

Cost Rs.100/-



INCOME TAX DEPARTMENT
AHMEDABAD
TENDER DOCUMENT



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Subject: Hiring of Catering and House Keeping services for DTRTI, the Income Tax Department, Ahmedabad – for the period 01/03/2013 to 28/02/2014.

The Director, Direct Taxes Regional Training Institute, Ahmedabad on behalf of the President of India invites quotations in sealed covers from reputed agencies who are engaged in the business of providing Catering and House Keeping Services latest by 18/02/2013 regarding Catering & Housekeeping services for the Guest House of DTRTI, Ahmedabad situated at the 7th & 8th floor, A-Block Aayakar Vihar, B/h Dhanajay Tower, Vejalpur, Ahmedabad as per terms & conditions mentioned in the tender document. Hiring shall initially be for a period of 1(one) year and is extendable by one more year at the discretion of the DTRTI, Ahmedabad upon satisfactory performance. The Guest House has 8 flats (3 Bedroom flats), of which 1 flat has been created for dining/kitchen. The Applicant may visit the Guest House on any working day between 10:30 AM to 5:00 PM after taking prior permission from AO(DDO), DTRTI, Ahmedabad (referred to as officer-in-charge for the guest house of DTRTI, Ahmedabad in this tender document) (Ph. No. 079-26574298) to inspect the premises.

The bid shall consist of two parts – **Technical Bid and financial Bid**. Both the bids are to be placed in two separate sealed envelopes (clearly super scribing ‘Technical Bid’ and ‘Financial Bid’) which in turn are to be placed in one sealed cover. **Bids of all the parties whose Financial Bid is not in a separate sealed cover or the rates quoted by them find mention in their Technical Bid shall be rejected forthwith.** All the information sought under the head ‘Eligibility Criteria’ is to be given in Technical Bid while price quoted for the same will have to be mentioned **only in the Financial Bid**. The Financial Bids of only those parties shall be opened whose Technical Bids are found to be eligible while the disqualified bidders’ Financial Bid shall be returned unopened. **The bidder shall quote the technical & financial bids as per the format enclosed as Annexure I & II to this document.**

Prebid conference shall be held in the premises of DTRTI on 13/02/2013 at 4:00 PM. The Technical Bid shall be opened at **04.00 PM on 18/02/2013** in Conference Room, 2nd floor Nanalal Chambers, Opp. Times of India, Ashram Road Ahmedabad, 380 009 in the presence of one representative of each of the bidder who wishes to be present.

Eligibility Criteria for bidder (Supporting evidences should be submitted along with Technical Bid):-

- I. The Applicant Agency should have the work experience in the catering & housekeeping of atleast two years at the time of making application of the contract and should produce evidences to that effect.
- II. The Applicant's Annual Turnover should not be less than Rs. 2 lakhs from the business of catering and house keeping in at least one of the Financial Years in F.Ys. 2009-2010 to 2011-2012. In support of this, Applicant contractor should submit their copies of return of income filed with the Income Tax Department along with Balance Sheet & Profit and Loss Account for F. Ys. 2009-2010 to 2011-2012.
- III. Applicant Contractor should have a reputed client base. The client list along with proof of work order received should be submitted in support of the same.
- IV. The above conditions will not apply to Government or Semi-Government Enterprises.
- V. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable of Rs. 20,000 (Rupees Twenty Thousand only) in the from of Demand Draft / Pay Order drawn in favor of the 'Direct Taxes Regional Training Institute, Ahmedabad'.
- VI. The EMD in respect of the agency which does not quality the Technical Bid/Financial Bid shall be returned to it without any interest. However, if the successful bidder fails to provide service against the internal requirements within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

Quotation should be sent in sealed covers super scribed as **QUOTATION FOR CATERING & HOUSE KEEPING SERVICES** and should reach the office of the Director, Direct Taxes Regional Training Institute, Opp. Times of India , Ashram Road, Ahmedabad – 380 009 on or before **18/02/2013** by **03.00 PM**. The Technical bid will be opened on **18/02/2013** at **04:00 PM** in the presence of the parties or their representative who wish to be present. Financial bid will be opened at a later date to be communicated at the time of opening of technical bids.

TERMS AND CONDITIONS

(1) Regarding Manpower:

- One Guest house In charge (caretaker) & one Cook will be required to be present in the guest house who will take care of maintenance and housekeeping job and catering for the guest house as well as the lunch for the trainees at the DTRTI office premises. Also the Service Provider should ensure that there are at least three helpers to assist the above persons in discharging the above mentioned duties.
- Over all supervision of the work to be done by the above persons shall be carried out by the service provider on daily basis and the service provider shall remain responsible for all the acts, conducts and misconduct of the persons employed by it in the guest house.
- In no circumstances the guest house should be left unattended. The service provider shall be responsible for the replacement of person, if need arises as and when advised by the Department.
- No Child labour is to be engaged by the service provider.

