MSEs) registered under Single Point Registration Scheme (SPRS) of NSIC (National Small Industries Corporation) are exempted from submission of EMD.** The bid security (EMD) shall be returned to the unsuccessful bidders immediately after finalization of contract without any interest.
10. As a guarantee towards due performance and compliance of the contract work, the successful bidder (firm) will submit Performance Security deposit of an amount equal to 5% of total contract value after award of contract 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. The format for such purpose will be provided by DST along with the Contract. **In case, a bidder whose bid appears to be abnormally low bid or seriously unbalanced bid or front-loaded bid, is awarded the contract, an enhanced performance security deposit of an amount equal to 10% of total contract value after award of contract should be deposited as stipulated below in para-18 of Part-(B) of Section-I of this document.**
11. 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.
12. The bid shall be valid and open for acceptance of the Competent Authority of DST for a period of 120 days from the date of opening of financial bids.
13. The quoted rates shall not be less than the minimum wages fixed by Government of NCT of Delhi (GNCTD) and shall include all statutory obligations. The rates quoted should be consolidated and inclusive of Income Tax, Employer EPF contribution, ESI contribution, bonus, insurance, leave salary and any other applicable statutory contributions under relevant law.
14. DST shall reimburse the firm to the extent of the amount of variation arising out of the upward revisions in minimum wages as per GNCTD above the rates mentioned in the

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contract and derived statutory obligations thereof provided the documentary evidence is produced by the firm making such payments to that extent only.

15. DST reserves the right to accept or reject any or all bids without assigning any reasons thereof. 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.
16. The tender document is non-transferable under any circumstances.
17. A Pre-bid Meeting will be held on **01st October, 2020 at 03:00 P.M.** at Technology Bhawan, Department of Science & Technology, New Delhi for providing clarifications, if any, to the intending bidders.

18. Evaluation of bids:

- i. The eligibility of bidders and their technical bids will be evaluated on the basis of information furnished in the "Technical Bid (Annexure-I)" and supporting documents submitted by the bidders as sought in this tender document. Only technically qualified bidders will be considered for opening of financial bids.
- ii. After opening of financial bids of technically qualified bidders, a comparative statement of rates quoted by bidders in "Financial Bid (Annexure-II)" shall be prepared to determine lowest evaluated bid price i.e. L-1 bid in terms of the net bundled price quoted at Item-D(III) of "Financial Bid (Annexure-II)". For evaluation of financial bids, following points shall be taken into consideration:
 - a) **Abnormally Low Bids:** An Abnormally Low Bid (ALB) is one in which the bid price, in combination with other elements of the bid, appears so low that it raised material concerns as to the capability of the bidder to perform the contract at the offered price. When the lowest evaluated bid price appears to be abnormally low, DST shall undertake review process to identify abnormally low rates by comparing them with other substantially responsive bids, recently awarded similar contracts, or market rates. DST may in such cases seek written clarifications from the bidder of the reasons for the offered bid price, including detailed price analyses of its bid price in relation to scope, schedule, proposed methodology, allocation of risks and responsibilities and any other requirements of the bid document. This may also include information regarding the economy of the manufacturing process; the services to be provided, or the construction method to be used; the technical solutions to be adopted; and any exceptionally favorable conditions available to the bidder for the supply of the products or services or for the execution of works. After examining the

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explanation given and the detailed price analyses presented by the bidder, DST may decide whether to accept or reject the bid as follows:

- I. accept the bid, if the evidence provided satisfactorily accounts for the low bid price and costs, in which case the bid is not considered abnormally low;
- II. accept the bid, but request a higher performance security to safeguard the fulfillment of the contract. The enhanced performance security (including such increase) shall not be more than 10% of total contract value after award of contract; or
- III. reject the bid, if the evidence provided does not satisfactorily account for the low bid price and DST determines that the bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, and make a similar determination for the next ranked bid, if required.

b) **Seriously Unbalanced or Front Loaded Bids:** A bid is considered unbalanced if the rates quoted by the bidder are substantially higher for certain items of work, and lower for others. If the bid, which results in lowest evaluated bid price i.e. L-1 bid, is seriously unbalanced or front-loaded in DST's opinion, DST may require the bidder to produce detailed price analyses for any or all items of financial bid, to demonstrate the internal consistency of those prices with the methods and schedule proposed, as well as pricing and sources of materials, equipment and labor. After the evaluation of the information and detailed price analyses presented by the bidder, DST may as appropriate:

- I. accept the bid; or
- II. accept the bid, but request a higher performance security to safeguard the fulfillment of the contract. The enhanced performance security (including such increase) shall not be more than 10% of total contract value after award of contract.
- III. reject the bid and make a similar determination for the next ranked bid, if required.

c) If an Abnormally Low Bid or seriously unbalanced or front-loaded bid, which comes out to be lowest evaluated bid, is rejected or if the bidder fails to provide enhanced performance security, DST shall make a similar determination for the next-ranked bidder. DST may consider award of contract to the next-ranked bidder, provided that the bid is not determined to be similarly abnormally low or seriously unbalanced or front-loaded. Should it be the case, the same treatment should be applied to it, with the same possible outcomes as described above.

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- iii. **Most advantageous/ responsive bid:** After going through the process mentioned above, DST will decide the most advantageous/ responsive bid and contract will be awarded to that firm. Mere becoming lowest evaluated bidder i.e. L-1 bidder does not confer the right to become the most advantageous/ responsive bidder; the bidder needs to qualify all the points mentioned above to become most advantageous/ responsive bidder.

19. Award of Contract:

- i. The contract shall be awarded to the bidder whose bid has been determined to be lowest evaluated (in terms of the net bundled price at Item-D(III) of "Financial Bid: Annexure-II") and most advantageous/ responsive bid in terms of para-18 above.
- ii. 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.
- iii. 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.
- iv. In case of tie, DST reserves the right to award the contract to the firm who has deposited highest Income Tax for past three Financial Years i.e. 2019-2020, 2018-2019 and 2017-2018 in total or to any of the lowest bidder as per discretion of DST.

20. All cost incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for seeing the location, attending pre-bid meeting, submitting the bids personally, subsequent processing etc. shall be borne by the bidder. DST will not be responsible/ liable for the same regardless of the outcome of the tendering process.

21. 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)

22. **Intending tenderers should visit the site and satisfy themselves of the existing conditions before submitting their bids. Entire onus in this regard devolves on the**

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quoting firm. Any excuse or misunderstanding in future on this account shall not be reckoned as a ploy to alter the prices or scope of quotation in the tender.

23. The Contractor shall not be authorized to sublet/ transfer the contract to any other party.
24. If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to "as such acts") provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall, 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.
25. 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.

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

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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.

26. The tenderer **should sign & stamp with his Company seal on each page of the tender, all its Annexures/ Appendices and supporting documents.** NO PAGE SHOULD BE REMOVED / DETACHED FROM THE TENDER DOCUMENT.

(C) – 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 bidder shall have necessary experience of providing Housekeeping cum Catering and Security services for last 3 years.
3. The bidder should have successfully completed similar works in any Central/ State Government body/ PSUs/ Nationalized banks during last 3 years ending on 31.03.2020 as per following criteria:
 - i. Three similar completed works costing not less than Rs 10.00 lakhs per annum
OR
 - ii. Two similar completed works costing not less than Rs. 15.00 lakhs per annum
OR
 - iii. One similar completed work costing not less than Rs. 30.00 lakhs per annum
4. Average Financial Turnover during the last 3 years, ending 31st March 2020 i.e. FY 2017-2018, FY 2018-2019 & FY 2019-2020, should be at least Rs. 15.00 lakhs per annum. Documentary evidence in this regard to be provided duly attested by a Chartered Accountant.
5. The bidder should have an office in Delhi / NCR.
6. The bidder should not be blacklisted by any office/ Department of Central or State Government/ PSU.

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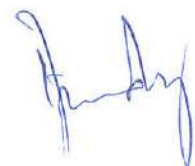


SECTION – II

Additional Terms & 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 laws/ 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 under this contract 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 reasons.
 - 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
 - d. The Contract Labour (Regulation) Act, 1970
 - e. The Payment of Bonus Act, 1965
 - f. The Payment of Gratuity Act, 1972

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g. The Employees State Insurance Act, 1948

h. The Employment of Children Act, 1938

i. Minimum Wages Act, 1948

j. Private Security Agencies (Regulation) Act i.e. PSARA Act, 2005

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 & NSDI, 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 & NSDI 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 & NSDI dealing with services under the contract for mutual feedback regarding the

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work performed by its personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the 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 services required under this contract, 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 & NSDI 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.

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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.
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 GST at prevailing rates as per Gol 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.

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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 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. 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.