(2) Regarding Cleaning on Daily Basis:

- Daily cleaning would include sweeping and mopping of the entire area of the Guest House which is situated on the 7th & 8th floor, A-Block, Aayakar Vihar, B/h Dahnanjay Towers, Vejalpur, Ahmedabad.
- Cleaning of waste paper bins and removing the waste for disposal at appropriate place.
- Cleaning of all rooms, passages, corridors and staircases at least twice a day. Cleaning of all rooms of the guest house and toilets at least twice a day. Dry Mopping and wet mopping room and balcony floor wiping cot/chair/table/wardrobes/mirror door handles, balcony railing etc.
- Cleaning of pantry in guest house.
- Changing of bed-sheets, towels, etc. of all occupied rooms. Once in three days or on any urgent requirement.
- Cleaning of toilets with chemicals, acids & soaps to remove all stains from floors, basins, urinals.
- Vacuum cleaning to be done as and when required on carpets & upholstery.
- Removing of cob webs (Bava, Jalla) from walls and ceilings.
- Cleaning of Water purifier & maintaining hygienic condition for drinking water.

- Cleaning of light fixtures & A.C. Grills.
- Cleaning of Windows.
- Cleaning & refilling of drinking water in rooms of the Guest House when it is under occupation.
- Cleaning up of all blockages in the water supply and sanitary lines.
- Any other cleaning work which cannot be carried out on working day.
- The cost of laundering the bed line and other items shall be borne by the Department. Bed sheets, covers, towels, curtains etc. will be provided by the Department.
- The service provider shall maintain a register of complaints from the occupants of guest house and redress the complaints.

(3) Catering service (Guest House & DTRTI office)

- Need to serve food in time as per the menu mentioned in Annexure-III of this tender document. The food items should be supplied on all days including public holidays as per the rates prescribed in Annexure-III. The cutlery will be provided by the DTRTI.
- Serve tea/coffee in morning in the rooms & tea/coffee in evening in the dining area for the occupants of the Guest House.
- The Catering service is exclusively for the benefit of the occupants of the Guest House and is out of bound for outside public.
- No food prepared outside the campus shall be brought inside by the service provider without the written consent from the officer in-charge at DTRTI.
- The service provider shall put the necessary control measures in place such as token systems, register bill books etc. for keeping accounts of number of plates served and it is the duty of the service provider to get these documents counter signed from the officer in-charge at DTRTI.
- DTRTI will not be responsible for negligence on part of service provider in not collecting food charges from the users.
- Vegetables, grocery, oils, ingredient of good quality need to be provided and will be inspected by the officer-in-charge at the DTRTI.
- Personal hygiene of the food handler needs to be as per the industry standards.
- The canteen area, food preparation area, food storage area, drainages and exhausts to be kept clean at all times.

- Food preparation vessels, storing and serving vessels to be kept clean and as per proper hygienic standards.
- Room service of food articles is not permitted without knowledge of the officer-in charge of the DTRTI.
- On Training days, lunch is to be provided in the office premise viz, 2nd floor Nanalal Chambers, Ashram Road at 1:15PM. The number of persons for whom lunch is to be prepared will be intimated to the service provider one day in advance by the officer in charge at DTRTI.
- Any other task as and when arises or as directed by the officer in charge at DTRTI which are required and fall within scope of catering services.

(4) Regarding Other Maintenance:

- Any defect in any electrical instruments or other equipments fitted in the guest house to be verified daily and should be reported to the office in charge at DTRTI, Ahmedabad.
- Maintenance of stock register of equipments, utensils, crockery, etc. maintained in the guest house. The responsibility for its maintenance shall be with the contractor.
- Routine notice / instructions will be given by the officer – in charge at DTRTI. The service provider shall make sure that the he or / and his authorized representative are available during working hours for receiving & implementing the instructions. The service provider at the time of signing the contract agreement, shall intimate the DTRTI in writing the name of his authorized representative with power of attorney and shall give an undertaking that his authorized representative is competent to receive and implement the instructions of the DTRTI and also make necessary purchases at short notice whenever required in case the service provider is absent for external reasons beyond his control.
- The service provider shall ensure the safety and upkeep of all furniture, fixture and all other equipment. It will be the duty of the service provider to bring to notice of the officer – in – charge at DTRTI immediately as and when such damages, loss, pilferage, thefts etc. occur and act accordingly to his/her instructions.
- The work under the contract shall be supervised by the Inspector of this office. It is understood that service provider or his representative shall co-ordinate with our supervisory authority (Inspector) to avoid complications and misunderstandings. The Inspector shall report the same to the officer-in-charge at DTRTI on daily basis.
- The allotment of all rooms shall be decided by this office and shall be communicated to the contractor by way of allotment slip and in case of emergency by way of telephonic instruction. The service provider will be required to collect allotment slip in due course if it is allotted as per telephonic instruction.

- No request for allotment of room shall be entertained by the service provider if it is not authorized by AO(DDO), Ahmedabad.
- The charges for food be as per the rates mentioned in Annexure-III to this Tender Document. The expenses for purchase of all items for foods will have to be borne by the contractor. This office shall not have any responsibility for expenses to be incurred on pantry and for the collection of charges from guest on foods supplied to the guest.
- A furnished pantry including utensils, crockery, gas connection with gas-stove shall be made available to the contractor for use. However, the gas usage charges will have to be borne by the service provider.
- Service Provider will ensure that the telephones installed in the rooms are not misused.
- Service Provider will be required to ensure that no other activity is carried out by any person in the premises of the guest house including consumption of liquor or other anti-social activities.
- Laundry of curtains shall be carried out by service provider every three months and the actual cost shall be reimbursed by the Department.
- One set of all the keys shall remain with service provider and one set of all the keys shall remain with this office.
- One room shall be provided for stay of cook, care taker and space for storage of other materials required by service provider.
- The service provider shall be solely responsible and liable for all payments due to his employees including salaries, wages, overtime wages, if any, statutory payments, contributions to Provident Fund and Employees State Insurance, bonus, gratuity if payable, provision of uniforms and all other payments of whatsoever nature.
- The service provider shall be responsible for fulfilling the requirements of all statutory provisions of the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Gratuity Act, the Employees' Provident Fund & Miscellaneous Provisions Act, 1952, the Employees' State Insurance Act, 1948, the Contract Labour (Regulation & Abolition) Act, 1970, and all other applicable laws at his own cost and risk in respect of all the persons employed by him. The contractor shall maintain the records required to be maintained under the statutory enactments and an authorized representative of the Department shall be entitled to inspect the records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant labour laws applicable from time to time. If, due to any reason whatsoever, the Department is made liable to pay any liabilities payable by the service provider under any of the applicable laws, the Department shall recover the same from the contractor.

- The service provider shall provide uniforms to his staff and wearing of uniforms is compulsory for the staff during their working hours. Prior approval from the Department may be taken for the color and pattern of the uniform.
- The service provider undertakes to ensure that all his employees shall always appear to work in well groomed and presentable condition. i.e. shaved, properly cut and set hair clean and properly pressed uniform etc. A penalty of Rs. 100/- per day per worker shall be deducted for non wearing uniform at the guest house DTRTI premises.
- The service provider shall abide by the rules and regulations of the local authorities, sale tax authorities, income tax authorities, etc. beside the provisions under various labour laws and Act of the State and Central Governments in force from time to time.
- Service Provider will ensure that the persons provided by him are free from any kind of contagious diseases and are medically fit in all respect. The Service Provider should also verify the character antecedent of the persons provided by him. The Service Provider should also furnish the copies of ID proofs of the persons provided by him.
- The service provider shall be solely responsible for effectively and efficiently supervising the employees placed and ensuring prompt discharge of all responsibilities cast upon under this agreement. The service provider and their employees shall be bound to accept and abide by any special instructions or requirements which may be communicated in writing or orally by the Director of DTRTI, Ahmedabad.
- The contractor is prohibited from carrying out any commercial or economic activity from within or within the vicinity of Guest House.
- The service provider shall have the legal status of an independent service provider. Neither the service provider nor its staff members, nor any person employed by the service provider or its agent or within the from work of, the performance of the services under the contract shall be considered in any way as being staff members of the DTRTI.
- In case of breach of any Rules and for all types of losses caused by the service provider, DTRTI shall make deductions as deemed suitable or as specified in the Rules from the bills provided by the service provider.
- The DTRTI, Ahmedabad reserves right to terminate contract by giving one month's notice.
- The agreement shall be in force for a period of one year from the date to be specified by the Department and it may be extended for such further period and on such terms and conditions as may be mutually agreed upon by the parties hereto.