36. 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.

37. 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.

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

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39. 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.

40. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to services or performance, which cannot be settled amicably, may be resolved through arbitration by appointing an arbitrator with mutual consent of both the parties and the award of the Arbitrator shall be final and binding upon the parties as per the Arbitration and Conciliation Act 1996 as amended up to date. The arbitral proceedings shall be held at New Delhi and Civil Courts at Delhi shall have exclusive jurisdiction to try the matter.

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SECTION – III

SCOPE OF WORK

The scope of work includes housekeeping cum caretaking, catering and security services at Vigyan Sadan Guest House and NSDI as detailed in subsequent paras. However, the bidders should visit the sites before quoting rates in the bids to have an idea of scope and quantum of work involved. The contract rate includes all the services mentioned in this scope of work/ tender document unless specified otherwise.

1. Service delivery sites information:

1.1 Vigyan Sadan:

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. There is stilt parking at Ground Floor. The total area of Vigyan Sadan premises is 5120 sqm. Total built up area on ground floor is 1300 sqm and covered area of each floor is 1000 sqm.

Out of the total 105 suites, following suites are being used as DST's Guest House:

- a) 16 suites (10 suites on 1st Floor & 6 suites on 3rd Floor) are used as common Guest House of DST.
- b) Out of 16 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.
- c) Thus, only 13 suites (10 Single + 3 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 32 guests at a time.
- d) The number of guests for whom food will have to be prepared and served will depend on occupancy of the rooms. The number may not be fixed and can vary.
- e) Housekeeping and catering services are required for all of the above mentioned 16 suites of common guest house and Vigyan Sadan building & premises (excluding suites of Transit Hostels allotted to officers of various Ministries/ Departments). In addition, cleaning and sweeping work will also be carried out in all common areas of Vigyan

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Sadan premises such as Ground floor including Manager's room, common toilet, store rooms, stilt parking areas, open areas including roads & pavements, pump house, CPWD's rooms, all shafts, all parks/gardens and corridors / galleries / circular area & staircases of all the seven floors and ground floor. Cleaning of terraces is also to be carried out at regular intervals and as and when required.

NOTE: At present, there are above mentioned 16 suites in the common guest house. The number of suites in guest house may increase in future depending upon requirements. The housekeeping and catering services will be extended accordingly without any change in rates.

1.2 National Spatial Data Infrastructure (NSDI):

It is an attached office under DST situated at East Block-7, Level-5, R.K. Puram, New Delhi-110066. NSDI is located in an approximate area of 510 sqm 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 / snacks / drinking water for officers / staff and official meetings are required to be provided.

Detailed scope of work for Vigyan Sadan and NSDI is mentioned in the relevant para.

2. Manpower requirement:

2.1 The tentative requirement of manpower to be deployed by the contractor is given hereunder:

| Sr. No. | Description | Main duties | Number of Manpower |
|---------|--|---|--------------------|
| 1 | For Vigyan Sadan | | |
| (a) | Caretaker / Supervisor (Graduate) Having experience of minimum 3 years in caretaking guest house and supervision | Overall supervision of all the services under this contract, assigning duties to manpower, coordinating with Guest House Manager/ DST, maintaining proper records of jobs carried out, materials consumed, stock available etc., and any other duties as may be assigned by DST. | 01 |
| (b) | EPABX Operator cum Receptionist (Matriculate but not Graduate) | To handle reception and intercom, facilitating guests, collecting request for guest accommodation from designated officials of DST daily/ periodically, maintaining Guest Rooms Booking Register, Rooms Availability Register & Complaints/ Suggestions Register, collecting rent/ food charges from guests and issuing receipts for the same, maintaining account of tariff collected and depositing the same with Guest House Manager on fortnightly basis for further depositing to DST, and any other duties as may be assigned by DST. | 03 |

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| | | | |
|----------|---|--|-----------|
| (c) | Cook (Skilled) Having experience of minimum 3 years of cooking Indian cuisine. | To prepare food for guests. | 01 |
| (d) | Service boys including helper, chef, room attendant (Semi-skilled) | To assist the cook in preparation of food, maintaining rooms and providing room service for guests, maintaining kitchen in hygienic condition, and any other duties as may be assigned by DST. | 04 |
| (e) | Service boys like Sweepers / Cleaners (Un-skilled) | All cleaning & sanitation jobs, and any other duties as may be assigned by DST. | 05 |
| (f) | Security Guards (Male) (Un-skilled) | Watch & ward, physical guarding services, vehicle management, parking management, visitor management, crisis management including primary fire-fighting and lift rescue operations. | 06 |
| 2 | For NSDI | | |
| (a) | Service boy (Semi-skilled) | Preparing & serving tea, water to staff & visitors, washing cups, glasses & other utensils, room service, and any other duties as may be assigned by DST. | 01 |
| (b) | Sweeper (Un-skilled) | All cleaning & sanitation jobs, and any other duties as may be assigned by DST. | 01 |
| (c) | Security Guards (Male) (Un-skilled) | Watch & ward, physical guarding services, vehicle management, parking management, visitor management, crisis management including primary fire-fighting and lift rescue operations. | 03 |
| | Total | | 25 |

2.2 The above mentioned manpower is based on current requirement and the number may be increased or decreased during currency of the contract depending upon requirement of the Department.

2.3 The contractor shall ensure availability of specified number of manpower throughout the period of contract.

2.4 The above mentioned manpower (housekeeping + catering + security) is required for running the guest house at Vigyan Sadan round the clock on all the days including Saturdays, Sundays and Holidays. For the purpose, the contractor may schedule deployment of personnel on flexi-time/ shift basis in consultation with DST. Similarly, security manpower services are required round the clock at NSDI. To sum up, all the manpower deployed at Vigyan Sadan and security guards at NSDI shall be present in the Vigyan Sadan Guest House/ NSDI round the clock on all days including Saturdays, Sundays and Holidays. The cost of relievers is already included in the Financial Bid proforma (Annexure-II) and no extra payment shall be claimed by the contractor on this account.

2.5 24 X 7 shifts for EPABX Operator cum Receptionist and Security Guards:

Security Guards

- From 06:00 AM to 02:00 PM - 2 (Vigyan Sadan) & 1 (NSDI)

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- From 02:00 PM to 10:00 PM - 2 (Vigyan Sadan) & 1 (NSDI)
- From 10:00 PM to 06:00 AM - 2 (Vigyan Sadan) & 1 (NSDI)

EPABX Operator cum Receptionist

- From 06:00 AM to 02:00 PM - 1 (Vigyan Sadan)
- From 02:00 PM to 10:00 PM - 1 (Vigyan Sadan)
- From 10:00 PM to 06:00 AM - 1 (Vigyan Sadan)

2.6 The contractor shall designate a dedicated person/ coordinator apart from above mentioned manpower for deployment of contractual manpower and maintaining various records like attendance, salary, leave etc. and to liaison with DST for smooth operation and implementation of the contract.

2.7 The contractor shall ensure that the manpower deployed is physically fit and between 18 to 55 years age. Persons with contagious diseases/ medically unfit shall not be deployed.

3. Housekeeping cum Caretaking:

3.1 The contractor shall be responsible for overall housekeeping & caretaking of Vigyan Sadan Guest House cum Transit Hostel (excluding suites of Transit Hostel allotted to officers of various Ministries/ Departments) and NSDI office. An indicative (but not exhaustive) list of duties to be performed by the contractor & its deployed manpower, along with the cleaning schedule/ frequency, is as under:

- i. Brooming, sweeping, mopping/ wiping and proper cleaning of areas/ floors in all 16 suites of guest house including Kitchen, Reception cum Dining Room & Staff Room (Frequency: Twice a day/ As and when required).
- ii. Brooming, sweeping, mopping/ wiping and proper cleaning of areas/ floors in all common areas of Transit Hostel building & premises such as
 - a) Manager's room, store rooms, stilt parking areas, open areas including roads & pavements, pump house and UGR area, CPWD's rooms (including DG Set room), all ducts, shafts and inside all electric panel boards, all parks/gardens (Frequency: Once a day/ As and when required).
 - b) All corridors/ common passage ways / circular areas, common balconies (on 1st floor) & staircases etc. from ground floor to seventh floor (Frequency: Twice a day/ As and when required).
- iii. Continuous mopping, at least four times, in & near Reception Room, Kitchen, corridors & circular areas of guest house at 1st & 3rd floor, circular area near lifts on ground floor during daytime (9:00 AM to 06:00 PM).
- iv. Thorough cleaning of washrooms/ toilets of all the suites in guesthouse and common toilets (at ground floor and in CPWD area) using phenol, detergent etc. and maintain toilet floor dry. Putting naphthalene balls and air purifier in all urinals, WC area and

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- washbasins etc. to keep them clean and disinfected (Frequency: At least twice a day or as and when required).
- v. Kitchen & Dining Area should be properly cleaned always without any compromise in hygiene.
 - vi. Proper cleaning/ sweeping of terrace area of the building including cleaning of rooftop water storage tanks (Frequency: Fortnightly/ As and when required).
 - vii. Roof tops, down water pipes, drain pipes and *chhajja* tops of building shall be checked for vegetation growth and loose leaves etc. and shall be cleaned every three months.
 - viii. Clearing of any minor choking in the drainages, gully traps, manholes etc. and ensuring that there is no blockage. (The maintenance of sewers/ manholes etc. inside the premises is done by CPWD; the housekeeping agency is to look after only minor issues)
 - ix. Proper cleaning of lifts especially the frequent touch areas like support bars, control buttons etc. with suitable alcohol based disinfectant. Sweeping and smooth brushing of the lift floors – removal of all dirt throughout the day. Dusting & wiping of all the lift doors. (Frequency: Four times a day/ As and when required).
 - x. Proper cleaning/ sweeping of all surrounding areas of the premises including footpaths near boundary wall & outside the premises (Frequency: Once a day/ As and when required).
 - xi. Removal of wild grass/ weeds/ dry leaves/ twigs etc. in and around the premises (up to 01 meter outside the boundary wall) shall be done at least once in a fortnight. The frequency may be increased during spring and monsoon season and at the discretion of DST for which no extra payment shall be claimed by the contractor.
 - xii. Proper cleaning & dusting or vacuuming of entire furniture including sofa sets, cushion chairs, side tables, beds etc., partitions, glass panes with glass cleaning chemicals/ agents, mirrors, railings, doors & windows from inside and outside, venetian blinds, racks, telephones, TV sets, curtains, pelmets, switchboards, storage cupboards, wooden panels, kitchen equipment and other equipment/ fixtures/ accessories of the guest house and common areas of the building/ premises with dry/ wet cloth, feather brush and duster (Frequency: Once a day or As and when required).
 - xiii. Periodical cleaning/ wiping/ dusting of entire side walls – Marble/ Granite/ Tiles and ceilings for dust, wall mounted fans/ ceiling fans, exhaust fans, tubelights/bulbs & other electrical fittings, geysers, AC indoor & outdoor units, AC grills, water cooler tanks and space underneath water coolers etc. (Frequency: Weekly or As and when required)
 - xiv. Keep the signage clean and visually clear always.
 - xv. All the areas covered by furniture and other items should be cleaned properly by removing the furniture/ items at least once in a month to avoid accumulation of dust.
 - xvi. Removal of cobwebs, beehives etc. from Vigyan Sadan building & its premises.

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- xvii. Removal & disposal of dead animals, birds, rats and insects etc., if found, in and around the premises.
- xviii. Shifting of furniture, equipment etc. in the guest house and hostel premises as and when required.
- xix. Daily maintaining odor free environment in guest house rooms/ corridors and spraying room freshener as per requirement.
- xx. Polishing of brass items with approved brass cleaning material (Frequency: Fortnightly/ As and when required).
- xxi. Washing and cleaning stilt parking place and/or any other pucca area as may be instructed by Guest House Manager (Frequency: Once in a week/ As and when required).
- xxii. Checking the proper working of clocks or other similar gadgets in the guest house.
- xxiii. Ensuring that the fittings like taps, flushes, exhaust fans, electric accessories/ appliances, electric switches/ sockets etc. are working properly. To register complaint to CPWD in case of any issue and intimate to Guest House Manager.
- xxiv. To ensure that electric supply and water supply to geysers installed in guest house is disconnected after emptying their tanks in summer season.
- xxv. Ensure that all lights and electrical appliances in guest rooms are switched off when room is not in use. To switch on common area and corridor lights in the evening and switch them off in the morning.
- xxvi. The contractor shall provide and maintain First Aid Box on regular basis during the contract period and DST may ask for demonstration of the same.
- xxvii. Any other cleaning/ sanitation/ hygiene related general activity for prevention of COVID-19 spread in and around the premises. This may include spraying of disinfectant chemical (which shall be provided by DST) in all areas of the premises, provision of alcohol bases sanitizers (to be provided by contractor) at entry point, reception and common areas etc.

3.2 The contractor shall ensure following:

- i. All the daily cleaning activities should be completed by 09:00 AM and in the worst case, not later than 10:00 AM to ensure that the premises are clean, hygienic and aesthetically appealing at all times. The cleaning activities such as sweeping, mopping, scrubbing, buffing etc. in the entire common area (entrance lobbies, reception etc.) shall be carried out at a convenient time without hindering the occupants' movement. The contractor shall be ready to complete any cleaning activity at any time / day as per situational requirements and as instructed by DST.

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- ii. Any type of acid shall not be used by the contractor for cleaning of WCs and urinals. The contractor shall use reputed brand cleaner approved by DST for cleaning of WCs, urinals, wiping steel pipes, water taps etc.
- iii. The contractor 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.
- iv. Cleaning has to be carried out with approved material manually or by using mechanized equipment or both. The contractor shall maintain the premises in proper and hygienic condition as per the satisfaction of DST.
- v. Cleaning should not cause any damage to exterior, paint, polish, finish etc. of the items in Vigyan Sadan.
- vi. An inventory of items/ furniture/ equipment of Vigyan Sadan will be prepared by DST which will be signed by the contractor or its authorized representative and Guest House Manager from DST's side. All the items (as per this inventory) handed over to the contractor at the start of the contract shall remain at the risk and in the sole charge of the contractor. The contractor shall be responsible for any loss or damage thereto, arising from any cause other than accepted risks and shall deliver all the items in proper condition at the time of expiry of the contract.
- vii. Any damage and/ or loss caused to any item/ equipment/ fittings etc. either by the contractor or his employees shall be rectified/ repaired/ replaced or compensated by the contractor at its own cost immediately without any burden on DST.

4. Services required periodically and other special jobs:

- 4.1 Mechanical washing and scrubbing of floor, removal of cobwebs, termites etc. (Frequency: Weekly)
- 4.2 Cleaning of rugs and carpets on floors with vacuum cleaner (Frequency: Weekly).
- 4.3 Polishing of taps & other steel fittings with Silver/ Brasso (Frequency: Fortnightly)
- 4.4 Shampooing/ Spraying of all carpets (Frequency: Monthly)
- 4.5 Cleaning of dustbins & buckets with detergents (Frequency: Monthly)
- 4.6 Polishing & oiling of door closers, door handles etc. (Frequency: Fortnightly)
- 4.7 The contractor shall make timely re-charge for the DTH connections (which may be available in the guest house in future) as per the instructions of DST and accordingly the original invoices shall be produced along with monthly bills for re-imbusement.

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5. Consumable materials and tools/ equipment required:

5.1 The materials and cleaning tools required for housekeeping services shall be made available by the contractor under this contract and cost of all consumables used for any of the services contracted for shall be fully borne by the contractor, which shall be included in the contract rate. No extra payment shall be claimed by the contractor for the purpose.

- i. The contractor shall ensure availability of following items on regular basis as per consumption in the common toilets and washrooms & rooms of guest house etc:
 - a) Liquid soap with dispensers
 - b) Naphthalene balls in washbasins, urinals etc.
 - c) Air fresheners for toilets and room fresheners
 - d) Mosquito repellants
- ii. The consumables/ cleaning materials provided/ used should be of best quality and brands (of ISI mark or of standard make) as approved by DST. An indicative list of brands is placed at **Appendix-A**.

5.2 The contractor shall arrange all types of cleaning tools/ mechanized equipment like vacuum cleaners, scrubbing machine etc. & other such special equipment/ apparatus like carpet shampooing machine which are required for cleaning, sweeping, wiping, scrubbing, polishing, washing and maintenance of in and around area of the Vigyan Sadan premises, open areas, terrace etc. at its cost and no rent shall be paid by DST. An indicative list of tools/ equipment which shall be made available by the contractor during the entire period of contract is placed at **Appendix-B**.

5.3 At the start of contract, the contractor shall provide two separate inventories, as per the format approved by DST, of all the items/ cleaning tools/ equipment made available at Vigyan Sadan under this contract. One room-wise inventory shall be for consumable items provided in all the guest rooms and another for cleaning tools/ equipment provided for maintenance of Vigyan Sadan. These inventories shall be maintained/ updated throughout the period of contract which shall be inspected by DST and payment of monthly bills to the contractor shall be made accordingly.

5.4 The contractor shall also provide to its deployed manpower the required number of protective gears like gumboots, apron, rubber hand gloves, helmets/ caps, brushes, gunny bags etc. and all such tools to carry out their work successfully at his own cost.

5.5 Uniform with badges, as approved by DST, shall also be provided by the contractor to all its deployed manpower at Vigyan Sadan and NSDI at his own cost. Wearing of proper uniform with badges and boots by all manpower shall be mandatory while working at Vigyan

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Sadan and NSDI premises. There shall be separate uniform for housekeeping cum catering staff and security staff.

5.6 The consumables, equipment and other tools required for undertaking the services under this contract and which are to be arranged by the contractor shall be recorded in the store of Vigyan Sadan. The contractor should maintain a sufficient stock of consumable materials and other equipment to ensure uninterrupted services.

5.7 Any other consumable material/ equipment etc. not mentioned in the lists or scope that may be required for providing housekeeping and maintenance services in the guest house premises shall also be arranged on demand by the contractor at its own cost.

6. Room Service for guests:

6.1 The contractor and his deployed personnel shall be responsible for following services which are included in contract rate:

- i. Keeping rooms ready in all respects daily and within 01 hour of the vacation of rooms by the guests.
- ii. Experienced personnel (Room Attendants & helpers) shall be deployed with neat & clean uniform for room service.
- iii. Filling fresh drinking water in cleaned jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of guest. The jugs shall be refilled with drinking water and jugs/ glasses shall be changed as per requirement or on request of the guests. The contractor shall provide two glass tumblers and one glass jug placed in a tray and hygienically cleaned in every guest room.
- iv. Ensuring 24X7 availability of fresh drinking water of reputed brand for the guests and visitors. A 20 litres water bottle with dispenser for cold & normal water shall also be placed at Reception. Collection & distribution of water from the source to various consumption points is the responsibility of the contractor.
- v. Providing laundered linen such as bed-sheets/ bed-spreads, pillow covers, bath towels, hand towels, quilts/ blankets etc. to guests. These items shall be provided by DST.
- vi. Making of the beds of guests i.e. spreading the bed sheets, properly arranging quilts/ blankets, inserting pillow covers etc. at the time just before the occupation of the room by guest.
- vii. Ensuring that linen of rooms during the stay of guests are changed every alternate day or as per requirement on request by guests. In case room remains vacant for more than 7 days, linen shall be changed.
- viii. Clean & washed towels shall be provided whenever new guest arrives in a room and towels shall be changed every alternate day or as per requirement on request by guest.

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- ix. Air freshener in washrooms shall be placed during entire stay of guests. Room fresheners shall be sprayed in the rooms while making the rooms ready for guests, after cleaning of rooms or as & when requested by the guest.
- x. Mosquito repellent shall be provided in the room during entire stay of guests.

6.2 In addition to liquid soap with dispensers and naphthalene balls which shall be available always in all washrooms, the contractor shall provide following good quality toiletries to guests at his own expense & without any extra cost to DST. The below mentioned toiletries shall be provided on daily basis and the quantity mentioned is per guest-room irrespective of number of guests.

- i. One Bath soap (15-20 gm)
- ii. One Shampoo Sachet (5-6 ml)
- iii. One Oil Sachet (3 ml)

6.3 The contractor shall arrange for laundry/ dry cleaning of all linen such as bed-sheets/ bed-spreads, pillow covers, bath towels, hand towels, quilts/ woolen blankets etc. and washing of curtains without any extra cost to DST.

6.4 Linen shall be properly washed with clean water and soaps/ detergents, neatly packed and stored so that the linen remain clean & soft. Linen provided to guests shall be laundered without fail. (Frequency: After every use/ As & when required)

6.5 Woolen blankets shall be dry cleaned once in two months and all curtains shall be washed once in three months or earlier as per requirement or advice of DST.

7. Reception Services & Recordkeeping:

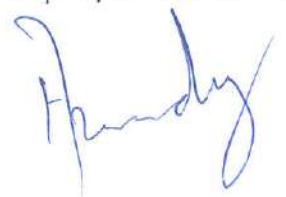
7.1 The contractor shall manage reception round the clock by deploying, on a three shift basis, an EPABX operator cum Receptionist who shall be computer proficient with basic command in English & Hindi.

7.2 The receptionist shall facilitate accommodation & its allied services for comfortable stay of guests. He shall guide the guests to their desired destinations and coordinate with them, act as telephone operator, provide information asked by guests and other assistance services/ jobs assigned by DST.

7.3 The receptionist shall record the names of the guests, rooms allotted, check-in & check-out dates & other relevant details in the register maintained for the purpose.

7.4 The receptionist shall be responsible for issue and collect back room keys from guests, collection of tariffs from the guests as per applicable rates by issuing proper receipts to guests on behalf of DST, maintain the account of collected tariff in a proper room rent

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register (or computer generated report) and deposit the collected tariff with Guest House Manager on fortnightly basis who will further deposit the tariffs to DST.

7.5 The receptionist shall also maintain a record of availability and occupancy of rooms. He shall take booking requests for rooms from designated officials of DST only.

7.6 The contractor shall keep a Complaints/ Suggestions Register at the Reception to record complaints/ suggestions on services rendered by him and such complaints shall be taken note of and acted upon immediately. All complaints must be brought to the notice of DST along with the details of actions taken.

7.7 The contractor and his deployed manpower (room attendants & helpers) shall be responsible for delivering the luggage of guests from Main Gate/ Reception to their allotted rooms at the time of arrival and vice-versa at the time of checkout without any payments from guests. The deployed manpower shall also help in loading/ unloading of luggage to/ from the vehicles of guests.

7.8 The contractor shall daily provide a set of newspapers (2 English & 2 Hindi) approved by DST at Reception of Vigyan Sadan Guest House and at NSDI.

7.9 Proper registers/ records of the jobs carried out on daily, weekly, fortnightly and monthly basis, record of monthly material consumption, stock of materials available in the store or any other record which DST may require to assess the actual quantum of work, shall be maintained by the Caretaker/ Supervisor deployed by the contractor and the same shall be countersigned by the Guest House Manager at regular intervals and finally at the end of each month.

7.10 The contractor shall be responsible for safe custody of all the records maintained at Reception, keys of guest rooms etc.

8. Catering services & food menu:

8.1 The menu of catering services shall be as per **Item-'C' of Annexure-II (Financial Bid)**. The contractor shall get the weekly menu approved from authorized officer of DST/ Guest House Manager.

8.2 The contractor shall provide adequate crockery, cutlery, table cloth, mats etc. of superior quality in the kitchen and dining room.

8.3 The contractor shall arrange for all the equipment/ apparatus requiring for cooking in the Kitchen at its own cost. Cost of cooking gas shall also be borne by the contractor.

8.4 The timings for providing catering services (Morning Tea, Breakfast, Lunch, Dinner, Evening Tea & Snacks) shall be as decided by DST.

Signature of the bidder (s) with stamp



8.5 All the raw materials used for cooking/ catering shall be fresh and of good quality as per the suggested brands indicated in **Appendix-'A'** or as decided by DST.

9. **Collection & disposal of garbage:**

9.1 Solid waste generated in the guest house and Vigyan Sadan premises (**including Transit Hostels at all the floors**) during operation of this contract shall be collected/ managed/ processed as per the South Delhi Municipal Corporation (SDMC) Solid Waste Management Bye-laws, 2017 and other relevant rules & regulations of SDMC/ government.

9.2 The contractor shall ensure following arrangements under this contract:

- i. It shall be the responsibility of the contractor to ensure segregation of waste in the guest house and common areas of Vigyan Sadan. Segregation of solid waste in three categories i.e. dry or non-biodegradable waste, wet or biodegradable waste & domestic hazardous waste and collection of segregated waste in color-coded bins i.e. Blue (for dry waste) , Green (for wet waste) & Black (for hazardous waste) shall be done . Under no circumstances, wet and dry waste shall be mixed.
- ii. Two suitable size dustbins, one for wet waste (Green Color) & another for dry waste (Blue Color), shall be placed in every guest room including reception, staff room & kitchen. Dustbins shall be functional foot pedal type with cover.
- iii. Dustbins shall also be placed at any other location such as corridors, circular area near lift, open areas near park etc., if required, to ensure hygienic environment.
- iv. **Biodegradable** garbage bags shall be put in all the dustbins for easy collection & disposal of waste and to maintain the bins in hygienic condition. Garbage bags shall be changed whenever dustbin is full or sufficient garbage is accumulated in the dustbin.
- v. Dustbins shall be washed regularly to avoid any foul smell.
- vi. Collection of segregated waste from each & every Transit Hostel of Vigyan Sadan on daily basis shall also be the responsibility of the contractor. Every morning, while cleaning & sweeping of corridors & circular area at each floor, the cleaning staff deployed at Vigyan Sadan shall also collect segregated waste from each Transit Hostel.
- vii. The contractor shall provide hand carts/ trolleys with separate large compartments for wet & dry waste for collection of waste from all the Transit Hostels/ floors & premises of Vigyan Sadan during cleaning. Big size biodegradable garbage bags shall be used in trolley's compartments for proper collection & disposal of wet & dry waste in hygienic manner.
- viii. The segregated solid waste collected from guest house, transit hostels & other areas of Vigyan Sadan premises shall be stored in large color-coded Garbage Bins (provided by DST) kept in Vigyan Sadan at a designated place which shall act as a primary storage point.

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- ix. The segregated waste collected at this primary storage shall be disposed of at the nearby *dhalao* (Community Waste Storage Bin) by the contractor in a proper manner and as per prescribed norms/ practice, if any, of the local authority, without any extra cost to DST. In case, door-to-door waste collection facility is provided by SDMC in future, the segregated waste shall be disposed of in Auto-tippers/ Rickshaws deployed by SDMC under door-to-door collection system.
- x. The entire exercise of collection of waste from Vigyan Sadan, shifting of the collected waste to primary storage and disposing to Auto-tippers/ Rickshaws or *dhalao* shall be done on daily basis and/ or at any time when garbage is accumulated in a larger quantity than the capacity of dustbins/ garbage bins, as the case may be. The contractor shall ensure that garbage should never be kept overnight in the premises of Vigyan Sadan.
- xi. Collection of minor building rubbish, *malba*, earth etc. and horticulture waste in gunny bags and proper disposal of the same shall also be the responsibility of the contractor.
- xii. After construction of compost pits in Vigyan Sadan, disposal of wet waste & horticulture waste, instead of storing at primary storage point, in the compost pits in a proper manner shall be done by the contractor.

10. Security Services:

10.1 The purpose of this service is to facilitate implementation of 24X7 security measures at Vigyan Sadan and NSDI premises. The contractor shall provide required equipment and personnel for the mentioned shifts as per DST's requirements.

10.2 The qualifications, experience and roles & responsibilities of security persons shall be as indicated below:

| Role | Desired qualifications & experience | Responsibilities |
|---------------------------------|---|--|
| Security Guard (Male) - Unarmed | <ul style="list-style-type: none"> Minimum 10th pass. Should have knowledge of Hindi or English and local language. Should have knowledge of security related matters and allied functions. Preference shall be given to a person who have served in | <ul style="list-style-type: none"> Working shifts round the clock. Protecting premises from any unauthorized entry, robbery, theft, pilferage, fire etc. and protecting life of residents/ guests/ staff in the premises. Physical guarding of entry/ exit points. Guarding various common areas and surroundings to ensure adequate safety and security. Preventing entry of stray animals like cow, dogs etc. Round the clock patrolling of the premises and keep a watch on the situation in and around the premises and alert the Guest House Manager/ authorized official of DST during alarming situations. Vehicle Management. |

Signature of the bidder (s) with stamp

| | | |
|--|--|--|
| | <p>police or Home Guards.</p> <ul style="list-style-type: none"> • Good physique and personality fulfilling requirements of physical standards and medical fitness as per PSARA Act and Rules. • Minimum experience: 03 years. | <ul style="list-style-type: none"> • Parking Management. • Visitor Management - maintaining register for visitors/ guests and laborers, guiding visitors to concerned occupants/ reception/ officials. • Regulating entry of unwanted visitors/ sales man and control access of persons/ vehicles into and out of the complex. Records of inwards and outwards movement of men and material, vehicles etc. to be maintained with proper checking as per instructions given by DST. • Crisis Management: assisting the occupants during emergency evacuation of building. Effective involvement during crisis management like accidents, bomb threats, medical emergencies including primary firefighting and lift rescue operations. • Handling of disaster management. Involve in frequent drills for preparation for emergencies and disasters. Liaison with appropriate agencies in case of disaster and emergencies. • Lodging of complaints/ FIRs in case of any crime or violence and to render necessary assistance to the police & other investigating agencies in the process of any investigation pertaining to activities of Vigyan Sadan & NSDI. • Any other responsibility in connection with the performance of the role specified though not specifically covered above shall also be considered as part of the responsibilities of the security manpower. |
|--|--|--|

10.3 The contractor shall follow all provisions of Private Security Agencies (Regulation) Act, (PSARA Act), 2005 regarding records to be maintained, photo-identity card and uniforms & badges to be issued to the security personnel, training & physical standards of personnel etc. and other relevant provisions of PSARA Act, 2005 and other applicable laws.

11. Services for NSDI:

11.1 The services required at NSDI are similar to those mentioned in this scope of work/ tender document for Vigyan Sadan. However, it shall be kept in mind that NSDI is an office and not a Guest House. Therefore, the services specific to a Guest House shall not be required at NSDI and accordingly, the scope of services mentioned herein shall be applicable *mutatis mutandis* to NSDI.



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Note: The above point shall be kept in mind while quoting rates for services at NSDI in Financial Bid proforma (Annexure - II). The bidders shall also visit both the sites before quoting rates to have an idea of quantum of work.

11.2 Catering services to be provided at NSDI are restricted to preparing & serving tea/ coffee to staff & visitors at NSDI and arrangement of biscuits during official meetings at NSDI. **The cost on this account shall be borne by DST as per rates (to be quoted by the bidder) in food menu at Item-'C' of Annexure-II (Financial Bid).** The contractor shall claim these charges in monthly bills to be presented to DST for payment and enclose a certificate from Under Secretary (NSDI) or any other authorized officer of NSDI indicating quantity of tea/ coffee and biscuits consumed at NSDI during the bill month.

11.3 In addition, being an office, some services other than those mentioned above for Vigyan Sadan shall be required in NSDI. A tentative list of such additional services are mentioned below:

- i. Dusting & cleaning of workstations, compactors, store rooms etc. daily
- ii. Washing of water jugs and glasses of employees and refilling jugs with drinking water every morning and as per requirement.
- iii. Maintenance of the outside of the water dispensers and changing the empty water bottle at dispensers.
- iv. Soft cleaning like computer, telephone etc.

12. Miscellaneous:

12.1 The contractor shall arrange own transportation for movement of staff & material/ equipment deployed/ used under this contract.

12.2 The contractor shall possess or procure needful needful infrastructure, gadgets and other material required for smooth housekeeping cum caretaking, catering & security services under this contract. No additional cost or rent towards this shall be borne by DST.

12.3 The contractor shall provide in every guest room a welcome kit placed in a presentable manner with the approval of DST. The kit shall contain details about Delhi/ NCR with places of interest, telephone directory of important numbers, details of services and facilities available, food menu, rate list of taxi charges including telephone numbers of nearby taxi service providers as approved by DST.

12.4 The caretaker and other manpower deployed by the contractor shall also carry out the instructions of the authorized official of DST for smooth running of Vigyan Sadan Guest House & NSDI, such as visit to the State Electricity Board Office, Delhi Jal Board Office, MTNL Office, arranging for minor repairs from market etc. and other instructions during emergency

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works. No extra payment will be made for working on odd hours for emergency works. However, the charges for such repairs and local conveyance charges by public transport (Bus) shall be borne by DST.

12.5 The contractor shall allow Labour Inspector for inspection and shall abide by all applicable laws.

12.6 The successful bidder/ contractor shall enter into a Service Level Agreement (SLA) with DST which will facilitate implementation of housekeeping cum catering and security manpower services at Vigyan Sadan & NSDI. SLA will cover the scope of work, details of manpower that will be deployed, stakeholder's obligations, and Additional Terms & Conditions of services covered as they are mutually understood by DST and contractor.

12.7 Notwithstanding anything specified in the above clauses or subsequent paras of Scope of Work, the contractor shall be responsible to take all measures to maintain the safety, looks, cleanliness, hygiene and sanitation of the guest house and common areas of building/ premises. The contractor is bound to take all steps required for overall upkeep and running of the guest house/ hostel building as per the directions of Guest House Manager/ representative of DST.

13. Obligations of DST:

13.1 DST shall give the basic familiarization of the various services required to be done by the personnel to be deployed by the contractor under the contract for 2 to 3 days in premises and this period shall not be counted as shift manned by contractor's personnel for the purpose of payment under the contract.

13.2 DST shall provide necessary infrastructure for the personnel to carry out their functions.

13.3 DST shall provide a room/ space in Vigyan Sadan for Caretaker cum Supervisor & other deployed staff on duty and storage of materials etc. to the contractor free of cost during the period of contract. No name of the contractor's firm shall be allowed on the room and nobody (except those required round the clock in the guest house) shall be allowed to stay in Vigyan Sadan & NSDI after their duty hours without permission.

13.4 DST shall provide sufficient running water or stored water for washing utensils/ cooking/ cleaning purposes and electricity for the appliances at no extra cost to the contractor.



Signature of the bidder (s) with stamp

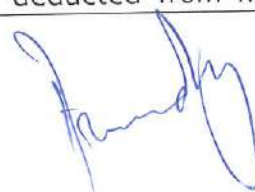
SECTION – IV

PENALTIES & BREACH OF CONTRACT

The contractor shall be responsible for faithful compliance of the terms and conditions of this contract. In case of non-compliance of Service obligations, penalty per default will be imposed as mentioned below and in case of three Consecutive defaults against same events, the contract will be liable to be cancelled. However, non-delivery of service in time, not starting work in time, violation of existing laws and statutory requirements will be considered as a major default and DST shall be at liberty to cancel the contract without any further reference to the contractor in case so desire.

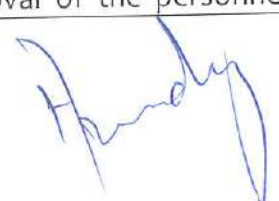
| Sr. No. | Service Level Agreement | Baseline | Penalties for Breach |
|---------|--|--|--|
| 1 | Delay in deployment of required manpower by the contractor at the beginning of contract | Deployment to start as per the date & time mentioned in the Work Order to be issued to the contractor by DST | <p>2 weeks delay by the contractor: Penalty of 0.5 % of total contract value shall be levied.</p> <p>3 weeks delay by the contractor: Penalty of 1 % of total contract value shall be levied.</p> <p>4 weeks delay by the contractor: The contract shall be terminated without any reference.</p> <p>However, in any of the above cases, DST shall be at liberty to cancel the contract without any further reference to the contractor in case so desire.</p> |
| 2 | Non-deployment of required manpower during the contract period/ If the manpower is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute | No instance | Penalty of 1 % of the monthly billed amount per personnel per incident shall be levied. |
| 3 | If any employee deployed by the contractor is found to have disobeyed or misconducted or misbehaved in any manner or resort to any violent behavior | No instance | <p>1st instance: Replacement of employee apart from deduction of his one day salary and Rs. 1,000/- fine on the contractor to be deducted from monthly bills.</p> <p>2nd instance: Replacement of employee apart from deduction of his one day salary and Rs. 5,000/- fine on the contractor to be deducted from monthly</p> |

Signature of the bidder (s) with stamp



| | | | |
|---|---|-------------|---|
| | etc. with public/ residents of Transit Hostel/ guests/ visitors/ employees of DST or CPWD or other co-employees | | <p>bills.</p> <p>3rd instance: Replacement of employee apart from deduction of his one day salary and Rs. 10,000/- fine on the contractor to be deducted from monthly bills.</p> <p>However, after 3rd instance, DST shall be at liberty to cancel the contract without any further reference to the contractor in case so desire.</p> |
| 4 | If any employee deployed by the contractor is found responsible for any theft, loss and damages of materials/ articles/ property of DST | No instance | <p>1st instance: Immediate payment in actual/ replacement equivalent to the value of the article/ material theft/ lost/ damaged as decided by DST depending on the gravity of the act and penalty of Rs. 5,000/- on the contractor after confirmation of incident. Also, the employee responsible to be replaced and his two days salary to be deducted.</p> <p>2nd instance: Immediate payment in actual/ replacement equivalent to the value of the article/ material theft/ lost/ damaged as decided by DST depending on the gravity of the act and penalty of Rs. 20,000/- on the contractor after confirmation of incident. Also, the employee responsible to be replaced and his two days salary to be deducted.</p> <p>3rd instance: Immediate payment in actual/ replacement equivalent to the value of the article/ material theft/ lost/ damaged as decided by DST depending on the gravity of the act and termination of contract after confirmation of incident.</p> |
| 5 | Personnel not found displaying Photo ID or not in proper uniform | No instance | <p>1st instance: One day salary due to the employee concerned and Rs. 1,000/- penalty on the contractor to be deducted from the monthly bills.</p> <p>2nd instance: One day salary due to the employee concerned and Rs. 2,000/- penalty on the contractor to be deducted from the monthly bills.</p> <p>3rd instance: One day salary due to the employee concerned and Rs. 5,000/- penalty on the contractor to be deducted from the monthly bills.</p> |
| 6 | Personnel indulging in drinking/ found in inebriated state on duty/ sleeping | No instance | <p>1st instance: Immediate removal of the personnel apart from deduction of his two days salary and penalty of Rs. 2,000/- on the contractor.</p> <p>2nd instance: Immediate removal of the personnel</p> |

Signature of the bidder (s) with stamp



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| | | | apart from deduction of his two days salary and penalty of Rs. 4,000/- on the contractor. 3 rd instance: Immediate removal of the personnel apart from deduction of his two days salary and penalty of Rs. 10,000/- on the contractor. |
| 7 | Non-completion of the housekeeping/ cleanliness/ catering operation mentioned in the contract | No instance | Penalty of 0.5 % to 2 % of the monthly billed amount per incident depending upon the gravity of incident and at sole discretion of DST. |
| 8 | Hygiene and quality audit | FSSAI standards | 1 st instance: Penalty of 0.5% of total contract value 2 nd instance: Penalty of 2% of total contract value 3 rd instance: Termination of contract |
| 9 | In case of expiry of any of the licenses required for performing the services such as EPF, ESIC, PSARA etc. | | Termination of contract |
| 10 | Delay in payment of take home remuneration by the contractor to the manpower deployed under this contract. Delay in deposit of EPF and ESI (both employee and employer share) | Payment of remuneration within first week of month immediately following the wage month. EPF & ESI shall be deposited within 15 th of every month immediately following the wage month. | Penalty of Rs. 5,000/- per default. |
| 11 | In case of violation of Minimum Wages Act, Contract Labour Act etc. as applicable from time to time | No instance | Penalty of Rs. 5,000/- for default in addition to termination of contract and all responsibility on account of violation shall be responsibility of the contractor. |
| 12 | Un-authorized stay by personnel of the contractor in Guest House premises | No instance | Penalty of Rs. 5,000/- per default. (Refer Para – 39 of Section – II : Additional Terms & Conditions of this tender document) |
| 13 | Other events of non- | No instance | Penalty as decided by Competent Authority of DST |

Signature of the bidder (s) with stamp



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| compliance of service obligations such as non- maintenance of proper records etc. and Cumulative Penalty under the contract | | and binding on the contractor. However, penalty per incident shall not exceed Rs. 10,000/-. The cumulative penalty shall not exceed 10% of the total contract value. If exceeds, the contract shall be liable to be terminated. |
|--|--|---|



Signature of the bidder (s) with stamp

ANNEXURE - I

Tender Enquiry No.D-34020/03/2020-G.A. dated 17th September, 2020.

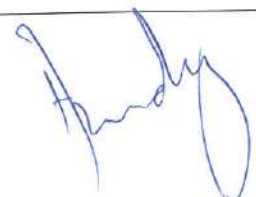
Subject: Housekeeping cum Catering and Security Manpower Services at Vigyan Sadan and National Spatial Data Infrastructure (NSDI) at R.K. Puram, New Delhi.

TECHNICAL BID
(In sealed Cover – I)

(A) Contractor's Details (Mandatory Information)

| Sr. No. | Particulars | To be filled in by the tenderer | |
|---------|--|---------------------------------|--|
| 1 | Name of the Firm and owner(s) | | |
| 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 of the firm | |
| | | GST number of the firm | |
| 6 | Constitution of firm | Individual | |
| | | Sole Proprietorship Concern | |
| | | Partnership Firm | |
| | | Public Ltd. Company | |
| | | Private Ltd. Company / PSEs | |

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...)

| | | |
|--|--|---|
| | | <p>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.</p> <p>Please provide details of any convictions in the past against the company / firm / partner.</p> |
|--|--|---|

(B) License Certificate Details (Mandatory Information)

| Sr. No. | License Certificate Description | Details with validity | Copy attached (Yes/No) | Page No. in the bid |
|---------|--|--|------------------------|---------------------|
| 1 | Registration details of the firm e.g; Trade License/ any registration with government indicating the nature of business | Registered with (authority): _____ Registration No. & validity: _____ | | |
| 2 | License under PSARA Act, 2005 | | | |
| 3 | Employee Provident Fund (EPF) Registration | | | |
| 4 | Employee State Insurance (ESI) Scheme Registration | | | |
| 5 | PAN Card of the firm | | | |
| 6 | GST Registration of the firm | | | |
| 7 | Latest copy of approved Minimum Wages by GNCTD | | | |
| 8 | Income Tax Return of the firm for the last 03 financial years (2019-2020, 2018-2019, 2017-2018) | | | |
| 9 | Balance Sheets and Certificate by Chartered Accountant indicating average annual turnover of Rs. 15.00 lakhs per annum for last 03 financial years (2019-2020, 2018-2019, 2017-2018) | Average turnover: _____ FY 2019-2020: _____ FY 2018-2019: _____ FY 2017-2018: _____ | | |

Signature of the bidder (s) with stamp



ANNEXURE – I (Cont'd...)

| | | | |
|----|--|--|--|
| 10 | Undertaking by the firm on its letterhead that: i. the firm has not been blacklisted by any office/ Department of Central or State Government/ PSU ii. 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 or misleading at any stage, I / We are liable to be 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 or liable to any punitive action besides being disqualified from the tendering process. iii. the firm will not allow or permit any employee to participate in any trade union activities or agitation in premises of DST or its units | | |
| 11 | Other supporting documents like address proof showing registered office in Delhi/ NCR, bank account passbook & cancelled cheque, Authorization Letter in the name of official submitting the bid (if any) etc. shall also be enclosed. | | |

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.

(C) List of similar contracts undertaken in Government Organizations in past 05 years (ending on 31.03.2020) (Experience certificates for the works clearly indicating the value of work, period of execution, satisfactory performance should be enclosed mandatorily)

| Sr. No. | Name of Organization | Value of work per annum (in Rs.) | Duration of contract | Number of manpower deployed under contract | Copy of Experience Certificate enclosed (Yes / No) | Page No. in the bid |
|---------|----------------------|----------------------------------|----------------------|--|--|---------------------|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
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Signature of the bidder (s) with stamp



ANNEXURE – I (Cont'd...)

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| 10 | | | | | | |

(D) Checklist

| Sr. No. | Particulars | Yes / No |
|---------|--|----------|
| 1 | Have you read and understood various terms & conditions of tender document and 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. 2.00 Lakhs with Technical Bid? | |
| 4 | Have you enclosed duly filled Technical Bid in proper sealed Cover-I along with all the supporting documents mentioned in Technical Bid? | |
| 5 | Have you enclosed duly filled Financial Bid in proper sealed Cover-II? | |
| 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? | |

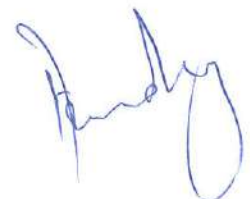
Note:

1. All documents should be sequentially numbered after last page of this tender document and should be in above sequence. The page numbers should also be entered in respective columns above.
2. All documents must be signed & stamped by the bidder/ authorized signatory.

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-34020/03/2020-G.A. dated 17th September, 2020.

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

FINANCIAL BID

(In sealed Cover – II)

(A) Schedule of manpower requirement for Housekeeping cum Catering and Security Manpower Services at Vigyan Sadan and NSDI, R.K. Puram, New Delhi – monthly rates for manpower wages:

| Sr. No. | Description | Per day Minimum wages (effective w.e.f. 22.10.2019) (in Rs.) | Minimum wages for 30 days month | EPF @ 13% (maximum ceiling of Rs. 15,000/-) | ESI @ 3.25% | Total (Min. Wage + ESI + EPF) | Qty | Total amount per month (in Rs.) |
|----------|---|--|---------------------------------|---|-------------|-------------------------------|-----------|---------------------------------|
| 1 | For Vigyan Sadan Guest House cum Transit Hostel | | | | | | | |
| (a) | Caretaker / Supervisor (Graduate) | 753/- | 22,590/- | 1,950/- | 734.18/- | 25,274.18/- | 01 | 25,274.18/- |
| (b) | EPABX Operator cum Receptionist (Matriculate but not Graduate) | 692/- | 20,760/- | 1,950/- | 674.70/- | 23,384.70/- | 03 | 70,154.10/- |
| (c) | Cook (Skilled) | 692/- | 20,760/- | 1,950/- | 674.70/- | 23,384.70/- | 01 | 23,384.70/- |
| (d) | Service boys including helper, chef, room attendant (Semi-skilled) | 629/- | 18,870/- | 1,950/- | 613.28/- | 21,433.28/- | 04 | 85,733.10/- |
| (e) | Service boys like Sweepers / Cleaners (Un-skilled) | 571/- | 17,130/- | 1,950/- | 556.73/- | 19,636.73/- | 05 | 98,183.63/- |
| (f) | Security Guards (Un-skilled) | 571/- | 17,130/- | 1,950/- | 556.73/- | 19,636.73/- | 06 | 1,17,820.35/- |
| 2 | For NSDI | | | | | | | |
| (a) | Service boy (Semi-skilled) | 629/- | 18,870/- | 1,950/- | 613.28/- | 21,433.28/- | 01 | 21,433.28/- |
| (b) | Sweeper (Un-skilled) | 571/- | 17,130/- | 1,950/- | 556.73/- | 19,636.73/- | 01 | 19,636.73/- |
| (c) | Security Guards (Un-skilled) | 571/- | 17,130/- | 1,950/- | 556.73/- | 19,636.73/- | 03 | 58,910.18/- |
| 3 | Total per month | | | | | | 25 | 5,20,530.23/- |
| 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%) | | | | | | | |

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ANNEXURE – II (Cont'd...)

| | | |
|---|--|--------------------------|
| 5 | Total including Service Charge [Sr. No. (3 + 4)] | |
| 6 | (a) CGST @ 9% of Sr. No. 5 above | |
| | (b) SGST @9% of Sr. No. 5 above | |
| 7 | Grand Total per month [Sr. No. (5+6)] | In figures: In words: |

(B) Lump sum rates per month for providing housekeeping cum catering & security services (including material cost) other than manpower services:

| Sr. No. | Location | Lump Sum rates per month (in Rs.) |
|---------|-------------------------|-----------------------------------|
| 1 | For Vigyan Sadan | In figures: In words: |
| 2 | For NSDI | In figures: In words: |
| 3 | Total consolidated cost | In figures: In words: |

Note:

- The rates quoted by the service provider in Items (A) to Item (C) of the "Financial Bid (Annexure-II)" shall be commensurate with the administrative and supervisory efforts required for executing the contract.
- Bidders are cautioned not to submit Abnormally Low Bids (ALBs) and/or Seriously Unbalanced Bids or Front-loaded bids. **Para-18: Evaluation of Bids & Para-19: Award of Contract of Part-(B) of Section-I of this tender document may be referred to before quoting rates in Items-(A) to (C) of the Financial Bid.**

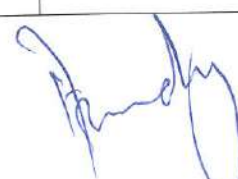


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ANNEXURE – II (Cont'd...)**(C) Rate List of Food Items proposed to be served.**

| Col. 1 | Col. 2 | Col. 3 | Col. 4 | Col. 5 |
|---------|--|--|--------------------------------------|---|
| Sr. No. | Menu & Items | Qty to be provided | Reference Rates (in Rs.) | Rates to be quoted by the bidder within (+/-) 20 % range of reference rates (in Rs.) [Refer Note below before quoting rates] |
| 1 | Tea/ Coffee: Made of whole milk (more than 3.5% fat content) | <i>To be served in clean cups with plate; not to be served in disposable cups</i> | | |
| | i Standard Tea | 150 ml | 10.00/- | |
| | ii Tea with tea bags | 150 ml | 10.00/- | |
| | iii Filter coffee made of filter coffee powder (and not instant coffee) | 150 ml | 15.00/- | |
| | iv Latte Coffee | 150 ml | 10.00/- | |
| 2 | Packaged drinking water bottle (Normal & Cold) i. Bisleri ii. Kinley iii. Aquafina iv. Himalya | ½ or 1 ltrs. | As per MRP | As per MRP |
| 3 | Cold drinks/ Ice Creams | As per standard packing | As per MRP | As per MRP |
| 4 | Breakfast: | <i>Breakfast menus at Sr. No. 4(i), 4(ii) & 4(iii) shall be made available by the contractor on daily basis. In addition, two more breakfast menus shall be made available daily which can be chosen from Sr. No. 4(iii) to 4(ix) on rotational basis.</i> | | |
| | i Bread butter with Omlet (of 2 eggs) | 1 plate (Omelett-2 eggs, Bread-2 slices of total wheat, Butter-15 gms, Sauce-10 gms) | 40.00/- (for all breakfast menus) | |

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ANNEXURE – II (Cont'd...)

| | | | | | |
|---|---|---|---|---------|--|
| | ii | Cornflakes with milk and bread jam | 1 plate (Cornflakes-25 gms with milk & sugar, Bread-2 slices of total wheat, Fruit Jam-20 gms) | | |
| | iii | Veg. Sandwich (2 nos.) with Chutney | 1 plate (Sandwich-100 gms, Chutney-50 gms) | | |
| | iv | Aloo Parathas (2 nos.) with pickle/ sauce/ curd | 1 plate (Paratha-175 gms, Curd-100 gms, Pickle/ Sauce-10 gms) | | |
| | v | Puri (6 nos.) Bhaji | 1 plate (Puri-175 gms, Bhaji-150 gms) | | |
| | vi | Pav Bhaji (4 Pav & Bhaji) | 1 plate (Pav-Std. Size, Bhaji-150 gms) | | |
| | vii | Upma & Vada (4 no.) with Chutney | 1 plate (Upma-100 gms, Urad Vada-120 gms, Chutney-50 gms) | | |
| | viii | Masala Dosa (1 no.) with Sambar & Chutney | 1 plate (Masala Dosa-Std. size, Sambar-150 gms, Chutney-50 gms) | | |
| | ix | Any other menu mutually decided by DST and the contractor during contract period. | | | |
| 5 | Plated Meals (Veg Thali) (To be served as Lunch & Dinner): It shall contain following items: | | | 70.00/- | |
| | Plain Rice (Basmati or better quality) | 150 gms | | | |
| | Chapati/ Roti (4 nos.) | 100 gms | | | |
| | Dal or Sambhar (Thick) | 150 gms | | | |
| | Seasonal Vegetable | 100 gms | | | |

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ANNEXURE – II (Cont'd...)

| | | | | |
|---|--|---|-----------------------------------|------------|
| | Vegetable Curry | 100 gms | | |
| | Curd | 60 gm | | |
| | Pickle | 10 gms | | |
| | Salad | 60 gms | | |
| 6 | Special Veg Thali (To be served as Lunch & Dinner): It shall contain following items: | | 90.00/- | |
| | Rice Pulao/ Jeera Rice (Basmati or better quality) | 150 gms | | |
| | Chapati/ Roti (4 nos.) | 100 gms | | |
| | Dal or Sambhar (Thick) | 150 gms | | |
| | Seasonal Vegetable | 100 gms | | |
| | Vegetable Curry | 100 gms | | |
| | Mix Veg Raita/ Boondi Raita (with thick curd) | 60 gms | | |
| | Pickle | 10 gms | | |
| | Salad | 60 gms | | |
| | Papad | 01 no. | | |
| | Sweet (1 no.) – Rasgula/ Gulabjamun/ Packed Sonpapdi | 40-50 gms | | |
| 7 | Snacks: | | | |
| | i | Any one of the following (with chutney/ ketchup): i. Samosa (2 nos.) ii. Kachori (2 nos.) iii. Vada (2 nos.) iv. Pakoda (1 plate) v. SweetBun (2 nos.) | 20.00/- (for all menu options) | |
| | ii | Biscuits | As per MRP | As per MRP |
| 8 | Juice Tetra Pack (Real/ Tropicana) | | As per MRP | As per MRP |

Note:

- The payment of food items provided by the contractor will be charged directly from the guests at the rates quoted by the contractor in Col. 5 above and approved by DST. Arrangement of raw material for food will be responsibility of the contractor.

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ANNEXURE – II (Cont'd...)

2. Cost of each item should be inclusive of taxes and other applicable charges.
3. 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.
4. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.
5. Above rates will also be applicable wherever required in NSDI case also.
6. **Reference Rates mentioned in Col. 4 of Food Menu above are for regulatory purpose to prevent quoting of irrational rates by the bidder. The bidder has to quote his/ her rates in Col. 5 which should be within (+/-) 20 % of reference rates mentioned in Col. 4 against each item. If rates quoted by the bidder for food menu are not within the above specified range, the bid will be treated as unresponsive and summarily rejected.**



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

| Sr. No. | Description | Rates quoted (per month) (in Rs.) | |
|---------|--|--------------------------------------|----------|
| | | In figures | In words |
| I | Schedule of manpower requirement for Housekeeping cum Catering and Security Manpower services at Vigyan Sadan Guest House and NSDI – monthly rates for manpower wages (Item 'A(7)' of Financial Bid) | | |
| II | Total consolidated/ lump sum rates per month for providing housekeeping cum catering & security services at Vigyan Sadan & NSDI (including material cost) other than manpower services (Item 'B(3)' of Financial Bid) | | |
| III | Bundled Price (I+II) | | |

Note:

1. Item-(C) "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. However, Item-(C) must be given its due importance and reasonable rates must be quoted in Col. 5 of Item-(C) otherwise bid will be rejected straightaway.
2. Lowest evaluated bid price will be determined in terms of net bundled price at **Item-D(III) in Financial Bid (Annexure-II) above** 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.

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

APPENDIX-‘A’**Suggested brands of raw materials to be used/ served**

| Sr. No. | Item | Suggested Brand |
|--|------------------------|--|
| Cleaning & Sanitation items | | |
| 1 | Air Freshener (Toilet) | Odonil/ Godrej/ AirWick |
| 2 | Toilet Cleaner | Domex (HUL)/ Harpic |
| 3 | Washing Soap | Surf Excel/ Ariel/ Ghari/ Rin/ Tide/ Fena |
| 4 | Detergent Powder | |
| 5 | Liquid Soap | Lifebuoy/ Dettol/ Savlon |
| 6 | Homocol | Homocol sanitary |
| 7 | Naphthalene Ball | Trisul B132/ Airqon |
| 8 | Room Freshener | Reckitt Benckiser |
| 9 | Collin | Reckitt Benckiser |
| 10 | Urinal/ Sanitary cubes | Trisul |
| 11 | Brasso | Brasso |
| 12 | Bleaching Powder | Any reputed brand |
| Catering Services items | | |
| 13 | Cooking oil | Sundrop/ Saffola/ Nature Fresh |
| 14 | Masala | MDH/ Everest |
| 15 | Salt | Iodised (Tata/ Captain Cook) |
| 16 | Wheat Flour | Nature Fresh/ Rajdhani/ Annapurna/ Captain Cook/ Ashirwad |
| 17 | Ghee/ Vanaspati | Gagan/ Rath/ Amul |
| 18 | Jam/ Tomato Sauce | Kissan/ Maggie/ Heinz |
| 19 | Butter | Amul |
| 20 | Tea bags | Nes tea/ Twinings/ Taj Mahal/ TATA |
| 21 | Coffee powder | Nescafe/ Bru |
| 22 | Pickle | Nilons/ Mothers/ Maggie |
| 23 | Sugar Cubes | Daurala |
| 24 | Cornflakes | Kellog's |
| 25 | Bread | Britania/ Harvest/ Modern or equivalent |
| 26 | Salted Biscuits | Monaco/ Krack Jack/ Britannia 50-50/ Maska Chaska |
| 27 | Sweet Biscuits | Britannia/ Marie Gold/ Cream/ Parle-G/ Good day/ Little Hearts/ Hide & Seek/ Milk Bikies/ Bourbon/ Orange Cream Priya Gold/ Sunfeast |
| 28 | Water Bottle | Bisleri/ Kinley/ Aquafina |

Note: The above mentioned brands are suggestive and only for the purpose of quality monitoring; equivalent quality brands are also acceptable. In addition, for the items not covered in the list above, Guest House Manger or authorized officer of DST may suggest any brand to ensure quality, which shall be adhered by the contractor.

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APPENDIX-'B'**Indicative list of tools/ equipment to be used**

| Sr. No. | Item |
|---------|---------------------------------|
| 1 | Floor Duster |
| 2 | Floor Wiper |
| 3 | 3M Doodlebug |
| 4 | Telescopic Rod |
| 5 | White Dusters |
| 6 | Mop Wringer Trolley |
| 7 | Hard Gloves |
| 8 | Pressure Pump |
| 9 | Hard & Soft Brooms |
| 10 | Vacuum Cleaner |
| 11 | Safety Signage |
| 12 | Feather Brush |
| 13 | Kentucky Mop |
| 14 | Toilet Brush |
| 15 | Barricade Tape & Stand |
| 16 | Hand Brush (Srubber) |
| 17 | Gloves HB |
| 18 | Vacuum Pump |
| 19 | Glass Wiper |
| 20 | Carpet Brush |
| 21 | Safety Shoes |
| 22 | Bucket/ baskets |
| 23 | Dust Pans |
| 24 | Dustbins (Small/ Medium/ Large) |

Note: In addition to above, Guest House Manger or authorized officer of DST may suggest any other item required for overall housekeeping, caretaking, catering & security services at Vigyan Sadan & NSDI, which shall be adhered by the contractor.

***** End of Tender Document *****



Signature of the bidder (s) with stamp