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

1	Name of Tendering Company/Firm/Agency (Attach certificate of registration)			
2	Name of proprietor /Director of Company/Firm/Agency			
3	Full address of Registered Office with Telephone No., Fax and E-Mail			
4	Full address of Operating/Branch Office with Telephone no., FAX and E-Mail with name of the Contract Person(s) and Mobile No.			
5	PAN/GIR No. (Attach attested copy)			
6	Service Tax Registration No. (Attach attested copy)			
7	E.P.F. Registration No. (Attach attested copy)			
8	E.S.I. Registration No. (Attach attested copy)			
9	Documents showing completing at least one service of value not less than Rs. 2 lakh per annum			
10	Give details of the major similar contracts handled by the leading Company/Firms/Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format. (Attach attested copies).			
	Sr. No.	Details of client along with address, telephone and Fax numbers.	Amount of Contract, (Rs. Lakhs)	Duration of Contract From To
	(If the space provided is insufficient, a separate sheet may be attached.)			
11	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./PSUs).			
12	Total No. of years of experience in providing similar services with the list of clients year wise.			
13	Total Turnover of the business in F.Y. 2010-11 & 2011-12			
14	Income declared in IT. Returns for F.Y. 2009-10, 2011-12 9enclosed copy of IT. Returns acknowledgement for the relevant assessment years along with Audit report u/s 44AB).			
15	Total No. employees in the service providing company/agency/firm.			
16	Affidavit stating that the agency is/has not been black listed by Centre/State Government/PSU (Attach attested copy)			

Signature of authorized person

Date:

Name:

Place:

Seal:

FINANCIAL BID

(To be kept in a separate sealed envelope)

1. Name of tendering Service Provider
Company/Firm/Agency:
2. Details of Earnest Money Deposit
Amount :
D.D./PO. & Date :
Drawn on bank :
3. **CONTRACT RATES PER MONTH** :
(Rates are to be quoted in accordance with
Minimum Wages Act, 1948 and all other
bye-laws applicable (inclusive of all statutory
liabilities, taxes, Levys, cess etc.,**but
excluding service tax**)

01	Per month Work Contract charges for (excluding service tax) housekeeping and catering service (the contract amount has to be inclusive of all other applicable taxes, viz,, ESI, PF, Minimum Wages Act etc.)	Rs.
	TOTAL	Rs.

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

Signature of authorized person

Full Name:

Seal:

Date:

Place:

Notes:

1. The rates quoted by the Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service Providing Company/Agency/Firm during the month.

ANNEXURE-III

- The mess charges for guest / trainees will be chargeable as per following rates:

Particular	Rate	Time
Break Fast (inclusive of Morning Tea)	60	07:45hrs to 09:30hrs
Lunch (Both at Guest House & DTRTI office)	80	12:30hrs to 14:30hrs
Evening Snacks	25	17:00hrs to 18:30hrs
Evening Tea/Coffee	05/10	17.00hrs to 18.30hrs
Dinner	80	19:30hrs to 21:00hrs

The rates will be subject to revision in the next year if contract is to be extended by one year.

The menu of the breakfast, lunch, evening snacks and dinner has to be as per schedule mentioned below:

Breakfast :

Bread + Butter + Jam and any one of the items mentioned below:	+	Any two of the items mentioned below
Idli + Vada + Sambhar + Chutney		Cereals / Milk
Dosa to order + Sambhar + Chutney		Tea / Coffe
Puribhaji		Fruit Juice
Stuff Paratha		
Egg to order		
Spring Rolls / Gujarati Snacks		
Poha/Upma		
Any other similar items		

Lunch:

		Evening Snacks: Tea / Coffee + Any one of below:
Plain steam rice / Jeera rice		Aloo Bonda
Seasonable Vegetables – 2 (paneer atleast once a week)		Onion Bhaji
Dal Fry / Pulses		Vegetable Sandwich
Curd		Vegetable Spring Roll
Papad, Pickle		French Fries
Vegetable Salad		Dokla
Seasonal Fruit		Khandvi
Roti / Nan / Paratha		Daivada

Dinner:

Soup [any one]	Main Course	Dessert [any one]
Tomato	Roti / Nan	Fruit Cream
Veg. clear	Jeera Rice / Vegetable Pulao/ Steam Rice	Ice Cream
Sweet Corn	Dal Fry / Pulses	Gulabjamun / Rasgulla
	Seasonal Vegetable - Two (paneer atleast once a week)	Kheer / Halwa
	Salad	
	Curd, Pickle, Papad	

DECLARATION

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

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

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

Signature of authorized person

Full Name:

Seal:

Date:

Place: